Ohio | **Department of Administrative Services**

# Enterprise SharePoint

## Service Description

The Enterprise SharePoint Service supports both an on premises and cloud environment. Enterprise SharePoint service provides Site Administration, Technical Services/Support for SharePoint and third-party tools (e.g., Nintex) as well as Strategy, Adoption, Operations and Strategic Management within both the Tenant and Farm level for SharePoint related services. Key Services Included: Site Administration and Technical Services:

**Basic Services include:**
 • Site Collection Creation;
• How to's from Site Collection Admin/users;
• Research Apps and make available to Tenant/Farm;
• Consult on SharePoint Online and On Premises needs with Agencies;
• Review & Approve 3rd party tool integration;
• Incident/Problem Resolution;
• Work to eradicate issues in SharePoint Online;
• Routine maintenance;
• Site to Site Migrations;

**Additional Services Available:**
 • Customized Search;
• Site Branding & Design;
• Migrating content from one environment to SharePoint (e.g., FileShare to OneDrive or SharePoint);
• Rights Management & Data Protection;
• Retention Management;
• Azure integration;
• Customized Applications and Workflows;
• Content types, managed metadata, site structure and navigation;

**Strategy, Operations and Management – Key Services include:**
 • Program Management
• SOW and contract creation and processing
• Contract Management
• Adoption Service Template & Education
• Lunch 'n Learns
• Yearly Reporting
• Community Center Intranet Site Management;

**Services performed for On Premises environment only:**
 • Configuration Management;
• Code Management;
• Patching and Software updates;
• Farm Backup and Restore;
• Refreshing Content Across Development and Staging environments;
• Physical Architecture Changes;

## Customer Benefits

SharePoint users will be able to have one stop shopping for everything from requesting a site collections, services, training or enhancements, and asking questions.

- Availability – The Enterprise SharePoint Service is available 24x7x365
- Cost savings - The customer saves money by not having to incur additional expenses for Agency personnel, operating system licensing, and equipment associated with the service.
- Efficiency - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer as well as leverages Enterprise Licensing to lower overall cost.
- Scalability - The service is configured according to current operational needs and may be easily modified as those needs evolve.
- Support - Service support is provided by ESP employees that are skilled and experienced in planning and provisioning, backup, recovery, maintenance, and troubleshooting.

## OIT Provides

Core services are Strategy and Management, Management of Standard Features, Operations and Support.

- Management of vendor contract and the relationship with the Vendor and their partners
- Management of Hardware and software to include upgrades, patches, etc.
- Routine maintenance
- Incident resolution via the ESP Help Desk
- Service provisioning, implementation, monitoring and alerting

## Maintenance Schedule

ESP farm for OS is part of the Windows patching schedule.

SharePoint on premises application(s) will be patched two (2) times per year via scheduled outages.  The team will review the monthly service pack from Microsoft and determine when features will be updated. The scheduled outages dates are established in a maintenance calendar on the Enterprise Operations Run site.  Any and all Maintenance is done off hours between 11PM to 6AM

## Incident Response & Resolution

The Enterprise SharePoint support staff is available from 8:00 AM to 5:00 PM, Monday through Friday. Customers may report incidents to the OIT Customer Service Center (CSC) on a 24 x 7 basis. Incidents regarding this service are responded to during standard hours of operation. Customer involvement is essential to resolving issues, therefore; the customer will need to provide a system administration point of contact.  For critical incidents, Enterprise SharePoint participates follows standard DAS procedures for P1 outages.  For non-critical, business issues, these will be responded to within one business day and resolved within five (5) business days.

## Service Objectives

| Category | Evaluation Criteria | Target |
|---|---|---|
| Availability | Enterprise SharePoint uptime | 99% |
| Incident Responsiveness | Enterprise SharePoint support staff responds to the customer (acknowledges or confirms receipt of ticket) within 1 hour | 100% |
| Incident Resolution | Enterprise SharePoint support staff resolves incident within 1 day | 80% |

## Customer Requirements

Customer to provide web address/URL, Customer to provide screen captures of the issue, customer to provide contact information, customer will adhere to Enterprise SharePoint policies and procedures, customer will submit ticket via CSC, Customer will provide billing information if needed.

- Maintain Contact List
- Provide OIT with a valid billing number
- Submit TSR request (for applicable services)

## Additional Information

For more information on Enterprise SharePoint Service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov