



March 26, 2024

Administrative Procedure Manual Transmittal Letter No. 392

TO: Administrative Procedure Manual (APM) Holders
FROM: Matt Damschroder, ODJFS Director
SUBJECT: Master Service Agreement (MSA) and Technology and Service Support Policy (TSSP)

This letter transmits the amendment of Internal Management rules 5101:9-9-15 and 5101:9-9-17 and rescission of 5101:9-9-16 of the Administrative Code as a result of a periodic review and the development of the Master Service Agreement (MSA).

5101:9-9-15: "Service Level Agreement (SLA)." This rule identifies the county agency MSA requirements. The rule title has been renamed "Master Service Agreement." The rule has been amended to reflect the MSA requirements. The MSA replaces the SLA. Paragraph (F) was updated to reflect that the MSA is available on the county operations user experience (UX) sharepoint portal.

5101:9-9-16: "Negotiated Service Level Agreement (SLA N)." This rule identifies procedures for Negotiated Service Level Agreements available to agencies having greater than five hundred employees or public children services agencies (PCSAs) that have never been on the ODJFS network. This rule is being rescinded as SLA N options have been transitioned into the new tiers of service identified within the MSA.

5101:9-9-17: "Technology and Service Support Policy (TSSP)." This rule identifies how ODJFS provides quality, cost-effective networking products, services and solutions to county Agencies throughout the state. The rule has been updated with MSA terminology and identifies that the TSSP can be found on the county operations user experience (UX) sharepoint portal.

INSTRUCTIONS:

The following chart depicts what material should be removed from the Administrative Procedure Manual (APM) and what material should be inserted in the APM.

Table with 3 columns: LOCATION, REMOVE AND FILE AS OBSOLETE, INSERT/REPLACEMENT. Rows show updates to Chapter 9 rules 5101:9-9-15, 5101:9-9-16, and 5101:9-9-17.

5101:9-9-15

Service level agreement (SLA) Master service agreement (MSA).

- (A) The ~~SLA~~MSA is a document of understanding provided by the Ohio department of job and family services (ODJFS) office of information services (OIS). ODJFS requires county agencies to enter into an ~~SLA~~MSA to delineate responsibilities for day-to-day information technology (IT) operations between the county agency and OIS to provide quality service to end users and to maintain the health and integrity of the ODJFS network.
- (B) The ~~SLA~~MSA outlines expectations between the county agencies and OIS including the IT resources supply and management, standards, support efforts, information security, and service provider alignment. A county agency shall elect a service level as part of the ~~SLA~~MSA program. All ODJFS commitments are subject to the availability of state and federal funds.
- (C) The technology and service support policy (TSSP) also details the delineation of responsibilities, including financial responsibilities as shown in rule 5101:9-9-17 of the Administrative Code.
- ~~(D) A county agency wishing to assume more responsibility for the operation of its local network may do so, in accordance with the established SLA levels, provided the county agency can maintain eligibility and continues to fulfill the requirements.~~
- ~~(E)~~(D) The county agency director and the deputy director of OIS shall utilize the ~~SLA~~MSA signature document to show acceptance of the ~~SLA~~MSA, and all related levels and support documentation. Due to the ever- changing nature of the IT environment, OIS may update the supporting documentation as needed.
- ~~(F)~~(E) In the event of a disagreement regarding provisions of the executed ~~SLA~~MSA between OIS and the county agency, the initial attempt at resolution will commence at the county agency technical point of contact (TPOC) and OIS liaison level. If resolution is not possible at that level, the deputy director of OIS and the director of the county agency, or their designees, will work to resolve such issues and may utilize the methodology contained in the fiscal agreements if necessary.
- ~~(G)~~(F) The most current version of the ~~SLA~~MSA is available on the ~~OIS website~~county operations user experience (UX) sharepoint portal.

Effective: 4/4/2024

CERTIFIED ELECTRONICALLY

Certification

03/25/2024

Date

Promulgated Under: 111.15
Statutory Authority: 5101.02
Rule Amplifies: 5101.02
Prior Effective Dates: 10/01/2003, 02/01/2006, 07/01/2007, 07/01/2009,
03/26/2015, 10/13/2018

5101:9-9-17

Technology and service support policy (TSSP).

- (A) The Ohio department of job and family services (ODJFS), in a continuing effort to improve the level of customer service and responsiveness to county agencies, developed the technology and service support policy (TSSP). The TSSP represents a commitment by ODJFS to provide quality, cost-effective networking products, services, and solutions to the county agencies throughout the state.

The TSSP operates within the framework of the ~~service level agreement (SLA)~~master service agreement (MSA) as detailed in the ~~SLA~~MSA and rule 5101:9-9-15 of the Administrative Code.

- (B) The TSSP is the policy by which county agencies request information technology (IT) equipment and services from the ODJFS office of information services (OIS). All county agency requests for network equipment, installation of third-party software applications, or OIS assistance with equipment moves to new sites, require completion of the JFS 01321 "TSSP County Request."
- (C) TSSP coordinators in OIS oversee the request process and are responsible for working with the county agencies to determine financial responsibilities and costs, verify staff levels, track the progress of requests, and serve as the ODJFS contact for county agency information related to the TSSP.
- (D) As part of completing the JFS 01321, the county agency will estimate the financial responsibilities associated with its request and submit the information to the TSSP ~~coordinator~~coordinators in OIS.
- (E) Whenever financial responsibilities are determined to be greater than those estimated on the JFS 01321, OIS will contact the technical point of contact (TPOC) in the county agency. OIS will obtain the county agency's consent before continuing the fulfillment process.
- (F) Financial responsibilities are enumerated in the TSSP. All ODJFS commitments relative to networking products, services, and solutions are subject to and contingent on the availability of state and federal funds. Whenever financial responsibilities are determined to be different from those estimated in the agency's original request, OIS will notify the county agency to obtain its consent before fulfilling the agency's request. Equipment acquisitions that may affect the ODJFS network, regardless of the cost or financial responsibility, must be approved by ODJFS before the agency purchases the equipment. Approval may be obtained through the TSSP request process.

- (G) ODJFS retains ownership of networking products unless ODJFS specifically transfers ownership in accordance with procedures in rule 123:5-2-01 of the Administrative Code.
- (H) Through TSSP, ODJFS seeks to do the following:
- (1) Ensure timely and efficient delivery of IT products and services to ODJFS's customers;
 - (2) Increase the flexibility for county agencies to select networking products, services, and solutions that best meet their needs;
 - (3) Maintain continuity of a safe, sound, and secure computer environment; and
 - (4) Ensure budgetary predictability and cost-effectiveness of networking solutions for ODJFS and county agencies.
- (I) OIS continues to provide the workstations, software, and network access necessary for county employees to complete their state-required job functions pursuant to and in compliance with the signed and established ~~SLA~~MSA levels.
- (J) ODJFS will provide the network infrastructure to enable local agency staff to connect to the ODJFS network.
- (K) As a way for county agencies to have the flexibility to meet future needs, ODJFS will provide an additional allowance of workstations in an amount of up to ten per cent of the local agency's filled full-time equivalent (FTE) employees.
- Beyond this baseline, counties are responsible for financing computing resources.
- (L) County agencies will purchase service units from ODJFS, unless otherwise specified in the ~~SLA~~MSA for the individual county agency.
- Service units include, but are not limited to, maintenance, service, and use of state owned equipment.
- (M) Costs associated with TSSP equipment service units are determined by the initial equipment and warranty costs to ODJFS. On-going services are included as part of the service unit at the expense of ODJFS. On-going services include moves, customer support, software upgrades, and equipment services.
- (N) The ~~catalogue~~catalog of network services section of the TSSP displays the networking products and services available to county agencies. The ~~catalogue~~catalog details the

estimated costs a county agency will be subject to when it purchases service units and services that it specifies on the JFS 01321 that it submits to OIS.

- (O) Following the fulfillment of a request, the ODJFS office of fiscal and monitoring services (OFMS) will generate an invoice from the Ohio administrative knowledge system (OAKS) for equipment and services rendered ~~and e-mail it to the county agency for all requests determined to be the financial responsibility of the county agency.~~ The county contact is notified that the invoice has been placed on the county user experience (UX) sharepoint portal for retrieval. The service unit cost to the county agency will be the actual invoice cost for each piece of equipment used and warranty purchased. Available TSSP service units may be found in the ~~catalogue~~catalog of network services section of the TSSP.
- (P) When a request involves recurring charges, ~~such as monthly data line fees,~~ the county will be invoiced on a recurring basis. These invoices will utilize the same payment process as the other TSSP invoices.
- (Q) County agencies ~~and one-stops~~ will pay the invoice by sending a check, made payable to the "Treasurer, State of Ohio," and including a copy of the invoice with the check. Remit payments to the following address:
- "Huntington National Bank
ODJFS
L-3659
Columbus, Ohio 43260"
- (R) If payment is not received within sixty calendar days, the ODJFS office of fiscal and monitoring services will notify the county agency ~~via a memo.~~
- (S) If payment is not received within ninety calendar days, the ODJFS office of fiscal and monitoring services will recover the funds via an adjustment to the county agency's advance.
- (T) County agencies shall use the JFS 02750 "Child Support Enforcement Agency (CSEA) Quarterly Financial Statement", JFS 02820 "Children Services Quarterly Financial Statement", or JFS 02827 "Public Assistance (PA) Quarterly Financial Statement" to report TSSP expenditures.
- (U) OIS will update the TSSP as dictated by changes in technology, service unit pricing, or available service offerings. The most current version of the TSSP is available on the ~~OIS website~~county user experience (UX) sharepoint portal.

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