



## **Attachment B: Appendix B1.0**

# **Operating Level Agreement**

**IT Infrastructure General**

**Document Change Management**

<b>Version</b>	<b>Date</b>	<b>Short Description</b>
7.0	Nov 22, 2005	BCH Draft Changes
8.0	Nov 25, 2005	BCH Draft Changes
8.1	Nov 29, 2005	DGibbons, DJang Review and Edits
8.2	Dec 01, 2005	GJones Review
8.3	Dec 02, 2005	Senior Management Review – ANightingale, GJones, BWhite, GClare, DGibbons, PKing
8.4	Dec 06, 2005	Review and Edits, DJang, PKing
9.0	Dec 7, 2005	BCH Draft Changes
10	Dec 8, 2005	Changes agreed to in joint meeting – Edward H, Normal T, Al N, Garth C, George J, Patrick K. Afterwards, confirmed 48 hours for Severity 1 incident report. Escalated issue of BCH responsibility for upgrades, and removed from the OLA. Only outstanding item is standard language in Section 1.
11	Dec 14, 2005	Uncorrupted tables in Reporting and Main and Remote Locations sections.
12	Dec 15, 2005	Final version, except definition of Severity 1. Approved by Edward H and Patrick K, subject to resolution of this issue.
13.0	Jan 22, 2006	Clarification on Sev 1 by E.Haboly

## Table of Contents

<b>1.0</b>	<b>GENERAL OVERVIEW</b> .....	<b>4</b>
1.1	OLA PERIOD .....	4
1.2	OLA REVIEW AND REVISION .....	4
1.3	OLA INTERPRETATION .....	4
<b>2.0</b>	<b>CONTACT INFORMATION</b> .....	<b>5</b>
2.1	OLA ADMINISTRATIVE CONTACT INFORMATION .....	5
2.1.1	<i>BCH Administrative contacts</i> .....	5
2.1.2	<i>ABSBC Administrative contacts</i> .....	5
2.2	ADMINISTRATIVE CONTACT CHANGE .....	5
<b>3.0</b>	<b>GENERAL SERVICES</b> .....	<b>11</b>
3.1	SERVICE DESCRIPTION .....	6
3.1.1	<i>IT Service Support</i> .....	6
3.1.2	<i>IT Service Delivery</i> .....	6
3.2	HARDWARE AND SOFTWARE .....	8
<b>4.0</b>	<b>BCH ROLES AND RESPONSIBILITIES</b> .....	<b>9</b>
<b>5.0</b>	<b>OLA REPORTING</b> .....	<b>10</b>
<b>6.0</b>	<b>MAIN AND REMOTE LOCATION LISTING</b> .....	<b>11</b>

## 1.0 General Overview

This Operating Level Agreement (“**OLA**”) is an Appendix to and forms part of, Schedule 4.2 to the AMSA. For the purposes of this OLA, “the Agreement” shall mean the AMSA, “BC Hydro” shall mean BCH, and “ABSU” shall mean ABSBC.

### 1.1 OLA Period

This OLA remains in effect for the duration of the Agreement.

### 1.2 OLA Review and Revision

The OLA may be reviewed at any time, and will be reviewed at least annually. The OLA will be changed through the Change Order Request (“COR”) process of the Agreement.

### 1.3 OLA Interpretation and Application

This OLA shall be interpreted and applied as described in section 2.7 of this Schedule 4.2 to this Agreement.

## 2.0 Contact Information

### 2.1 OLA Administrative Contact Information

The OLA owner manages this OLA and is the review point of contact. The business owner defines the requirements and receives operational reports.

#### 2.1.1 BCH Administrative contacts

<b>OLA Owner</b>	<b>Business Owner</b>
BCH – OCIO OCIO – Contract Manager Edward Haboly 7-4408	BCH – OCIO OCIO – Contract Manager Edward Haboly 7-4408

#### 2.1.2 ABSBC Administrative contacts

<b>OLA Owner</b>	<b>Business Owner</b>
ABSBC – Service Mgmt IT Contract Manager David Gibbons 7-3285	ABSBC – IT Outsourcing Senior Manager Al Nightingale 7-3131

### 2.2 Administrative Contact Change

BCH and ABSBC can change their administrative contacts from time from time by notifying the other party.

## **3.0 General Services**

### **3.1 Service Description**

[Redacted]

#### **3.1.1 IT Service Support**

[Redacted]

##### **3.1.1.1 Incident Management**

[Redacted]

##### **3.1.1.2 Service Request Management**

[Redacted]

##### **3.1.1.3 Change Management**

[Redacted]

##### **3.1.1.4 Problem Management**

[Redacted]

##### **3.1.1.5 Release Management**

[Redacted]

##### **3.1.1.6 IT Acquisition and Procurement**

[Redacted]

##### **3.1.1.7 IT Asset Management**

[Redacted]

##### **3.1.1.8 Asset Decommissioning**

[Redacted]

#### **3.1.2 IT Service Delivery**

[Redacted]

### **3.1.2.1 Service Level Management**

[Redacted]

### **3.1.2.2 Availability Management**

[Redacted]

### **3.1.2.3 Capacity Management**

[Redacted]

#### **3.1.2.4 Continuity Management**

[Redacted]

#### **3.1.2.5 IT Security Management**

[Redacted]

### **3.2 Hardware and Software**

[Redacted]

## 4.0 BCH Roles and Responsibilities

[Redacted]

## 5.0 OLA Reporting

The following table outlines the reports ABSBC will deliver to BCH at the stated intervals. These are in addition to any reports related to Critical Service Levels or Reporting Service Levels. Other recurring reports previously prepared by ABSBC will continue to be provided to BCH as required from time to time, unless they duplicate the content of reports list below.. A definitive list of reports will be finalized by April 1, 2007 and included in this OLA.

Report Name	Description	Frequency
Executive summary of Sev 1 and 2 incidents	[Redacted]	Monthly
Change Schedule	[Redacted]	Weekly
Service Request	[Redacted]	Monthly
Asset Refresh and Replacement	[Redacted]	Monthly, Quarterly, Annually
Capacity and Usage	[Redacted]	Monthly

Other infrastructure reporting is included in the other relevant infrastructure OLA's.

## 6.0 Main and Remote Location Listing

The following is a list of Main and Remote Locations:

### Main Locations – Staffed by ABSBC Personnel

1	BURNABY MTN	6	LM TRANSMISSION	11	PRINCE GEORGE
2	CENTRAL PARK	7	LOWER MAINLAND SOUTH	12	SURREY CAMPUS
3	DUNSMUIR	8	NANAIMO	13	VERNON
4	EDMONDS	9	POWEREX		
5	HAMILTON	10	LM CONTROL CENTER		

### Remote Locations - Remotely serviced from main locations

16	100 MILE HOU	53	FT ST JOHN	90	PORT HARDY
17	ABBOTSFORD	54	GANGES	91	PORT MOODY
18	ANAHIM LAKE	55	GILMORE	92	POWELL RIVER
19	ARNOTT	56	GLEN SUB	93	POWERTECH
20	ASHTON CREEK	57	GM SHRUM	94	PRINCE RUPERT
21	ATCHELITZ	58	GOLDEN	95	PUNTLEDGE
22	ATLIN	59	HAZELTON	96	QUALICUM
23	BAXTER COURT	60	HOPE	97	QUEEN CHARLO
24	BELLA BELLA	61	HORNE PAYNE	98	QUESNEL
25	BELLA COOLA	62	INGLEDOW	99	REVELSTOKE
26	BOUNDARY HQ	63	INVERMERE	100	ROSEDALE SUB
27	BRIDGE RIVER	64	JOHN HART	101	RUSKIN
28	BUNTZEN LAKE	65	JORDAN RIVER	102	SALMON ARM
29	BURNS LAKE	66	KAMLOOPS	103	SANDSPIT
30	BURRARD THER	67	KEENLEYSIDE	104	SECHELT
31	CACHE CREEK	68	KELLY LAKE	105	SEVEN MILE
32	CAMBIE SUBST	69	KIDD1SUB	106	SMITHERS
33	CAMPBELL RIV	70	KITIMAT	107	SQUAMISH
34	CASTLEGAR	71	KOOTENAY CAN	108	STAVE FALLS
35	CATHEDRAL SQ	72	LILLOOET	109	STEWART
36	CHEAKAMUS GS	73	MACKENZIE	110	TELKWA
37	CHEEKYE	74	MALASPINA	111	TERRACE
38	CHETWYND	75	MASSET	112	UCLUELET
39	CLEARWATER	76	MERIDIAN	113	VALEMOUNT
40	CLOWHOLM GEN	77	MERRITT	114	VANDERHOOF
41	COQUITLAM	78	MICA DAM	115	VICTORIA
42	COURTENAY	79	MULLINS SUB	116	WAHLEACH
43	CRANBROOK	80	NAKUSP	117	WESTBANK
44	DAWSON CREEK	81	NATAL SUB	118	WILLIAMS LAK
45	DEASE LAKE	82	NELSON	119	WILLISTON
46	DUNCAN DAM	83	NEWELL SUBST		
47	DUNCAN-VI TE	84	NICOLA		
48	EAST KOOTENA	85	NORTH VAN		
49	EI TRAINING	86	PC CONWAY		
50	ELECTRIC MET	87	PEACE CANYON		
51	FERNIE	88	PEMBERTON		
52	FORT NELSON	89	PORT ALBERNI		