



Attachment B: Appendix B1.3

Operating Level Agreement

IT Infrastructure – Server Management

Document Change Management

Version	Date	Short Description
7.0	Nov 23, 2005	BC Hydro Review and Edits
8.0	Nov 25, 2005	BC Hydro Review and Edits
8.1	Nov 30, 2005	DGibbons, Djang Review and Edits
8.2	Dec 1, 2005	PKing revisions – DJang
8.3	Dec 02, 2005	Senior Management Review – ANightingale, GJones, BWhite, GClare, DGibbons, PKing
8.4	Dec 03, 2005	Review and Edits, DJang, PKing
8.5	Dec 06, 2005	Review by P. King.
9.0	Dec 07, 2005	Draft changes by BCH.
10.0	Dec 08, 2005	Changes agreed to in joint meeting – Edward H, Norman T, Al N, George J, Patrick K
11.0	Dec 15, 2005	Final version. Approved by Patrick K. Approved by Edward H subject to agreeing on server banding.

Table of Contents

- 1.0 GENERAL OVERVIEW4**
- 1.1 OLA PERIOD4
- 1.2 OLA REVIEW AND REVISION4
- 1.3 OLA INTERPRETATION4
- 2.0 CONTACT INFORMATION.....5**
- 2.1 OLA ADMINISTRATIVE CONTACT INFORMATION5
 - 2.1.1 *BC Hydro Administrative contacts*5
 - 2.1.2 *ABS BC Administrative contacts*5
- 2.2 ADMINISTRATIVE CONTACT CHANGE.....5
- 3.0 SERVER MANAGEMENT6**
- 3.1 MOVES, CHANGES AND REFRESH.....6
- 3.2 DAY-TO-DAY OPERATIONS.....6
- 3.3 MAINTENANCE6
 - 3.3.1 *Preventive Maintenance*6
 - 3.3.2 *Corrective Maintenance*.....6
- 3.4 HOURS OF SUPPORT7
- 3.5 LOCATIONS.....7
- 4.0 BC HYDRO ROLES AND RESPONSIBILITIES8**
- 5.0 OLA REPORTING9**

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 BC Hydro Administrative contacts

OLA Owner	Business Owner
BC Hydro – OCIO IT Contract Manager Edward Hably 7-4408	BC Hydro - OCIO IT Asset Manager Alberto Escobar 7-3986

2.1.2 ABS BC Administrative contacts

OLA Owner	Business Owner
ABS BC – Service Management IT Contract Manager David Gibbons 7-3285	ABS BC – IT Outsourcing Senior Manager Al Nightingale 7-3131

2.2 Administrative Contact Change

BC Hydro and ABS BC can change their administrative contacts from time from time by notifying the other party.

3.0 Server Management

[Redacted]

3.1 Moves, Changes and Refresh

[Redacted]

3.2 Day-to-Day Operations

[Redacted]

3.3 Maintenance

3.3.1 Preventive Maintenance

[Redacted]

3.3.2 Corrective Maintenance

[Redacted]

3.4 Hours of Support

[Redacted]

3.5 Locations

[Redacted]

4.0 BC Hydro Roles and Responsibilities

[Redacted]

5.0 OLA Reporting

The following table outlines the reports ABS BC will deliver to BC Hydro 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 ABS BC will continue to be provided to BC Hydro 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
Batch Job Processing	[Redacted]	Monthly
Service Request	[Redacted]	Monthly
Change Management	[Redacted]	Monthly