



## **Attachment B: Appendix B1.5**

# **Operating Level Agreement**

## **IT Infrastructure – Helpdesk Services**

## Document Change Management

Version	Date	Short Description
7.0	Nov 25, 2005	BC Hydro Review and Edits
8.0	Nov 30, 2005	DGibbons, DJang Review and Edits
8.0	Dec 01, 2005	GJones Review
8.1	Dec 02, 2005	Senior Management Review – ANightingale, GJones, BWhite, GClare, DGibbons, PKing
8.2	Dec 03, 2005	Review and Edits, DJang, PKing
8.3	Dec 06, 2005	Review by PKing
9.0	Dec 07, 2005	BC Hydro Draft changes
10.0	Dec 08, 2005	Changes made in joint meeting – Edward H, Norman T, Al N, George J, Patrick K
11.0	Dec 13, 2005	Final version. Approved by Edward H and Patrick K.

## 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>BC Hydro Administrative contacts</i> .....	5
2.1.2	<i>ABS BC Administrative contacts</i> .....	5
2.2	ADMINISTRATIVE CONTACT CHANGE .....	5
<b>3.0</b>	<b>HELPDESK SERVICES</b> .....	<b>6</b>
3.1	TECHNOLOGY .....	6
3.2	CONTINUOUS IMPROVEMENT .....	6
3.3	HOURS OF SUPPORT .....	6
<b>4.0</b>	<b>BC HYDRO ROLES AND RESPONSIBILITIES</b> .....	<b>6</b>
<b>5.0</b>	<b>OLA REPORTING</b> .....	<b>7</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 BC Hydro Administrative contacts

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

#### 2.1.2 ABS BC Administrative contacts

<b>OLA Owner</b>	<b>Business Owner</b>
ABS BC – Service Mgmt IT Contract Manager David Gibbons 7-3285	ABS BC – IT Outsourcing Senior Manager George Jones 7-8637

### 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 Helpdesk Services**

[Redacted]

#### **3.1 Technology**

[Redacted]

#### **3.2 Continuous Improvement**

[Redacted]

#### **3.3 Hours of Support**

[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 standard, recurring reports currently prepared by ABS BC, that are not listed here, will continue to be provided to BC Hydro as required from time to time, unless they duplicate reports list below, unless mutually agreed to otherwise.

Report Name	Description	Frequency
Call Management	[Redacted]	Monthly
Business intelligence	[Redacted]	Monthly