

BC hydro 

accenture
Business Services
for Utilities

Attachment B: Appendix B1.7

Operating Level Agreement

IT Software License Management

Document Change Management

Version	Date	Short Description
1.0	24-Nov-2005	Author – E.Haboly OCIO
2.0	26-Nov-2005	BCH edits
2.1	26-Nov-2005	Initial comments from P. King, G. Jones, G. Clare, K. Nusgart.
2.2	30-Nov-2005	Revisions from G.Jones, P.King, K.Nusgart, G.Clare
2.3	02-Dec-2005	Additional edits from K.Nusgart
2.5	06-Dec-2005	Final revisions from GJones, K.Nusgart, S.Virjee, TNewman, PKing
3.0	13-Dec-2005	Changes in joint meeting – Edward H, Patrick K, Al N, Norman T, Garth C, George J, Barry W. No outstanding issues.
4.0	15-Dec-2005	Final version. Approved by Edward H and Patrick K.

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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.

This OLA is subject to BC Hydro entering into and funding a Statement of Work (“SOW”) for a comprehensive IT Software License Management project and support extensions (if applicable) to meet requirements outlined in this OLA. If BC Hydro does not enter into such SOW, this OLA will have no effect and will be void, and another OLA will be developed and agreed to. If and when BC Hydro and ABS BC execute an IT Software License Management SOW, this OLA will be amended to reflect the terms of the IT License Management SOW.

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 OCIO – Contract Manager Edward Haboly 7-4408	BC Hydro – OCIO OCIO – Contract Manager Edward Haboly 7-4408

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 Barry White 7-3513

2.2 Administrative Contact Change

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

3.0 Service Assets

[Redacted]

4.0 Roles and Responsibilities

4.1 BC Hydro Roles and Responsibilities

[Redacted]

4.2 ABS BC Roles and Responsibilities

[Redacted]

4.2.1 Procurement (these services are provided under the Purchasing Tower)

[Redacted]

4.2.2 Installs, Moves, Adds, and Changes

[Redacted]

4.2.3 Retire/Decommission

[Redacted]

4.2.4 Central License Repository

[Redacted]

5.0 OLA Reporting

5.1 Reports

The following table outlines the reports ABS BC will deliver to BC Hydro at the stated intervals.

Report Name	Description	Frequency
Acquisitions	[Redacted]	Monthly
Upgrades	[Redacted]	Monthly
Under-licensing	[Redacted]	Monthly
Potentially unlicensed or unauthorized software	[Redacted]	Monthly
Recommended Updates/Upgrades for BCH Enterprise Standard Software	[Redacted]	Monthly
Retirement/Decommissioning	[Redacted]	Monthly