



Operating Level Agreement

**IT Application – General
Attachment B – Appendix B2.0**

Document Change Management

Version	Date	Short Description
V0.0	October 15, 2005	First Draft
V0.1	October 16, 2005	Updates from review team
V0.2	October 21, 2005	Remove details in Roles and Responsibilities; reference Schedule 4.2 Service Management processes detailed
V0.4	November 9, 2005	Remove service descriptions and elements. Refer to Schedule 4.2
V0.5	November 9, 2005	Add Role and Responsibilities. Refer to Schedule 4.2
V0.6	December 5, 2005	Updates from review team and incorporate standard language
V0.7	December 6, 2005	Updates from review team and incorporate standard language
V0.8	December 9, 2005	Changes made in joint meeting –Haboly, Edward; Block, Ivor; Boucher, Dan; Broomfield, Peter; Kho, Gerard; Siu, Jack; McGough, Mark; Hiscocks, David; Garriock, Corinna; Vandalfsen, David; Breakey, Elayna; Senior, Mike; Phillips, James; Lachnit, Maureen; Razlog, Davor
V0.9	December 12, 2005	Removed Application Portfolio
V1.0	December 15, 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.

Refer to Schedule 10.1, Attachment G (the IT Applications Maintenance Portfolio) for a listing of all applications considered within scope of this OLA (“**the In-Scope Applications**”).

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 Owners
BC Hydro – OCIO OCIO – Contract Manager Edward Hably 7-4408	Ivor Block – BC Hydro Distribution Dan Boucher – BC Hydro Generation Davor Razlog – BC Hydro Corporate Jack Siu - BCTC Gerard Kho – BC Hydro PowerSmart Mark McGough – BC Hydro Engineering Dave Hiscocks – BC Hydro Field Services Enn Kiudorf – BC Hydro Distribution

2.1.2 ABSU Administrative Contacts

OLA Owner	Business Owner
ABSU – Service Mgmt IT Contract Manager David Gibbons 7-3285	ABSU IT Outsourcing Senior Manager Corinna Garriock 7-3151

2.2 Administrative Contact Change

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

3.0 Roles and Responsibilities

3.1 BC Hydro Roles and Responsibilities

[Redacted]

3.2 ABSU Roles and Responsibilities

This section defines three distinct Application Maintenance Levels (AMLs) -- Bronze, Silver, and Gold. Each AML clarifies the services that will be provided for applications assigned that AML.

Service Element	Bronze	Silver	Gold
Application Availability	[Redacted]	[Redacted]	[Redacted]
Support Response on Application Unavailability	[Redacted]	[Redacted]	[Redacted]
Application Support	[Redacted]	[Redacted]	[Redacted]
Application Alerts and Fault Monitoring	[Redacted]	[Redacted]	[Redacted]
Maintenance	[Redacted]	[Redacted]	[Redacted]
Database Services	[Redacted]	[Redacted]	[Redacted]
Release Management	[Redacted]	[Redacted]	[Redacted]
Project Management	[Redacted]	[Redacted]	[Redacted]
Documentation	[Redacted]	[Redacted]	[Redacted]
Maintain and manage environments	[Redacted]	[Redacted]	[Redacted]
Application Ownership	[Redacted]	[Redacted]	[Redacted]
Prepare Tactical Plan	[Redacted]	[Redacted]	[Redacted]
Security Management	[Redacted]	[Redacted]	[Redacted]

Reporting

The following table outlines the reports ABSU 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.

Report Name	Description	Frequency
Status Report for applications (or application groups) with Gold AML	[Redacted]	Monthly
Status Report for applications (or application groups) with Silver AML	[Redacted]	Quarterly
Status Report for applications (or application groups) with Bronze AML	[Redacted]	Annually
Incident/Issue Notification for applications with Bronze AML	[Redacted]	As required