



Operating Level Agreement

IT Application with Critical Service Level

**HydstraTSM (Hydrology/Meteorological Forecasting)
Attachment B: Appendix B2.11**

Document Change Management

Version	Date	Short Description
V1	15-Nov-2005	Original -
V1.3	25-Nov-2005	Updates related to ABSU internal & Legal review PKing, DGibbons, Doug Jang
V1.4	5-Dec-2005	Standard language applied
V1.7	6-Dec-2005	Added Infrastructure Diagram; Explained interfaces; formatting; Standard language. (KDargent). Review by CGarriock and PKing. Approved by John Taylor via email.
V1.8	9-Dec-2005	Changes made in joint meeting – Edward H, Patrick K, Corinna G, Nick S. Changed to reflect common language changed in Genie OLA, made in the same meeting.
V1.9	13-Dec-2005	Final version. All changes accepted. 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.

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 Hably 7-4408	BC Hydro – Generation HydstraTSM Technical Owner John Taylor 7-7820

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 from time by notifying the other party

3.0 Application Overview

The following sections describe HydstraTSM, its components, how it integrates with the computing environment, its users and its locations.

The scope of this OLA is the Application Maintenance of HydstraTSM.

The infrastructure and the other supporting environments are described for illustrative purposes only, and may be covered in other OLAs.

3.1 Primary Business Function

HydstraTSM is a software suite that is primarily used by members of the Hydrology and Technical Services department within Generation Operations at BC Hydro. HydstraTSM contains applications that allow for automated data acquisition (Scheduler) and for the management of time-series data (TSM).

3.2 Software Components

[Redacted]

3.3 Hardware Environment

[Redacted]

3.4 Integration

[Redacted]

3.5 Users and Locations

[Redacted]

4.0 Roles and Responsibilities

4.1 BC Hydro Roles and Responsibilities

[Redacted]

4.2 ABSU Roles and Responsibilities

[Redacted]

4.2.1 Database Management

[Redacted]

4.2.2 Application Availability

[Redacted]

4.2.3 Application Support

[Redacted]

4.2.4 Application Alerts and Fault Monitoring

[Redacted]

4.2.5 Maintenance and Minor Enhancements

[Redacted]

4.2.6 Database Services

[Redacted]

4.2.7 Release Management

[Redacted]

4.2.8 Documentation

[Redacted]

4.2.9 Maintain and Manage Environments

[Redacted]

4.2.10 Application Ownership

[Redacted]

4.2.11 Prepare Tactical Plan

[Redacted]

4.2.12 Business Recovery Test

[Redacted]

4.2.13 Security Management

[Redacted]

5.0 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	[Redacted]	Monthly