



Operating Level Agreement

IT Application with Critical Service Level

PeopleSoft Financials & EPM

Attachment B: Appendix B2.3

Document Change Management

Version	Date	Short Description
1.0	15-Nov-2005	Original – By Anil Dias
1.1	17-Nov-2005	Transferred to New Template – Anil Dias
1.2	18-Nov-2005	Review by Ben Szeto and changes
1.3	21-Nov-2005	After Meeting with PK, JL, CJC, BSZ, JP, DS, EB And changes given by Farris Rasheed
1.4	23-Nov-2005	Revision updates as per PKing Review – Doug Jang
1.5	23-Nov-2005	Revision updates as per DGibbons Feedback – Doug Jang
1.6	28-Nov-2005	Revision after meeting with BC Hydro on Nov 24 – Anil Dias
1.7	28- Nov-2005	Revised to Tabular form – Anil Dias
1.8	29-Nov-2005	Revision as per PKing Review and bullet format– Anil Dias
1.9	29-Nov-2005	Format and basic language changes-FR, AD
1.91	01-Dec-2005	Revisions as per PKing – FR, AD
2.2	03-Dec-2005	Standard Language applied
2.3	05-Dec-2005	Revisions in joint meeting. Edward H, Richard W, John L, Ben S, Patrick K, Joanne P, Elayna B. in attendance.
2.4	07-Dec-2005	Revision after final review with Richard Wohl on Dec 7
2.5	13-Dec-2005	Final version. Reference to audit participation removed, as it is covered in the AMSA. All changes accepted. Approved by Edward H and Patrick K.

Table of Contents

- 1.0 GENERAL OVERVIEW 4**
- 1.1 OLA PERIOD 4
- 1.2 OLA REVIEW AND REVISION..... 4
- 1.3 OLA INTERPRETATION..... 4
- 2.0 CONTACT INFORMATION..... 5**
- 2.1 OLA ADMINISTRATIVE CONTACT INFORMATION 5
 - 2.1.1 *BC Hydro Administrative contacts*..... 5
 - 2.1.2 *ABSU Administrative contacts*..... 5
- 2.2 ADMINISTRATIVE CONTACT CHANGE..... 5
- 3.0 APPLICATION OVERVIEW..... 6**
- 3.1 PRIMARY BUSINESS FUNCTION..... 6
- 3.2 SOFTWARE COMPONENTS..... 6
- 3.3 HARDWARE ENVIRONMENT..... 6
- 3.4 INTEGRATION 6
- 3.5 USERS AND LOCATIONS..... 6
- 4.0 ROLES AND RESPONSIBILITIES..... 7**
- 4.1 BC HYDRO ROLES AND RESPONSIBILITIES 7
- 4.2 ABSU ROLES AND RESPONSIBILITIES..... 7
 - 4.2.1 *Database Management*..... 7
 - 4.2.2 *Application Availability*..... 7
 - 4.2.3 *Application Support*..... 7
 - 4.2.4 *Application Alerts & Fault Monitoring*..... 7
 - 4.2.5 *Maintenance & Minor Enhancements* 7
 - 4.2.6 *Database Services*..... 7
 - 4.2.7 *Release Management*..... 7
 - 4.2.8 *Documentation*..... 7
 - 4.2.9 *Maintain & Manage Environments*..... 7
 - 4.2.10 *Application Ownership*..... 7
 - 4.2.11 *Prepare Tactical Plan*..... 8
 - 4.2.12 *Business Recovery Test*..... 8
 - 4.2.13 *System Administration*..... 8
 - 4.2.14 *Data Integrity*..... 8
 - 4.2.15 *Security*..... 8
 - 4.2.16 *PeopleSoft Financials & EPM Training*..... 8
 - 4.2.17 *Accounts Payable*..... 8
 - 4.2.18 *Budgeting*..... 8
 - 4.2.19 *Business Performance Reporting* 8
- 5.0 REPORTING..... 9**

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 - OCIO Enterprise Application Systems Owner Richard Wohl 7-9152

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 John Lam 4-3337

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 Application Overview

The following sections describe PeopleSoft Financials (PSFIN) & Enterprise Performance Management (PSEPM), its components, how it integrates with the computing environment, its users and its locations.

The scope of this OLA is the Application Maintenance of PSFIN and PSEPM.

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

3.1 Primary Business Function

PSFIN and PSEPM are two separate suites in the PeopleSoft product family. At BC Hydro, they are used for capturing, processing and reporting financial information.

PSFIN provides users a tool to capture financial transactions related to expenses, payables, billing, receivables, contracts, projects and assets. The application provides online inquiry screens and reports to view transaction data.

PSEPM suite provides a tool for budgeting and provides reporting for projects and performance management. Project reports are developed using a delivered PeopleSoft reporting tool known as SQR. The performance management reports are developed and delivered using Informatica and Cognos tool sets.

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 & Fault Monitoring

[Redacted]

4.2.5 Maintenance & Minor Enhancements

[Redacted]

4.2.6 Database Services

[Redacted]

4.2.7 Release Management

[Redacted]

4.2.8 Documentation

[Redacted]

4.2.9 Maintain & 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 System Administration

[Redacted]

4.2.14 Data Integrity

[Redacted]

4.2.15 Security

[Redacted]

4.2.16 PeopleSoft Financials & EPM Training

[Redacted]

4.2.17 Accounts Payable

[Redacted]

4.2.18 Budgeting

[Redacted]

4.2.19 Business Performance Reporting

[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