

**BC hydro** 

**accenture**  
Business Services  
for Utilities

# Operating Level Agreement

**IT Application with Critical Service Level  
INDUS Passport**

Attachment B : Appendix B2.4

## Document Change Management

Version	Date	Short Description
V1.0	Nov. 18, 2005	Initial Draft
V6.8	Dec 3, 2005	Deleted Application Health section, Pking edits, J Lam edits; Standard Language applied.
V6.9	Dec 5, 2005	Added infrastructure diagram, confirmed server management service levels.
V7.0	Dec 5, 2005	Revisions in joint meeting. Edward H, Richard W, John L, Ben S, Patrick K, Joanne P, Elayna B. in attendance.
V7.1	Dec 7, 2005	Revisions from joint meeting.
V7.2	Dec 7, 2005	Revisions from meeting with Richard W.
V7.3	Dec 13, 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

<b>OLA Owner</b>	<b>Business Owner</b>
BC Hydro – OCIO OCIO – Contract Manager Edward Hably 7-4408	BC Hydro – OCIO Enterprise Application System Owner Richard Wohl 7-9152

#### 2.1.2 ABSU Administrative contacts

<b>OLA Owner</b>	<b>Business Owner</b>
ABSU – Service Mgmt IT Contract Manager David Gibbons 7-3285	ABSU IT Outsourcing Sr. 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 INDUS Passport, its components, how it integrates with the computing environment, its users and its locations.

The scope of this OLA is the Application Maintenance of INDUS Passport and the Enhanced Functional Additions (EFA's).

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**

INDUS PassPort is an enterprise asset management software package that is used to support BC Hydro work management and supply chain business processes. It includes functions that initiate, design, schedule and track work ranging from customer installations to major facility upgrades.

#### **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 & 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 Environment**

[Redacted]

**4.2.10 Application Ownership**

[Redacted]

**4.2.11 Prepare Tactical Plan**

[Redacted]

**4.2.12 Business Recovery - Business Recovery Test**

[Redacted]

**4.2.13 ABSU Purchasing - System Administration**

[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
Gateway	[Redacted]	Monthly
Customer Contribution Calculator	[Redacted]	Monthly
Click Schedule	[Redacted]	Monthly