



Operating Level Agreement

IT Application with Critical Service Level

**Commercial Management
Attachment B : Appendix B2.5**

Document Change Management

Version	Date	Short Description
V1.0	Nov 18, 2005	Initial Draft
V1.1	Nov 21, 2005	Changes and updates from preliminary review
V1.2	Nov 24, 2005	Incorporated Legal Changes from TN – Doug Jang
V1.3	Dec 1, 2005	Added more detail in ABSU Roles and Responsibility Section and Deleted Section on Application Health Availability
V1.4	Dec 2, 2005	Added revisions from PKing, CGarriock
V1.5	Dec 2, 2005	Made revisions in face-to-face meeting. Only outstanding items: <ul style="list-style-type: none"> • John Taylor to update software component descriptions in Section 3.2 • Ryan – to make existing diagram in Section 3.4 more readable • John to have Heather Polkinghorne review the document by Monday, Dec. 5th • John to confirm whether Revelstoke to be added to the locations • Patrick – to add normal application availability to Section 4. • Edward and Patrick – to finalize standard language on funding of currently supported infrastructure, and fixing programming errors.
V1.6	Dec 6,2005	RPlaninshek - added John Taylor's revisions to section 3.2 and 3.5. Added standard wording for Application Availability in section 4.2.2. Updated Figure 2 with Visio Source Document.
V1.7	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

OLA Owner	Business Owner
BC Hydro – OCIO OCIO – Contract Manager Edward Haboly 7-4408	BC Hydro - Generation CM 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 73151

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 Commercial Management (CM), its components, how it integrates with the computing environment, its users and its locations.

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

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

CM is a Generation Line of Business intranet based application used to plan, manage, approve and communicate explicit Outage and Water Conveyance (WC) work tasks within BC Hydro, with British Columbia Transmission Company (BCTC) and with Independent Power Producers (IPPs).

CM is a customized application built by ABSU, and owned by BC Hydro. CM is used by over 200 BC Hydro and BCTC staff province-wide.

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 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 System Administration

[Redacted]

4.2.13 Data Integrity

[Redacted]

4.2.14 Security

[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