



Operating Level Agreement

**IT Application with Critical Service Level
Email**

Attachment B : Appendix 2.9

Document Change Management

Version	Date	Short Description
V1.0	Nov 18, 2005	Initial Draft
V1.4	Nov 28, 2005	Incorporated feedback from, PKing, RPineau, ANightingale, and TNewman.
V1.5	Nov 29, 2005	Removed Section 4 – Application Health – added ABS Responsibilities sections consistent with Schedule 4.2 as per BCH Request.
V1.6	Dec 1, 2005	Rpineau incorporated changes agreed at meeting with Ebreakey, Anightingale, Rpineau, RSteeper and additional changes requested by Rsteeper and PKing. Hardware overview and Powerex components added
V1.8	Dec 6, 2005	Standard Language incorporated
V1.9	Dec 6, 2005	Final Edits / revisions
V2.0	Dec 7, 2005	Review with BC Hydro (Ehaboly, NTsui) and ABSU (EBreakey, Anightingale, Rpineau)
V2.1	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 Hably 7-4408	BC Hydro – OCIO OCIO – Infrastructure Asset Manager Alberto Escobar 7-3986

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 Al Nightingale 7-3131

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 Email its components, how it integrates with the computing environment, its users and its locations.

The scope of this OLA is the Application Maintenance of Email

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

Email is a critical application whose primary business function is to provide BC Hydro employees a means to communicate with and distribute information to other BC Hydro employees and external parties.

Email services support the general user population of BC Hydro, Powerex and ABSU. Included in the scope of the Email Service are:

- Mail internal to the Exchange servers
- Mail flowing to and from the Internet
- Mail relays
- Virus checking
- Blackberry services
- Mail filtering / blocking
- File attachments
- Email Archiving

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 Application Availability

[Redacted]

4.2.2 Application Support

[Redacted]

4.2.3 Application Alerts and Fault Monitoring

[Redacted]

4.2.4 Application Maintenance

[Redacted]

4.2.5 Database Services

[Redacted]

4.2.6 Release Management

[Redacted]

4.2.7 Documentation

[Redacted]

4.2.8 Maintain & Manage Environment

[Redacted]

4.2.9 Application Ownership

[Redacted]

4.2.10 Prepare Tactical Plan

[Redacted]

4.2.11 Business Recovery Test

[Redacted]

4.2.12 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