

This agreement is based upon a mutual understanding between ITD and the [IT Coordinators Council](#) (reviewed TBD). In conjunction with ITD's [Enterprise Service Level Agreement](#) and [Hosting Service Level Agreement](#), it acts as a [Service Level Agreement](#) between ITD and all customers utilizing the [Microsoft SharePoint](#) service.

Support

Application Support

All customers must designate at least two Site Collection Administrators (SCA). SCAs support the day to day operational issues for their SharePoint deployments. Infrastructure issues requiring technical escalation should be reported to the [ITD Service Desk](#).

End User Support

End user support for SharePoint is provided in a multi-tiered approach:

Tier 1

Agency SharePoint Administrators and Agency Help Desk Staff are the first line of contact for all users with questions and problems concerning the SharePoint environment. Tier 1 staff help users validate issues, understand features and functionality, resolve known issues and escalate issues that require additional expertise or back-end administrative access to the SharePoint application or hardware.

Tier 2

Site Collection Administrators have two roles in assisting users with SharePoint issues. The first role is to validate issues and review steps taken by Tier 1 support to make sure no troubleshooting steps were missed to resolve the issue. The second role involves resolving common issues Tier 1 cannot resolve that require administrative access to the site collection; such as quota increases or change of Site Administrator.

Tier 3

ITD will provide Tier 3 support. ITD will provide assistance where back-end administrative access is required and will be responsible for configuration and maintenance of the SharePoint Farm and infrastructure.

Support Availability

Support Tiers 1 and 2 are comprised of customer resources and are subject to the availability as defined by them. Tier 3 support is provided as defined within ITD's [Enterprise Service Level Agreement](#).

ITD Roles and Responsibilities

The following roles and responsibilities are not all inclusive:

- Configure and manage the SharePoint Farm (Web Apps, Shared Services, etc.)
- Create site collections and configure Site Collection Administrators

- Conduct monitoring, usage analysis, and tuning
- Perform auditing of logs
- Act as Tier 3 support
- Document the installation and configuration of the SharePoint Farm

Customer Roles and Responsibilities

The following roles and responsibilities are not all inclusive:

- Configure and manage the site collection, including customer portal/top level site
- Perform site provisioning and configuration
- Provide mentorship to Site Administrators
- Act as Tier 1 and Tier 2 support
- Document the installation and configuration of the site collection
- Document the local support team and escalation points of contact
- Create documentation for training and support needs
- Create a SharePoint Governance Plan

Policies

- Site collections and the URL associated with the site will be named using a unique customer identifier/acronym. (ex: share.nd.gov/customer_identifier)

Training Materials

As with any new system, SharePoint will require people who are trained appropriately if they are going to adopt the new system and use it effectively in their daily activities. ITD will attempt to meet as many customer training needs as possible by providing resources. However, customers should develop a comprehensive training plan specific to their needs and seek additional resources as necessary.

It is critical to the success of the SharePoint deployment that Tier 1 support staff, Tier 2 support staff, Site Administrators, and Site Collection Administrators are properly trained. It is highly recommended that Site Collection Administrators attend a formal classroom training provided by a qualified training vendor.