
Westchester Library System (WLS) Information Technology (IT) Service Level Agreement (SLA)

Purpose

The WLS IT SLA defines the hardware, software and services included in a leased workstation "seat" provided by WLS to its member libraries. This document also outlines the roles and responsibilities of both WLS IT as the lessor and the member library as the lessee.

Hardware

- A functioning PC, monitor, keyboard and mouse for every licensed seat
- A functioning bar code scanner on any licensed seat not designated for public use, at the request of the lessee.
- A functioning receipt printer on any licensed seat not designated for public use, at the request of the lessee.

Software and Services

- The aforementioned PC will be maintained with the following standards:
 - An age not to exceed 5 years
 - Functioning operating system to be chosen by WLS
 - Reasonable measures to avoid infections from computer virus programs
 - Reasonable measures to maintain a secure and functional operating environment in public setting
 - Installed office productivity software to be chosen by WLS
 - Hardware sufficient to meet the minimum requirements of software installed by WLS
- Non-functioning machines may be replaced with other equipment within these guidelines
- Access to the WLS network with bandwidth to be determined by a needs-based assessment to be performed by WLS.
- Access to the WLS-supported ILS on any licensed seat not designated for public use, at the request of the client.

Software and Services (continued)

- Access to the WLS Help Desk and Technical Support Team during operating hours to be set by WLS.
- Access to electronic content purchased by WLS for use within the consortium
- The Library must report any damaged equipment to WLS via the WLS Help Desk either by phone or email designated in WLS Information Technology Services guide.
- WLS must respond within 3 business days to issues reported on equipment supplied under a lease/license via the WLS Help Desk.
- Reported issues must be cured within 10 business days except when equipment is temporarily unavailable.

Seat Purchase Process

- The price for adding a seat will be based on a pro rata calculation as a function of the quarter in which the addition occurs against the full annual rate.
 - For example, if the full annual rate \$1,000, the 1st quarter price will be \$1,000, the second quarter price will be \$750 and the third quarter price will be \$500.
- There will be no additions permitted in the after September 30th of the current year.
 - The only exception will be with the opening of a new location or new area within an existing location in which the client must pay a minimum of 1/2 the annual rate.
 - Seats added will be billed at full rate in the following calendar year.
 - Number of seats to be added must be determined no later than the of the end of the third quarter.
- Seats added must be maintained for a minimum of 12 months.
- Seat licenses for the following full year term are automatically renewed on September 30 of the current year unless written notice is received no later than September 30 of the current year.
- A full year renewal term is defined as one full calendar year starting on January 1 through December 31.
- All additions and renewals will require a Seat Modification MOU to be signed by the Director of the member library and a designated agent of WLS.

Permissions and Access

- WLS designated agents will be permitted access to client location necessary to fulfill terms of agreement.
- WLS designated agents will be permitted access to perform physical inventory of equipment supplied under lease/license at least once annually.

- The Library must provide all internal wiring and conform to minimum standards published by WLS.

Possession and Ownership

- Hardware placed in a library under the terms of the WLS IT Funding Agreement and this document are property of WLS.
- The Library is solely responsible for equipment replacement costs in the event of theft, fire or any other disaster resulting in loss of equipment and will insure the WLS property in their possession during the life of the subscription.
- The Library is solely responsible for handling requests by law enforcement regarding equipment provided under the subscription.

Termination

- In the event of termination of the subscription agreement, hardware more than 3 years old will become permanent property of the library with the exception of software and network hardware.
- In the event of termination of the lease agreement, all WLS licensed software must be removed from all equipment, regardless of age.
- In the event of termination of the lease agreement all network hardware must be returned to WLS.