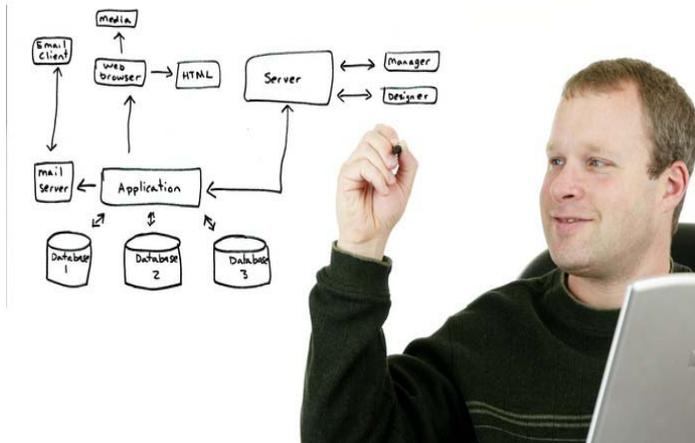


# On-Premise Collaboration

## Service Description



These services allow end users to collaborate using MS office suite and allow them sharing data online. Support activities for ITS includes standing up SharePoint 2010, maintenance and support of the infrastructure of MOSS 2007 and Tier 2/3 support for all SharePoint related issues or requests. Backups are performed according to NITC default backup schedules (see Application Operations Support). Offerings include:

**Standard Sites** – Basic collaboration site with little or no custom template/web art/customization. Standard sites are purely for collaboration within USDA or with agency partners outside of USDA.

**Advanced Sites** – Allow for collaboration with custom or third party templates/web art and custom look and feel.

**Premium Sites** – Custom web application utilizing SharePoint collaboration engines, integrate with backend services such as financial system(s), Business Intelligence (BI) or reporting services for the business customer.

Core Hours of Service are planned for system availability 24 hours x 7 days a week, excluding maintenance hours. Requests are taken and deployments are performed during normal business hours of 6:00am to 6:00pm Central Time, Monday through Friday. Additional service support beyond these hours may be arranged as an above-core purchase.

## Performance Matrix & Targets

On-Premise Collaboration Services			
Service Type	Service Measure	Measurement	Performance Target
Basic Collaboration	Deployment Time	1 Week	90%
Advanced Collaboration	Deployment Time	3 Weeks	90%
Premium Collaboration	Deployment Time	4 Weeks	90%
	Formula	Deployment Date – Request Authorization Date	
	Measurement Tool	Remedy	