



Business Application Services

The services provided within the Business Application Services Line address the needs of businesses in the support and integration of custom business applications.

Business Application Solutions



Service Description

Business Applications services consists hardware and software support to hosted applications and web sites, application monitoring and proactive triage to ensure incidents are routed to appropriate groups for quick response and resolution.

Service is provided for applications within Web Farms 2 and 3 in data centers at Saint Louis, MO; Kansas City, MO; Salt Lake City, UT; Beltsville, MD; and Fort Collins, CO. NITC facility charges include the cost of space, power and air for physical servers. Racks, power

installation, cabling, wiring, KVM supplies, and other miscellaneous items are extra cost items. NITC SAN storage is utilized for data services and is a separate cost item. If there are special circumstances enhanced ITS Application Operation Branch (AOB) support can be arranged for all environments (Production, Development, Certification, Stress Lab or Code Lab) or an application(s) for a limited time by making special arrangements with the appropriate Section Supervisor prior to the time required. Overtime charges may be applicable.

Core Hours of Service

The ITS Application Operation Branch (AOB), Application Management Group (AMG) provides 24 hour x 7 days a week monitoring and incident handling (triage) for all environments, excluding government holidays and planned maintenance hours. In some situations, changes will be necessary outside of normal maintenance hours. A 1 week notification will be provided for normal changes made outside of official maintenance hours. Emergency changes having impact to Security or production operations may also be necessary. For these, customers will be notified as soon as the needed change is identified and the change would happen at the least impacted hours such as the immediate evening of the change identification date.

Services Provided

ITS Hosting Provisioning Services

Service consists of the provisioning of new server platforms. Core load (physical or virtual) is to be made ready for application deployment in any data center environment: Development, Test, Certification, Production. Requests for provisioning must help AOB complete all required documentation.

Technical Deployment Services

Technical Services/Integration consists of working side by side with the customer development community to understand requirements, provide technology consultant services, and establish core frontend/mid-tier/backend platforms for the customer. Service includes support to develop, test, certify and deploy web applications into production environment (Platform as a Service–PaaS), and moving applications into and between different environments(test/dev/cert/prod). Service includes technical consulting on application architecture and development, as well as 3rd tier production support for AMG/Operation Tier2.

System Database Administrator (DBA)

Maintenance of the database environment includes provisioning of new database servers, database clustering solution, operation and support of database servers as System DBA.

System Backup

ITS performs system backups of customer business applications by utilizing National Information Technology Services (NITC) infrastructure. Default system backups are performed as follows:

Default Tape Retention/Rotation				
Location	Backup	Frequency	On Site Retention	Off Site Retention
Enterprise Data Center	Full	Weekly	90 Days	90 Days
Enterprise Data Center	Incremental	Daily	30 Days	None

Disaster Recovery and Continuity of Operations Plans (COOP)

In the event of a major disaster, AOB will restore the application per the OCIO ITS IT Contingency Plan v 4.0. Application owners acknowledge that if their application is to be recovered in the time frame specified in the OCIO ITS IT Contingency Plan, the required hardware, software, and documentation must be in place before the disruption. Application owners may request periodic assessments from AOB, related to the gap between the desired level and the technical readiness of the Application to support that level. AOB requires the following documents pertaining to the hosted application:

- Application Hosting Profile
- Application Support Document
- Network VISIO Diagram
- Hosting Service Agreement

The application owner acknowledges that failure to complete the documentation or keep it up to date will negatively impact AOB’s ability to perform operational services or recover the application in a disaster

recovery situation. AOB will use the provided Contact information to determine official points of contact and authority for the Application. Templates for the required documentation and procedures for updating the documentation are available from AOB. NOTE: The recovery of the production environment will take priority over the recovery of any other environment. All other environments will be considered a COOP level 5 unless prior arrangements have been made by mutual agreement. These arrangements must be stipulated for each application in section 6 of the "Hosting Service Agreement". Assignment of Application Criticality ("COOP Level") Ratings are the responsibility of the application owners. Based on that determination, the application owner is required to provide detailed documentation and, in the cases of Level 1 and Level 2 applications, sufficient hardware and software in another location for failover/restoration purposes. The AOB staff evaluates each application according to the criticality level determined by the application owner, and notes any deficiencies in the required documentation, hardware, or software that would mean the application could not be restored to operation in the designated time frame. It is the responsibility of the application owner to correct the deficiencies if the application is to be considered to meet its "COOP level."

ITS follows the ITIL Service Operation Model to determine how each incident is managed and how customers are communicated with in the event of outages. More information can be found on the Infrastructure Operations Division SharePoint site:

<https://its.sc.egov.usda.gov/iod/opsdocs/Lists/Customer%20Documentation/AllItems.aspx>

Performance Matrix & Targets

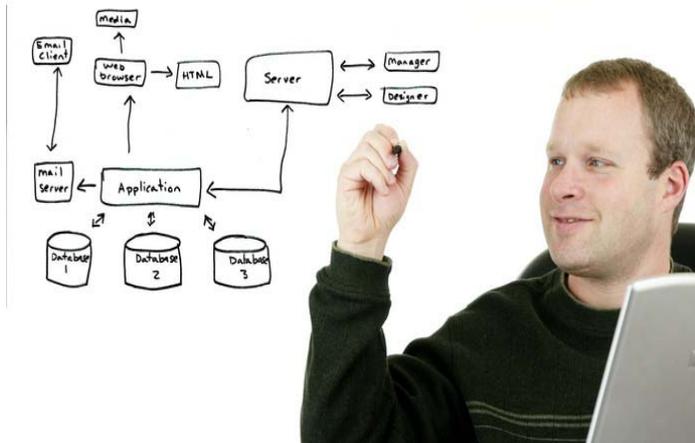
Application Availability measures end-to-end customer system access to specified applications. Application Response Time is a measurement of a normalized average transaction time of identified applications to the customer's application system users. Customer Outage Time for both of the above measures is that portion of server or system downtime attributable to customer application responsibility areas. The performance metric of application end-to-end response time is dependent on the performance of several underlying components. The responsibility for each of the components belongs with multiple ITS service groups (workstation-ITS Technical Service Division, network-ITS Network Operations Branch, and server-ITS Application Operations Branch) but also is dependent upon customer organization application developers. Failure of one of these components will impact the response time.

Monitoring tools to measure the above services are not currently available for all application infrastructure that is supported. The monitoring of additional applications may require customer funding of additional monitoring tool licenses.

Other Application Operation Services			
Service Type	Service Measure	Measurement	Performance Target
Application Operation Support	Availability	<p>Application Availability = $[\text{Total Page Count} - (\text{Client Errors} + \text{Server Errors} + \text{Network Errors} + \text{App Errors})] \div \text{Total Page Count} * 100\%$</p> <p>NOTE: Content Errors (i.e. missing/broken links within site/app, etc.) are attributable to Customer application responsibility areas and are not used in SLA Availability calculations.</p>	99%
Application Operation Support	End to End Response Time (E2E)	<p>Normalized Average Transactions where Average Transaction = $[\text{Total Page Count} - \text{Frustrated Page Count}] / \text{Total Page Count} * 100\%$</p> <p>NOTE: The Frustrated Page Count is comprised of transactions not meeting E2E performance compliance threshold levels. The normalized average takes off the top and bottom 5% of transactions and then averages the middle 90%. To aid review, ITS will provide a total page count as periods with lower page counts may exhibit greater variability.</p>	$\leq [X.X]$ Seconds (Custom Target)

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	