Compliance with Agency-Vendor Service Level Agreement

Uptime and Reliability

The FY 2012 service-level agreement (SLA) between the Agency and OMES ISD states that OMES ISD will provide reliable and secure access to networks, file and print services, and e-mail services, with 99% uptime. The FY 2013 SLA mentions these same services, but excludes the statistical guarantee. Because OMES ISD does not have a method in place to track uptime, we interpreted the SLA language to mean generally that OMES ISD promises to be "very reliable." Board of Nursing management does not believe the Agency receives "very reliable" uptime based upon connectivity problems Agency employees have experienced.

We reviewed all help desk tickets for the Board of Nursing since consolidation occurred (January 2012 through June 2013) and noted a variety of uptime and access-related issues reported by Board of Nursing staff. These included issues related to accessing the AS400 database system, PeopleSoft (the state's accounting system), the Agency's network, the internet, and e-mail, as well as unique issues such as trouble with logins and specific software access problems. Overall, in 651 help desk tickets we identified at least 84 access issues. These issues sometimes affected multiple people and took varying lengths of time to resolve. It stands to reason that anyone using IT services will have occasional access problems or questions, but overall it appears the Nursing Board staff experienced a variety of access issues.

Because these cases take varying lengths of time to resolve, quantifying "uptime" is difficult. If we consider each year to have 260 working days, and assume that consolidation began January 1, 2012 and is examined through June 30, 2013, we see at least 84 access issues in 390 work days, or an access issue on 21.5% of work days. It appears OMES ISD has not been providing reliable access as indicated in the SLA.

Help Desk Service

The consolidation plan developed by OMES ISD for the Board of Nursing's consolidation explains that help desk staff is expected to close 62% of issues on its own, so Agency administrative staff is freed of these duties. The FY 2013 SLA also includes the 62% first-contact closure target.

Agency management is concerned that help desk responses and handling of help desk tickets are slow and, at times, inefficient. OMES ISD has a dashboard system in place and available online that illustrates its performance in relation to various targets outlined in their recent service-