



Service Level Agreement Information Security

Last Updated: March 27, 2020

Purpose														
<p>This SLA establishes a realistic foundational understanding of OIT’s performance expectations in the service line Information Security. It establishes a standard service level. Custom services may be available through individual agreements between OIT and Departments.</p>														
Service Performance														
<p>OIT provides 24x7 security and support across the SOA virtual environment.</p> <p><i>Available Service Levels:</i> One level of service is available within this service line.</p> <p>Standard</p> <p><i>Performance Commitments:</i></p> <table border="1"> <thead> <tr> <th>Measure</th> <th>Metric</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Security Monitoring</td> <td>24/7</td> <td>Systems monitoring of internet traffic. Excludes planned maintenance.</td> </tr> <tr> <td>Security Incident Response Time</td> <td>2 hours or less (depending on severity)</td> <td>Automated tool or security team’s first response.</td> </tr> <tr> <td>Records Request Response</td> <td>5 business days</td> <td>FOIA requests, legal holds, or other records requests.</td> </tr> </tbody> </table>			Measure	Metric	Definition	Security Monitoring	24/7	Systems monitoring of internet traffic. Excludes planned maintenance.	Security Incident Response Time	2 hours or less (depending on severity)	Automated tool or security team’s first response.	Records Request Response	5 business days	FOIA requests, legal holds, or other records requests.
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