



Service Level Agreement Policy and Governance

Last Updated: March 27, 2020

Purpose		
This Service Level Agreement (SLA) establishes a realistic foundational understanding of OIT's performance expectations in the service line Policy and Governance.		
Service Performance		
OIT provides standards and policies that guide IT investment, recruitment, and initiatives across the State of Alaska. All IT investments over \$25,000 require OIT CIO approval. All IT recruitments require OIT CIO approval.		
<i>Available Service Levels:</i> One level of service is available within this service line.		
Standard		
<i>Performance Commitments:</i>		
Measure	Metric	Definition
IRB Review Request – First Response Time	5 business days for first response	Resolution time will vary based on the complexity of the request. OIT will make efforts to respond to urgent requests in a shorter timeframe when feasible.
IT Recruitment Review	5 business days for CIO review and determination	Approved recruitment requests proceed through normal DOA recruitment process to include additional steps for standard hiring review.