

SERVICE LEVEL  
AGREEMENT

FOR

HAWAII TEACHER  
STANDARDS BOARD

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## INTRODUCTION

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“EHawaii.gov” is the Internet portal through which the State electronically provides public information, access to public information, and access to premium services.

HAWAII INFORMATION CONSORTIUM, LLC. (“HIC”) has been contracted by the State of Hawaii (“State”) to serve as the manager of “EHawaii.gov.”

The purpose of this agreement is to serve as a memorandum of understanding with respect to the implementation of “EHawaii.gov” for the Hawaii Teacher Standards Board (“AGENCY”).

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## WHAT HIC WILL DO FOR THE AGENCY

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This document is subordinate to the requirements stated in: (1) Request For Proposal No. RFP-08-11-SW, Internet Portal Manager and Service Provider, including all addenda; (2) HIC’s Proposal submitted on October 31, 2007 in response to Request For Proposal No. RFP-08-11-SW; and (3) the Contract For Portal Manager Services between the State of Hawaii and HIC, dated January 14, 2007 and effective January 4, 2008, as the same is amended from time to time. In the event of a conflict between the provisions in this Service Level Agreement and the foregoing documents, the provisions of the foregoing documents shall control.

Among the responsibilities, duties, and obligations of HIC in these documents are certain tasks, functions and services that HIC has agreed to provide to each agency seeking to implement Internet applications on EHawaii.gov, that is, to create Internet applications by which to provide public information, access to public information, and access to premium services. HIC has agreed to provide these tasks, functions and services at little or no cost to each agency.

HIC will coordinate and work with the AGENCY similar to how a web-hosting or service provider would work with its customer. Just as customers would use a web hosting provider’s resources to publish and disseminate their information, the AGENCY may use HIC to obtain management, programming, financial, technical, and marketing resources to help the AGENCY develop, state, host, and promote expanded citizen access to existing information or transactions.

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## IMPLEMENTING INTERNET APPLICATIONS ON EHAWAII.GOV

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To initiate the implementation of an Internet application on EHawaii.gov, the AGENCY must work with HIC to prepare a Statement of Work document for the Internet application. Since the Statement of Work is the document that describes the purpose and scope of the proposed Internet

application, the AGENCY is strongly encouraged to collaborate with HIC on this document. Statements of Work so developed are subject to approval by the Access Hawaii Committee.

All Statements of Work previously executed by HIC and Agency pursuant to a prior Service Level Agreement are incorporated herein by reference and shall continue in effect until terminated.

Generally, this Statement of Work document should set forth the following:

A clear and detailed statement of the AGENCY's expectations for Internet applications developed by HIC, including but not limited to:

- a. a purpose statement for the project/service;
- b. fees associated with the project/service;
- c. overview of the current business process;
- d. scope statement;
- e. delivery/deployment information;
- f. project development costs;
- g. risk assessment;
- h. deliverables;
- i. schedule estimates;
- j. maintenance and support;
- k. technical support;
- l. modifications and enhancements;
- m. agency responsibilities;
- n. HIC responsibilities;
- o. status reports;
- p. terms of agreement;
- q. change process;
- r. stakeholders;
- s. chain of command; and
- t. sign-off.

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#### COLLABORATION

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Successful development of a functional Internet application will require collaboration between HIC and the AGENCY. Both HIC and the AGENCY agree to assist each other in understanding, documenting, and implementing the Statement of Work.

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**FINAL APPROVAL OF INTERNET APPLICATIONS**

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Final approval of any Internet application developed by HIC, including the decision to publish the application, rests with the AGENCY.

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**CONFLICTS**

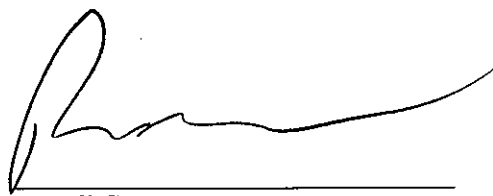
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In the event of a conflict between HIC and the AGENCY, the parties shall first attempt to resolve and otherwise work out the conflicts. In the event the parties are unable to resolve the conflict, the matter shall be brought to the Access Hawaii Committee.

Understood and agreed.



Sharon Mahoe  
Executive Director  
Hawaii Teacher Standards Board  
Date:



Russell Castagnaro  
General Manager  
Hawaii Information Consortium, LLC  
Date 11/10/08