Statement of Work

1. This Interagency Agreement (IAA) is entered into by and between the Sacramento-San Joaquin Delta Conservancy (hereinafter referred to as "CUSTOMER") and the Department of Water Resources (hereinafter referred to as "DWR") for the purpose of obtaining information technology shared-services and/or computer resources. This IAA specifies the defined information technology (IT) services and virtual computer resources to be provided by DWR to the CUSTOMER. The IAA specifies the timeframe for performance of services and use of virtual computer resources to be provided. If not set forth in this IAA with sufficient specificity, this IAA shall be augmented through the DWR Information Technology Service Request process with any resulting mutually agreed upon contractual terms becoming a part of this IAA as an addendum, as if fully set forth herein. The IAA also provides for payment for these services pursuant to State Administration Manual (SAM) sections 8752-8752.1 and Vol. 1, Chapter 3.03 of the State Contracting Manual.

2. DWR's Information Technology Services Division agrees to:
   
   A. Provide efficient and effective information technology services and operational resources related to providing defined IT shared-services and virtual computer resources to the above-named CUSTOMER. In addition, the DWR Information Technology Division is committed to providing a high level of quality services. In order to achieve these goals and to ensure a clear understanding of the CUSTOMER's business requirements, DWR Information Technology Division will provide a Contract and Technical Manager:
      
      1) Maintain a continual working relationship with the CUSTOMER.
      2) Coordinate joint development of services and resources work plans.
      3) Develop partnerships to ensure effective delivery of defined IT shared-services and computer resources.
      4) Meet defined IT Shared-Services and Virtual Computing Resources Service-Level Agreement.

3. The DWR Contract Manager and Technical Manager during the term of this IAA are identified below:

   **Contract Manager**
   Sheri Wong  
   Chief Operations Officer  
   sheri.wong@water.ca.gov  
   Phone #: (916) 653-8037

   **Technical Manager**
   Sarb Takhar, Chief Technology Officer  
   CNRA Data Center  
   sarb.takhar@water.ca.gov  
   Phone #: (916) 653-5915

4. The CUSTOMER Contract Manager for the term of this agreement will be:

   **Contract Manager**
   Aleesah Herup, Contract Analyst  
   Email: Aleesah.Herup@deltaconservancy.ca.gov  
   Phone #: (916) 375-2091

   **Technical Manager**
   Jason Waggoner, Technical Lead  
   Email: jason.waggoner@resources.ca.gov  
   Phone: (916) 653-8486
5. Scope of Services and Resources

A. Purpose

The CUSTOMER is entering into this IAA with the DWR for the purpose of obtaining information technology shared-services and/or computer resources in support of the overall State of California and California Natural Resources Agency (CNRA) information technology consolidation efforts and in support of their departmental business and technology objectives. Funding for this agreement will come from the CUSTOMER’s departmental operations budget.

As stated in AB 2408 and Government Code Sections 11545-11548.5 California State Agencies and Departments are required to improve the effectiveness of their information technology infrastructure environment through the physical consolidation of data centers/computer rooms, use of IT shared-services, and the hosting of all mission critical and public facing applications and server refreshes in a State approved Tier III Data Center.

In order for the CNRA to effectively meet the provisions of the Government Code and to improve its ability to provide cost effective information technology services and computer resources across CNRA departments, the DWR Tier III Data Center has been designed as the consolidated CNRA Data Center. The California Department of Technology has approved the use of the DWR Data Center for all of the CNRA organizations (departments, boards, commissions and conservancies) under IT Policy Letter 10-14 (ITPL 10-14) issued on October 29, 2010.

The DWR Data Center will provide required IT shared-services and computer resources to CNRA organizations, so that these organizations can provide the proper level of information technology capacity and capabilities that are required to support their departments' program mission, goals and business objectives. The DWR Data Center will provide these services and resources to selected CNRA organizations, at a defined cost.

This IAA's scope covers the defined IT shared-services and computer resources that can be requested from the CUSTOMER and provided by the DWR Data Center.

The following section documents the CNRA's Shared Services Catalog that the CUSTOMER can request to contract services from DWR. The cost of these shared-services and computer resources are based on an industry best-practice Shared-Services Cost Model that was developed by DWR and agreed to by all parties. The cost model is based on DWR's need to recover expenditures related to the provisioning and operations of the computer resources and IT shared-services being provided. DWR will provide the defined computer resources and related services needed to support the information technology capacity and capability being required by the CUSTOMER.

B. IT Shared-Services and Computer Resources Agreement

DWR will provide IT shared-services and computer resources to the CUSTOMER as requested based on the CNRA Shared Services Catalog. These shared-services and computer resources are based on the request of the CUSTOMER so that they can provide information technology capacity and capabilities to their organization, while being able to meet the consolidation and IT improvements mandated by the Government Code. Exhibit E - IT Shared Services and Virtual Computing Resources Catalog of this agreement lists the available services and computer resources, and the environment in which they will be provided.
C. **Deliverables and Services**

DWR's Information Technology Services Division will provide the computer resources, shared-services, and required hardware, software, and operational services to maintain delivery of and proper operation levels for the items requested by the CUSTOMER from Exhibit E of this agreement.

The CUSTOMER has been provided with individual service-level agreements (SLA) for each of the defined share-services that can be requested from the CNRA Shared Services Catalog (Exhibit E). The individual SLAs state the level of operational service that is provided for the given shared-service by DWR, the CUSTOMER's responsibilities, and operational event reporting and escalation.

D. **Maintenance**

Notification will be provided to the CUSTOMER at least 48 hours in advance of scheduled maintenance and will be performed during a standard maintenance window outside of normal working hours (8:00 a.m. to 5:00 p.m.) local data center time. Notice of scheduled maintenance will be provided to the CUSTOMER's designee by email.

Unscheduled or "emergency" events are communicated on an as needed basis and when possible, the lead-time may be less than that of scheduled events. During scheduled and emergency maintenance periods, the CUSTOMER's equipment may be unable to transmit and/or receive data. DWR and the CUSTOMER shall work in good faith to minimize any disruption in of services during scheduled and emergency maintenance periods.