

From: Soura, Christian  
To: Bailey, Matthew (ADM) <Matthew.Bailey@state.mn.us>  
Date: 8/3/2012 4:02:21 PM  
Subject: RE: Service Level Agreements

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Got it – thanks. Now that I’m thinking of it, I think I might have met Linda at NASCA a couple years ago. That reminds me – we didn’t talk about the Pew/ResultsFirst guy from Columbia when we spoke earlier...

CLS

Christian L. Soura  
Deputy Chief of Staff

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From: Bailey, Matthew (ADM) [mailto:Matthew.Bailey@state.mn.us]  
Sent: Friday, August 03, 2012 3:20 PM  
To: Soura, Christian  
Subject: FW: Service Level Agreements

See MA link below...

I actually found the MN report too:

[http://mn.gov/oet/images/gov\\_lr\\_2010\\_0701\\_Centralization\\_of\\_IT.pdf](http://mn.gov/oet/images/gov_lr_2010_0701_Centralization_of_IT.pdf)

Talk to you soon,  
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From: Kelly, Linda (ITD) [linda.kelly@state.ma.us]  
Sent: Wednesday, February 01, 2012 1:42 PM  
To: Bailey, Matthew (ADM)  
Cc: Estabrook, Frank (ITD)  
Subject: FW: Service Level Agreements

Hello Matt:

Frank Estabrook asked me to follow-up with you regarding your email to John Letchford below.

I am the Director of Service Account Management at ITD (reporting to Frank) and also manage the ITD Products Catalog. My team of Account Managers develops SLOs for each new customer “IT Service” (fully managed hosted solution) at ITD referencing the products/services as defined in the Catalog. Please let me know some available times to contact you and I will schedule a call with you, Frank and me.

In the meantime, I’ve include our most recent SLO template and also the link to our Products Catalog for you to review.

<http://www.mass.gov/anf/research-and-tech/products-catalog-main.html>

Regards,

Linda Kelly

Linda Kelly  
Director, Service Account Management

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From: Letchford, John (ITD)  
Sent: Wednesday, February 01, 2012 07:15 AM  
To: 'Bailey, Matthew (ADM)' <[Matthew.Bailey@state.mn.us](mailto:Matthew.Bailey@state.mn.us)>  
Cc: Estabrook, Frank (ITD); 'Parnell, Carolyn (OET)' <[carolyn.parnell@STATE.MN.US](mailto:carolyn.parnell@STATE.MN.US)>  
Subject: RE: Service Level Agreements

Matt

Sure thing.

Frank – could you please share the details of the catalog and the SLO templates with Matt please....

Thanks  
John

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From: Bailey, Matthew (ADM) [<mailto:Matthew.Bailey@state.mn.us>]  
Sent: Tuesday, January 31, 2012 8:57 PM  
To: Letchford, John (ITD)  
Subject: Service Level Agreements

John,  
Mark Price, a former colleague of mine at Deloitte, suggested that I touch base with you. The State of MN is currently consolidating its IT operations. We are looking for examples of SLAs between a central technology organization and agencies that it serves. Do you have any examples that you can share?  
Thanks so much,  
Matt

**Assistant Commissioner Matt Bailey**  
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