CMS

ILLINOIS Rod R. Blagojevich, Governor
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
Maureen O'Donnell, Acting Director

MEMORANDUM

TO: Robert E. Daniel, CIO, Illinois Department of Human Services

FROM: Doug Kasamis, Acting Deputy Director, CMS BCCS

DATE: October 12, 2007

SUBJECT: Termination of Service Level Agreement

At the June 20, 2007 Consolidated CIO Meeting, I announced that BCCS will be terminating the Service Level Agreements ("SLA") in place between CMS and each of the consolidated Agencies. The SLAs served as an interim solution to document agency specific services during the early stages of the consolidation. During the past few months we have made the transition to enterprise services which are standard across all agencies. As part of this transition, we have introduced the Service Catalog and monthly performance reports which collectively provide a list of the available enterprise services, rates, service expectations, and recurring performance reports.

Section 11.2 of the SLA provides for termination for convenience by either party "either party may terminate this agreement at any time by giving 30 days written notice to the other party." This will serve as written notice that CMS is terminating the existing Service Level Agreement (SLA) between the Department of Central Management Services (CMS) and the Illinois Department of Human Services pursuant to section 11.2 referenced above.

Termination of the SLA will become effective 30 days from the date of this written notice. Termination of the SLA will not impact the services that CMS will continue to provide to the Illinois Department of Human Services going forward.