

Shared Services Agreement

Between:

Alberta Sustainable Resource Development
(SRD)

-and-

Alberta Conservation Association
(ACA)

This agreement is made pursuant to the Wildlife Regulation, AR 143/97 and the Memorandum of Understanding between SRD and ACA dated December 8, 2006.

Program Description

This Agreement outlines the processes required to ensure the cooperative sharing of resources as outlined in the Memorandum of Understanding (MOU) referenced above in which the Minister has agreed to assist the ACA, in its role as a Delegated Administrative Organization (DAO), with facilities, equipment, training, telecommunications, information technology (hardware, software, server access, etc.) and data as specified by the terms and conditions of this Agreement. The Shared Services Program Agreement exists to maximize efficiency in the sharing of facilities, equipment, data and support and to streamline business processes and enhance program delivery.

Outcomes

The following outcomes from the Shared Services Agreement have been identified. These outcomes arise from the activities identified as occurring under the Shared Services Agreement and provide a basis for tracking the success of these activities.

- ACA has timely and reliable access to the resources required to effectively deliver delegated programs outlined under individual Program Agreements. These include:
 - Databases
 - Telecommunications
 - Training
 - Equipment
- ACA maintains a distinct IT system and e-mail identity independent of SRD
- An integrated ACA/SRD approach to program delivery
- The proportion of levy dollars directed towards delegated program delivery are maximized.

Program Elements

Office and Warehouse Space

SRD agrees to sponsor ACA as a non-government user of government space (office, warehouse, etc) and to facilitate discussions between ACA and Alberta Infrastructure to develop occupancy agreements for each location where ACA deems appropriate. At the time of this agreement ACA maintains lease agreements on all Government of Alberta space for which ACA is a tenant.

Notwithstanding the lease agreement, if necessary to meet the delegated program responsibilities, SRD may make provisions for the use of additional space on a temporary basis.

Telecommunications

Alberta Restructuring and Government Efficiency (RGE) coordinates the provision of telephone connections to each Alberta Government office occupied by ACA staff. ACA will be responsible for negotiating an agreement with RGE and for the costs associated with telephone connections.

Information Technology

The following terms and conditions have been set for ACA's use and access to Government of Alberta Information Technology resources:

1. SRD will be migrating all server functions to the Government of Alberta's new shared server environment in 2007. ACA will not be housed on this server. ACA will establish an independent server and will have completed migration of all ACA functions (file storage, email, etc) to the new server by April 01, 2007.
2. ACA will be responsible for ownership and maintenance of all hardware and software required to perform their functions as a DAO as set out in the Program Agreements. ACA will not have access to SRD software licenses, and will have their own licenses on place by April of 2007. ACA may be able to negotiate software licensing under Government of Alberta licensing agreements with Software suppliers and may discuss these opportunities with RGE.
3. SRD agrees to facilitate discussions between ACA and RGE in order to make reasonable arrangements for the following services:
 - a. Help desk and tech support
 - b. Access to data lines / network connections within GOA buildings in which ACA has negotiated a lease agreement with AIT

4. ACA will be responsible for ownership of and all costs associated with the operation of its information technology environment including: server maintenance, network connections, software licenses, hardware, and tech support.
5. SRD agrees to support and make reasonable efforts to facilitate ACA's use of the Supernet.

Database Access

The parties agree to ensure reasonable and shared access to all data and databases required to accomplish the roles and responsibilities outlined in Program Agreements and to accomplish program objectives.

1. Where SRD maintains databases required for ACA to fulfill its role as established within the program agreements; SRD will provide timely and reliable access to these databases.
2. Where SRD maintains license agreements for use of databases maintained by third parties, SRD will, where possible, provide ACA with timely and reliable access to these databases.
3. In its role as a DAO, and subject to FOIP, the ACA will be granted access to retrieve and manipulate (upload) information to the Fish and Wildlife databases referred to as FMIS, FWMIS and BSOD. The ACA may be granted access to the LSAS database through SRD's existing mechanisms, although permission may be required from the LSAS system authority, Alberta Energy. Should any of these databases be replaced by similar databases, the same conditions apply.
4. In its role as a DAO, and subject to FOIP, the ACA will be granted access to SRD spatial data, respecting all terms, conditions, licenses, copyrights, disclaimers and guidelines in which SRD department personnel are required to respect. In situations in which SRD spatial data is proposed to be used for purposes in which organizations outside SRD are involved, the ACA will be required to confirm with Resource Information Management Branch, Finance and Administration Division all licensing conditions regarding the use of spatial data prior to its use.
5. ACA Corporate Office contact will be advised of relevant database updates at the same time similar notices are provided to SRD staff. It will be the responsibility of ACA to ensure that their staff is aware of such notices.
6. Where the structure of the database allows and where the ACA has been the principle source of the data, or have played an integral role in the development of the database, SRD will reference and recognize the ACA as the data source.
7. In its function as a DAO and as referenced by Program Agreements, ACA will have access to data and databases at no additional cost. If specific expenses

- beyond normal operating costs are incurred, ACA will be responsible for a fee based on cost recovery.
8. In order to fulfill its role as a DAO, ACA requires access to a set of databases that include, but are not limited to, the following:
 - a. SDW base mapping data
 - b. SDW property data
 - c. SDW base features data
 - d. Crown AVI
 - e. FMA AVI
 - f. Other Vegetation (e.g. Alberta Ground Cover Classification, Alberta Woodlot Inventory)
 - g. Imagery – IRS, Landsat and Radarsat
 - h. SRD Fish and Wildlife – FMIS, WMIS, BSOD
 - i. LSAS (Alberta Energy)
 - j. Internet Mapping Framework
 - k. SPIN 2 (spatial information system)

Training

Recognizing the many common skills shared by ACA and SRD staff, where practical, available and appropriate the two parties will share training opportunities.

1. When courses are offered ad hoc by SRD, ACA attendance may be offered at the Area Manager's discretion.
2. If SRD arranges for third party courses for staff at a set cost, and space permits, attendance will be extended to ACA at no cost. If third party courses are provided to SRD on a cost per user basis, then attendance will be extended to ACA on a user pay basis.
3. The following are specific courses for which SRD will make provisions for ACA access:
 - a. Ice safety, electro-fishing, and equipment safety (quad, snowmobile, gun safety, etc).
 - b. The water safety, small propeller, large propeller and jet boat components of the SRD boat course.
 - c. Courses provided by the Hinton Training Centre.
 - d. Arcview as well as the databases ACA populates (FMIS, FWMIS, FCIS).

4. This agreement does not apply to personal and career development training that is not required for the delivery of delegated programs, although SRD will sponsor ACA staff to attend personal and career development training, space permitting and on a user pay basis.

SRD/ACA Support and Resources

Based on current technology the parties agree to allow reasonable access and use of each other's assets such as copier and fax machines on an as available basis. As the Government adopts new technologies in this area, SRD will share use with ACA as convenient and where it is consistent with the terms and conditions of the Information Technology section of this agreement.

Operating costs such as paper, toner will be shared on a mutually acceptable basis as agreed upon by both parties annually.

Maintenance will be the responsibility of the party providing the support or resource.

In area offices where reception services are provided, these reception services will be provided to ACA under the same conditions that they are provided to SRD staff.

General Government Support and Resource Services

SRD agrees to sponsor ACA as a non-government user of general government support and resource services, and to facilitate discussions between ACA and RGE to develop agreements for these services.

These support and resource services will include mail and courier services; and access to library facilities and services including access to online journals and subscriptions.

Access and Use of Equipment

SRD and ACA recognize that there is benefit to both parties in sharing owned physical assets including trucks, snowmobiles, quads, and boats for the purpose of completing activities which are aligned with SRD priorities. Two conditions exist in which parties may elect to share resources.

1. Planned Sharing

Arising from the integrated annual strategic and operating planning cycle for both ACA and SRD will be a set of identified initiatives which ACA will be undertaking in its role as a DAO. As an outcome of the operational planning for these initiatives ACA will identify SRD equipment which will be required for ACA to fulfill its obligations. This list will include: equipment types, locations of use, and anticipated requirements for duration of use, and will be provided to SRD. Both parties will sign a standardized agreement containing the terms and conditions for use of the required equipment.

2. Ad Hoc Sharing

On an ongoing basis either ACA or SRD may make a request for use of the other party's equipment. If available, this equipment may be used by either party on a temporary basis. Protocols for temporary or unplanned sharing of equipment will be jointly developed by both parties by January of 2007, and will be reviewed and updated annually.

Conditions of Use

Under both Planned Sharing and Ad Hoc Sharing, specific requirements for use of shared equipment shall be as follows:

- The staff of the organization making use of the borrowed equipment must meet the minimum standard for training and licensing established for staff of the organization which owns the equipment.
- Operating costs for use of the borrowed equipment, such as fuel, will be the responsibility of the party using the equipment.
- Maintenance will be the responsibility of the owner of the physical assets.
- Shared equipment shall be used only for the purposes of fulfilling the program agreements
- Shared equipment shall be operated safely and in accordance with equipment directions

Specific Program Conditions

Both parties recognize that the resources identified within this agreement may undergo changes during the term of this agreement. Potential changes include: the party providing the resource, the form in which the resource is being provided, or the basic nature of the resource itself. In cases where these changes occur, the following conditions have been agreed to:

- Reasonable notice of the changes will be provided to the affected party
- Provisions will be made, to the fullest extent possible, to ensure the conditions set out in this agreement for use of the resource are still being met
- The party affected by the changes will have the ability to re-open this agreement in order to re-negotiate the section(s) of the agreement impacted by the change

Performance measures

As a mechanism to track and report on activities delegated to ACA under this program agreement, both parties have agreed to adopt the following performance measures. Both parties may report on these measures to stakeholder groups as they deem appropriate.

- Develop and deliver an inter-organization evaluation to assess the effectiveness of implementation of Shared Services Program elements, including:
 - Timely and reliable access to databases

- Access to government support services and resources
 - Availability of telecommunications
 - Access to training and development opportunities
 - Access and use of equipment
- ACA has an independent server and licenses by April 1, 2007.

Program Term

- This Agreement shall commence upon the date of signature and remain in effect until December 8, 2011.
- This Agreement is subject to annual review and may be amended from time to time as outlined in the MOU signed December 8, 2006 between ACA and SRD.