



*Service New Brunswick
Services Nouveau-Brunswick*



**Service Agreement
between the
Department of _____
and
Service New Brunswick**

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Purpose and Intent

This section introduces the reason for the agreement and how the agreement will establish the roles of each party.

It also establishes a management process and guidelines for the planning, approval and management of joint projects.

Mandates and Principles

Mandates

The mandates of each party is included as a framework for the agreement recognizing that each party has its own mandate but that both parties must work to support the government's overall agenda.

Principles

The agreement recognizes that there are three types of activities:

- ongoing with minor enhancements,
- ongoing with significant enhancements, and
- new initiatives.

This section addresses the various types of activities likely to be undertaken by either party. Potential impacts are assessed by both parties before initiative can begin and costs/revenue distribution can be determined.

Responsibility and Accountability

This sections details the responsibilities of each party for updates, training, delivery, legislation, support and other items.

Shared Responsibilities

Project Initiation

This section deals with projects that can be initiated by either party through the use of a business case assessment process.

Systems Development Collaboration

Projects with an IT component will involve both IT at the assessment stage and will continue as necessary through the subsequent analysis, design, construction and implementation stages.

Application & Maintenance Support

Regular maintenance work is required as well as occasional enhancements that will be grouped for inclusion in later releases.

Terms and Conditions

Give the duration of the agreement as well as the start date for the review process.

Authority

This section deals with the various levels of authority for both parties from the officials committee to the project management teams.

Amendments

This section explains the process to be used for modification of the agreement as well as the annual review process.

Signatures

This section includes the official signatures for approval of agreement.

Deputy Minister
Department

Date

President
Service New Brunswick

Date