

Memorandum of Understanding

SCOPE OF WORK

The purpose of this Memorandum of Understanding (MOU) is to define the services that will be provided to the Solano Local Agency Formation Commission (LAFCO) by County Department of Information Technology (DoIT) either by County DoIT employees or by County's contracted provider, Xerox State & Local Solutions, Inc. (Xerox). The County will charge LAFCO for specified services as a part of the chargeback rates that are charged to all County departments. Specified levels of service and details of unit charges will be as specified in the Statements of Work within the contract, known as the Information Technology Service Agreement (ITSA), between County and Xerox for that portion of the term of the County/Xerox contract that pertains to the services to be provided pursuant to this MOU, unless otherwise addressed in this MOU.

1. County Department of Information Technology shall be responsible for the following:

A. Provide access to County information technology systems (IT) and infrastructure services including support services provided by County staff and County contracted information technology services. The County agrees to provide intended charge information to LAFCO at the same time and in the same manner as the County informs other County departments. LAFCO agrees to pay the cost of services rendered by the County and those rendered by Xerox to LAFCO pursuant to the ITSA.

B. Services provided include:

- i. Application support services
 - a. Software Development on Request
 - b. Software Maintenance and Report writing
- ii. Data Center operations support and backup services
 - a. Data Integrity and Security
 - b. Restoring of Lost or Corrupted Data
 - c. Printing Services
- iii. Data Communications and Network services, i.e., the provisioning, management, administration and troubleshooting of:
 - a. Wide Area Network
 - b. Local-area Network
 - c. Virtual Private Network
 - d. Network Security
 - e. Remote Access
 - f. Network Management
- iv. Database Administration
 - a. Database Integrity
 - b. Database Performance Efficiency
 - c. Database Software Maintenance
- v. Help Desk Services, responding to questions on:
 - a. Features and Functions of Hardware and Software
 - b. Identify, escalate and manage incident from report to resolution

- c. Coordinate account administration – creating, changing and deleting End User accounts
- d. Coordinate asset management
- vi. Desktop Services – Providing Support for the desktop infrastructure environment of:
 - a. Desktop Computing Devices and Associated System Software
 - b. Laptop and Notebook Computing Devices and System Software
 - c. Business Productivity Software
 - d. Network Attached Scanners, Printers and Multi-Functional Devices
 - e. Handheld Devices and Associated System Software
 - f. Locally Attached Peripheral Devices

C. Services are provided for the current hardware and software environment and do not include the cost of procuring new or replacement hardware or software

2. LAFCO agrees that any IT service involving any installation of hardware or software that may have an impact upon County systems will be coordinated with the DoIT. LAFCO will ensure at all times the integrity of the IT systems provided by the County.

3. The term of this MOU shall be automatically renewed each fiscal year, unless otherwise terminated by the respective Departments.

4. Service Level Requirements are delineated in the ITSA, an extract of which is as follows:

Service Level Category	Performance Target	SLR Target
<u>Incident Resolution</u>		
Priority 1	< 2 Hours	
Priority 2	< 4 Hours	
<u>System Availability</u>		
Production Servers	Based on Each Server Requirement	99.85%
<u>Installs, Moves, Adds, and Changes of Workstations and Peripherals</u>		
1 to 10 in a single request	Within 5 Days of Request	
<u>Network Availability</u>		
LAN / WAN Availability	7x24x365	99.80%
<u>Help Desk Services - Response Time</u>		
Speed to Answer	< 30 Seconds	80%

5. Department of Information Technology Chargeback Allocations

The parties agree that the costs set forth in Annual Budget Instructions, or modified as approved by the County Administrator's Office are predicated on the contract between County and Xerox, which is incorporated into this MOU as if fully set forth herein. Should those contract costs be increased, the parties agree that the applicable share of costs will be passed on directly to LAFCO.

Allocations are defined as follows:

Department	LAFCO	Allocation Criteria
Budget Unit	3450	
Login ID's	2	Login ID Count
Percentage of Total Login ID's	.0776%	Pctg of Countywide Total
PC's	2	PC Count
Percentage of Total PC's	.0596%	Pctg of Countywide Total
Data Center Share	0.0%	Data Center Operations Historical Hrs.
Apps Share	0.0%	ACS Staff Historical Hrs.
DoIT Direct Labor	0.0	Bus Sys Anal Share
RS/6000 - MIS (DOIT)	59	Financial H/W Cost Share
Xerox Operational Costs Minus Direct Costs - 1871	3,068	H/W Maint, S/W Lcnse, A87, N/W Refresh
Data Center Tower - 1871	0	Operations Cost Allocation
Desktop Tower - 1871	793	Cost Per # of PCs
Data Network Tower - 1871	809	Cost Per # Login Id's
Help Desk Tower - 1871	327	Cost Per # Login Id's
Apps Tower - 1871	0	Applications Share Cost Allocation
Total Xerox Base Contract County - 1871	4997	Total of ACS Contract - 5 Towers
DoIT Law & Justice - 1873	0	IT L&J Staff Allocation - Sr Sys Analyst
DoIT CIO & Admin - 1875	626	Cost Per # Login Id's
DoIT MIS - 1877	1,089	Cost Per # Login Id's
Web Development 1880	564	Cost Per # Login Id's
GIS - Web Use Share	0	Web Hits Percentage
GIS -County wide Share	223	Countywide GIS Work Chgd to All Depts
GIS - Direct Share	0.0%	GIS Project Requests
GIS - 1896 Total	223	GIS Total
Grand Total	7,499	DoIT Charges Total

6 Information Technology Security Policy

LAFCO employees are bound by the security policies as set forth in the Information Technology Security Policy Manual. This manual sets forth all computer usage and network access policies for County and contractor users. An Acceptable Use Policy is a portion of that manual, and a signature is required of all employees and contractor users after reading the Acceptable Use Policy. This signature is required annually, and if

declined, DoIT will deny access to the County Network. The Policy Manual is located on the Solano County Employee Intranet under the Policies and Procedures Tab.

Approval: Department of Child Support Services

By: _____

Printed: _____

Title: _____

Date: _____

Approval: Department of Information Technology

By: _____

Printed: _____

Title: _____

Date: _____