

**SERVICE LEVEL AGREEMENT -  
SUPPLEMENT**

**Schedules A-L**

**for Fiscal Year 2024-2025**

**Negotiated by and agreed to by**

**County of Sonoma  
Information Systems Department  
*Public Safety Central Support Team***

**&**

**Sonoma County Public Safety  
Consortium – Joint Powers Authority**

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# **SCHEDULE A - STANDARD SERVICES**

Fiscal Year 2024-2025

County shall perform the following support, maintenance, and enhancement services. Services may be provided to some or all Member agencies, but the obligation to provide such services is to SCPSC as a whole, and such services shall be provided to Members only as authorized by SCPSC as described by the conventions in the Service Level Agreement dated September 5, 2008.

## **1. NETWORK ACCESS AND MAINTENANCE**

- 1.1 County will provide, operate, and maintain on a 24 hour/7 days a week/365 days a year basis, all networks and equipment covered under this agreement. Networks and equipment covered under this Agreement: Refer to Schedule J - Inventory.
- 1.2 Maintenance and support for the networks covered under this Agreement includes:
  - 1.2.1 Modification to firewalls and other equipment as needed for SCPSC access to the network.
  - 1.2.2 Provision of network/voice lines used to provide connectivity.
  - 1.2.3 Resolution of all network problems either directly or in conjunction with hardware and software providers and agency technical staff.
  - 1.2.4 Maintenance and support of advanced authentication technologies listed in Schedule J – Inventory.
  - 1.2.5 Maintenance of all networks and equipment covered under this agreement. This includes onsite repairs and routine maintenance, upgrades and replacements; Provision and maintenance of firewalls as required by FBI CJIS Policies.
  - 1.2.6 Monitoring of licensing and support agreements for all equipment covered under this agreement.

## **2. MOBILE COMMUNICATION NETWORK ACCESS**

County will provide and maintain access to the Mobile Communications Network.

- 2.1 The Mobile Communications Network includes:
  - 2.1.1 The mobility servers, including hardware, operating system, and application administration support.
  - 2.1.2 County will work with the current aircard vendors on issues outside of county control.
  - 2.1.3 Interfacing with hardware providers to ensure timely fixes or replacements of failed equipment.

## **3. HARDWARE MAINTENANCE**

The County will maintain and support on a 24 hour/7 days a week/365 days a year basis, all hardware identified in Schedule J - Inventory.

3.1 Hardware maintenance services covered under this Agreement include:

- 3.1.1 Plan, provide, monitor, and maintain backup hardware, backup media, and a comprehensive backup routine for Servers, as identified in Schedule J - Inventory, to ensure the recoverability of data for the System, in the event of a failure. This will include the management of a backup media retention and archive schedule, off-site storage arrangements and restoration routines, as identified in Schedule K.
- 3.1.2 Provide preventative and scheduled maintenance for all CAD workstations in accordance with equipment warranty and maintenance agreements a minimum of every 24 months.
- 3.1.3 Provide maintenance either directly or, for equipment under warranty or maintenance plans, through the hardware vendor.
- 3.1.4 Coordinate all hardware changes that will affect SCPSC Member access or functionality with agency coordinators according to the time frames established in Schedule C - Service Availability, so that the SCPSC can assess and plan for impacts to its local technical environments.
- 3.1.5 Monitor all hardware in an effort to ascertain and resolve potential hardware problems.
- 3.1.6 Provide all diagnosis and problem resolution for hardware problems either directly or in conjunction with the hardware vendor. Monitor work done by hardware vendors to assure that work is done on a timely basis and conforms to the conditions within the warranty and maintenance agreements with those vendors.
- 3.1.7 Maintain hardware documentation, including information about age, type, supplier and configuration of all hardware, as well as repair or replacement records for hardware. Examples of configuration documentation includes router, switch, and firewall configuration files. Refer to Schedule J – Inventory, which serves as an accurate record of the inventory at the start of the fiscal year. The living, updated document will reside on the repository.
- 3.1.8 Provide on-site agency spare keyboards and mice which may be installed by agency IT staff.

#### **4. SOFTWARE AND DATABASE MAINTENANCE**

County will maintain and support on a 24 hour/7 days a week/365 days a year basis all software applications and databases identified in Schedule J – Inventory.

Maintenance and support for the software covered under this Agreement includes:

- 4.1 Maintain licensed applications, including annual license renewals, consistent with the software license agreements.
- 4.2 Perform software installation, configuration, and optimization directly or in conjunction with the software vendor and agency IT on all hardware covered under this Agreement.
- 4.3 Perform software updates, install and maintain anti-virus software, perform upgrades and install service level patches that meet DOJ and HIPAA standards as needed on all hardware covered under this Agreement, directly or in conjunction with the software vendor.

- 4.3.1 SCPSC will provide guidance on DOJ and HIPAA requirements as needed.
- 4.4 Perform preventative or other scheduled maintenance in accordance with best practices and related software warranty and maintenance agreements.
- 4.5 Coordinate planned maintenance with Agency Coordinators in order to minimize impact on Member services and technical environments.
- 4.6 Maintain vendor supplied software documentation, including software manuals and records of updates, upgrades and patches installed. This maintenance includes assuring that documentation is current and posted to the repository.
  - 4.6.1 SCPSC Members shall create, maintain and store non-vendor related documentations, such as installation and configuration instructions and store these documents in the central repository.
- 4.7 Maintain and monitor centralized databases and perform all database administration functions as needed.
- 4.8 Trouble-shooting and problem resolution, including responding to all supported software failures and supported hardware failures.
- 4.9 Diagnose problems and resolve them directly or in conjunction with software vendor and Agency Coordinator.
- 4.10 If necessary, assist software vendor with additional diagnostics or other work necessary to diagnose and resolve a problem.
- 4.11 Notify affected users of problem and resolution steps.
- 4.12 Monitor status of reported problem to ensure final resolution.
- 4.13 Document problem and resolution in the work request system.
- 4.14 Monitor all work performed by software vendors to assure that work is completed on a timely basis and conforms to the conditions within the warranty and maintenance agreements with those vendors.

## **5. OPERATIONAL DATA STORE AND DAT SITE**

The operational data store (ODS) and DAT website are SCPSC technologies that have been developed with assistance from the County for the benefit of SCPSC members. Historically, a half-time position has been dedicated to the development, maintenance, and support for these technologies, which typically includes the development and troubleshooting of queries, reports, and performing minor changes and updates. All parties recognize that the level of support is dependent upon current projects, staffing levels and expertise on the Central Support Team, and other workload demands. Major technology changes or updates may be provided through the Change Management Process, subject to the County's ability to perform the changes while providing on-going support.

SCPSC will provide subject matter experts to assist with the support of these technologies as needed by the County.

This work does not take precedence over the normal work necessary to maintain other critical systems.

County will provide the database connectivity and credentials necessary for SCPSC to develop and produce reports.

County will assist in providing audit reports from the CAD and RMS databases when requested by individuals listed as Confidential Representatives in Schedule D.

GIS services for the DAT site are not covered under this agreement. Request for such services will be referred to the County GIS team.

## **6. GEOGRAPHIC INFORMATION SYSTEMS (GIS)**

- 6.1 County will maintain a GIS map and associated data to be utilized in the CAD System, including both I/Dispatcher and MPS. Normal work includes:
  - 6.1.1 Maintaining the street network, address and place information, community code boundaries, and emergency response/reporting areas.
  - 6.1.2 Maintaining ancillary cartographic and interactive layers.
  - 6.1.3 Maintain topology for layers used within the map.
- 6.2 New or updated map data for integration into the System will be released pursuant to priorities set by SCPSC.
- 6.3 Enhancements to the map, after review by the SCPSC as appropriate, will be prioritized with normal work pursuant to the SCPSC Change Management Protocol.

## **7. CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEMS (CLETS)**

- 7.1 County will maintain entry forms as required by Department of Justice for inquiries, modifications and additions to CLETS.
  - 7.1.1 Minor changes to existing forms is considered a Standard Service and is covered under this Agreement. Major changes to forms, including recreating forms in different programming languages, is not considered a Standard Service and will be handled as a Schedule E - System Modification project.
  - 7.1.2 SCPSC agrees to provide necessary CLETS query string and any other CLETS related information needed by the County in order to maintain the forms.
  - 7.1.3 SCPSC agrees to assist the County with testing and troubleshooting CLETS queries and forms, being that the County does not possess this expertise and is limited by law in the testing they can perform.
- 7.2 Add or remove mnemonics to database for CLETS access. Provide list of currently tabled mnemonics upon request of the Member or Affiliate Agency CLETS Coordinator (ACC).

- 7.3 Provide CLETS troubleshooting and support assistance in conjunction with agency staff for Non-CAD workstations that are designated as the Primary CLETS mnemonic for the Members and Affiliates.
- 7.4 Notify and distribute to the ACC's the current installation and updated files for CLETS to Members and Affiliates.
- 7.5 Provide access to CLETS database to Member and Affiliate Agency CLETS Coordinators so agencies can obtain information required for audits or investigation purposes.
- 7.6 Affiliate agencies that do not have access to the CLETS database may request the County to provide them with standard CLETS audit reports, as needed.

## **8. CAD (DISPATCH) WORKSTATIONS**

- 8.1 County will maintain and support Member CAD workstations identified in Schedule J - Inventory. CAD Workstation maintenance and support includes:
  - 8.1.1 Respond to any CAD workstation hardware failure and repair and/or replace as necessary based on the priorities outlined in Schedule C – Service Availability.
  - 8.1.2 Respond to CAD software and interface failures and make repairs as necessary, based on the priorities outlined in Schedule C – Service Availability.
  - 8.1.3 Maintain CAD workstation images for use as necessary for workstation repair.
- 8.2 Peripheral hardware, such as ergonomic keyboards or mice, added by the Member to any CAD workstation is not part of the Standard Services, but may be maintained and/or serviced under Schedule B - Non-Standard Services at the County's discretion.

## **9. NON-CAD WORKSTATIONS**

- 9.1 County will provide limited support for Non-CAD workstations for software that is covered under this Agreement identified in Schedule J - Inventory. Limited support includes:
  - 9.1.1 Maintain a library of current versions of each Non-CAD software components and make copies available to agencies for rebuilding Non-CAD workstations
  - 9.1.2 Maintain documentation for Non-CAD software components
  - 9.1.3 Assist Member and Affiliate technical staff or Application Leads with resolution of software-related problems.
  - 9.1.4 Support beyond basic troubleshooting will be treated as Schedule B services. Refer to Schedule B. section 2.

## **10. REMOTE CONTENT MANAGER (RCM)**

- 10.1 County will administer Remote Content Manager (RCM) for SCPSC agencies to push out Mobile Public Safety (MPS) updates to MDCs.



## 11. ADMINISTRATION

County will support SCPSC by providing technical assistance and contract management for vendors managed by the County. SCPSC shall provide administrative support for conducting of general business.

11.1 Contract and Third-Party Vendor Management - County may enter into contracts in its own name to purchase SCPSC budgeted items and services when approved by Board of Directors, or Joint Power Authority Executive Director or their designee as outlined below:

11.1.1 County must comply with the following notification and approval guidelines:

11.1.1.1 Coordinate vendor selection with SCPSC as appropriate.

11.1.1.2 For non-budgeted items in excess of \$5,000, County must first notify the Executive Director or their designee, in writing, identifying the item or service being purchased and the contract vendor. The Executive Director or their designee must give written approval to County for the purchase within 31 calendar days. If 31 calendar days have elapsed without a written response to County, County is authorized to proceed with the contract.

11.1.1.3 If the contract will be more than \$50,000, even for budgeted items, County must seek approval from the Executive Director or their designee.

11.1.2 County will manage contracts and relationships with third-party vendors on behalf of SCPSC as requested. County will:

11.1.2.1 Act as primary point of contact with vendors.

11.1.2.2 Provide reasonable efforts to ensure that vendor services are provided according to written agreements.

11.1.2.3 In the event that a vendor is non-responsive or is unable to or refuses to perform requested services, SCPSC will be requested to intervene and assist in resolving vendor service inadequacies.

11.1.2.4 Ensure that vendor staff has complied with background and security requirements as described in Section 8.2 of the Service Level Agreement, dated September 5, 2008.

11.1.2.5 Ensure that agreements and warranties are renewed or renegotiated in a timely manner.

11.2 County will coordinate all technical changes to the System components as commensurate to this Schedule A.

11.3 Fiscal Management

11.3.1 County will prepare an annual services budget and provide a preliminary budget to the Executive Director by November 1. Budget preparation will include, but not be limited to:

11.3.1.1 Coordinate with SCPSC to determine requirements for services and/or new projects for the upcoming fiscal year shall be completed by mid-October. This includes SCPSC providing a list of projects and services, so the County can assess needs and capabilities required to meet those needs, which could include the need

to hire additional staff, purchasing additional hardware or software, or utilizing other County ISD resources at a billable rate.

- 11.3.1.2 Assess the cost for hardware upgrades – Refer to Schedule J.
- 11.3.2 County will monitor SCPSC-related expenditures to ensure the best value for SCPSC as follows:
  - 11.3.2.1 Prepare a budget to actual projection report mid-year and at the end of the third quarter.
  - 11.3.2.2 Provide cost estimates and information about resource availability, at the direction of SCPSC, for service level modifications and/or new projects.
  - 11.3.2.3 Provide cost estimates, at the direction of SCPSC, of the financial impact of changes in participation amongst the Members and Affiliates.
- 11.4 Procurement - Purchases of SCPSC system equipment, software, and services will be made by the County with the approval of SCPSC. The County will make budgetary adjustments with the Board of Supervisors, as necessary, to facilitate SCPSC purchase requests. County will also:
  - 11.4.1 Provide technical consultation to assist in the selection of equipment and software.
  - 11.4.2 Prepare and process paperwork related to SCPSC purchases.
  - 11.4.3 Invoice SCPSC quarterly for purchases.
- 11.5 Inventory Management - County will maintain an inventory of SCPSC-owned assets, as identified in Schedule J, including:
  - 11.5.1 Software Inventory - maintain an inventory of SCPSC software and provide an inventory list on annual basis to the SCPSC.
  - 11.5.2 Hardware Inventory - will maintain an inventory of hardware covered under the replacement plan and provide an inventory list on annual basis to the SCPSC.
- 11.6 Operations Management - County will provide the following operations management services:
  - 11.6.1 Maintain copies of Policies and Procedures provided by SCPSC, including making them electronically accessible by Members.
  - 11.6.2 Administer the County portions of the SCPSC records retention schedule.
  - 11.6.3 Collect, maintain, analyze and provide reports on operational statistics and related information as defined in Schedule F - Service Level Reporting, Service Review.
  - 11.6.4 Participate in meetings as follows:
    - 11.6.4.1 Ad Hoc Operational Meetings - County will participate in meetings and work sessions as needed to share information, conduct strategic planning, prepare for changes such as System upgrades, develop and maintain operating policies and procedures, or for other reasons as may be reasonably requested; such meetings will be coordinated collaboratively between County and SCPSC.

- 11.6.4.2 Application and User Groups Meetings - County will participate in meetings and work groups aimed at defining, clarifying, and documenting general workflow and system administrative requirements necessary for both the County and SCPSC.
- 11.6.4.3 Requests for attendance at additional application meetings will be considered on a case-by-case basis and coordinated collaboratively between the County and SCPSC.

## **12. PROJECT MANAGEMENT**

County will provide Project Management services for SCPSC IT projects or enhancements such as software and hardware upgrades or implementations of new technologies. Initiation of projects will be a collaborative effort with SCPSC. County will coordinate with SCPSC in a change management process that is identified in the change management protocol, and which may include requirements, technical feasibility, cost-benefit analysis, and approval of the requested change, execution of approved change, comprehensive testing, verification, and acceptance. Project Management services may include:

- 12.1 The development of a written project plan in cooperation with SCPSC.
- 12.2 Collaboration throughout the project with SCPSC Project Lead.
- 12.3 Oversight and management of the project plan, including participation of Member representatives and vendors as appropriate.
- 12.4 Provision of technical resources needed for research and/or implementation; ensuring that Members have an opportunity to participate in and have reasonable time to review, evaluate and accept project deliverables throughout the project period.
  - 12.4.1 The Central Support Team staffing levels are determined by requested services and projects outlined during the budget process that occurs each year. Projects that are not discussed during this process may not be possible to complete without hiring additional staff or utilizing ISD-Outsourcing resources.
  - 12.4.2 The County agrees to review capabilities of implementing projects that are not included in the budget and perform them if possible.
  - 12.4.3 Providing support for newly implemented products, services, hardware, software, etc., may require the hiring of additional staff, so these factors will be considered during the project evaluation stages. Even if staffing levels allow for the project to be completed, they may not be sufficient enough to provide ongoing support.
- 12.5 Notification to SCPSC in the event project timelines and deliverables are being compromised or may result in the cancellation or delay of the project.

## **13. IMPROVEMENT PROJECTS**

County and SCPSC will collaboratively create a list of projects for the fiscal year. The list should also contain projects running outside of the fiscal year. For addition of new projects, refer to the Change Management Protocol.

## **14. STAFF ASSIGNED**

### **14.1 Civil Service Ordinance and Job Titles**

The County job classifications listed below may be used to recruit for vacant allocations approved by the Board of Directors in the annual budget.

INFORMATION SYSTEMS PROJECT MANAGER (ISPM)

SYSTEM SOFTWARE ANALYST (SSA)

SENIOR PROGRAMMER ANALYST (SPA)

PROGRAMMER ANALYST (PA)

SENIOR BUSINESS SYSTEMS ANALYST (SBSA)

BUSINESS SYSTEMS ANALYST (BSA)

SENIOR GEOGRAPHIC INFORMATION TECHNICIAN

GEOGRAPHIC INFORMATION TECHNICIAN II (GIT II)

GEOGRAPHIC INFORMATION TECHNICIAN I (GIT I)

INFORMATION TECHNOLOGY ANALYST I-III (ITA)

EXTRA-HELP IN ANY OF THE ABOVE LISTED JOB CLASSIFICATIONS

14.2 Technical staffing assignments for full time personnel are the discretion of the County and shall include personnel assigned solely in support of the SCPSC. All personnel assigned to work in support of the SCPSC shall report directly to the Project Manager. At the direction of the Executive Director or their designee, extra-help personnel may be engaged to support special project implementation or a critical staffing shortage.

14.2.1 Extra-help and outside consulting services shall be approved by the Executive Director or their designee according to the needs of the SCPSC and Central Support Team.

14.3 Staffing levels negotiated between the County and the SCPSC under this year's agreement are the minimum required to perform the services outlined in the agreement. Vacancies, reduction to staffing levels, or significant increases to workload beyond what was originally agreed to, could result in one or more of the following:

14.3.1 Some services will not be able to be provided during periods where staffing levels are not sufficient.

14.3.1.1 The services that will not be provided will be based on positions that are impacted by insufficient staffing. For example, GIS work or DAT support cannot be provided without someone with sufficient expertise in these areas.

14.3.2 The County may utilize staff from other teams to assist, if resources exist to provide support.

14.3.2.1 ISD standard hourly rates will apply when other staff members are utilized, with the exception of Extra-Help and outside consultants (see below).

- 14.3.2.1.1 Actual costs, not the ISD standard hours rates, will be charged when Extra-Help is added to the Central Support Team or outside consultants are utilized to provide support.
    - 14.3.2.2 This option is subject to availability of additional staff and is not guaranteed.
    - 14.3.2.3 This option shall be approved by the Executive Director or their designee, given the potential fiscal impact to the SCPSC.
- 14.4 County will consult with the Executive Director or their designee before filling vacant positions to determine whether the position should be refilled using the same job classification or if the position should be filled with a different classification that would better meet the needs of the SCPSC and Central Support Team.
- 14.5 County enterprise support staff that meet security requirements in Section 8.2 of the Service Level Agreement dated September 5, 2008 may provide additional services by written approval of the Executive Director or their designee, for a fixed duration or a defined assigned scope in cases that dedicated staff are unavailable or unable to adequately complete the assigned services. Any additional services provided by County enterprise support will be summarized and documented, including scope and cost, and presented to the SCPSC at the direction of the Executive Director. In the event none of the aforementioned individuals are available for approval, and the additional services required are determined to be Priority 1 in nature, then County may proceed without such approval, but shall fully document the extent of the services and notify the Executive Director or their designee at the earliest opportunity.
- 14.6 County may seek written approval from the Executive Director or their designee to utilize staff assigned to SCPSC to assist County Enterprise Support Staff for a fixed duration or a defined assigned scope.
- 14.7 County may contract with an outside vendor to assist with the delivery of services following the approval guidelines in 10.1.1. Vendor staff will be subject to the same level of security compliance and background as described per the Service Level Agreement Section 8.2.
- 14.8 In the event that either party employs a person who exhibits unethical or otherwise unprofessional conduct in connection with the administration of this Agreement, the other party can request that the offending person be re-assigned, which reassignment shall not be unreasonably denied. Neither party to this Agreement shall unilaterally deny reasonable and customary system access to authorized representatives of the other.
- 14.9 County shall consult with SCPSC Executive Director prior to assigning the Central Support Project Manager.

## **15. STAFF REASSIGNMENT**

- 15.1 The County will designate all personnel assigned solely in support of the SCPSC (Schedule A section 14) as essential ISD Department employees, who therefore should not be reassigned to other areas during declared disasters. It is understood by ISD that SCPSC systems are considered critical to public safety and therefore should take precedence over disaster service worker duties or other emergency operation center reassignments. The County Administrator has ultimate authority to reassign any County employee during a

disaster, but ISD will make best efforts to keep these designated personnel from being reassigned.

## **16. INSURANCE**

- 16.1 All SCPSC personal property including all information technology equipment owned by the SCPSC that is contained within County of Sonoma facilities or under the Care, Custody, or Control (CCC) of the County of Sonoma, shall be insured by the County of Sonoma under the County's property insurance coverage.

## **SCHEDULE B - NON-STANDARD SERVICES**

FY 2024-2025

Upon request, County may provide the following services, or services outlined in Schedule G, to one or more Members or Affiliates. These services are not part of the Standard Service Agreement and charges will be separately itemized on the quarterly SCPSC invoice. Agencies requesting these Non-Standard Services agree to pay the County for such services. Non-Standard Services will be charged in accordance with the rates the County publishes in the County budget instructions. Materials will be charged at actual cost.

County's ability to perform the requested services will be determined solely by County and may be performed by resources that are not part of the dedicated SCPSC support team.

### **1. SUPPORT FOR NON-STANDARD CAD HARDWARE**

1.1 Support for non-standard hardware that a Member attaches to County-supported hardware. Non-standard hardware includes: Any equipment not listed on Schedule J – Inventory. Some examples include:

- Keyboard, Video, and Mouse (KVM) switch boxes, also known as CAD keyboard arbitrators.
- Member printers (connection to the printer will be supported).
- Non-standard keyboards or mice purchased directly by Member or Affiliates.

### **2. SUPPORT WITH SOFTWARE INSTALLATIONS AND UPGRADES**

2.1 County can offer support to assist a Member or Affiliate agency with loading applications, installing CLETS forms or modifications on PCs not supported under Schedule A - Standard Services and other services found in Schedule G.

### **3. CLETS ACCOUNT MANAGEMENT FOR AFFILIATE AGENCIES**

County may manage user accounts, on behalf of the Sheriff and at the request of the County Control Agent, for Affiliate agencies needing access to DOJ CLETS.

### **4. NETWORK AUDITS**

The County, at the request of the County Control Agent, may assist with network security audits on Member or Affiliate agencies to ensure compliance with DOJ requirements. Cost for these services will be assessed to the member or affiliate agency being audited.

### **5. DATABASE SUPPORT AND REPORTING SERVICES**

5.1 County may provide database development, support, analysis and reporting services for SCPSC databases administered by County as identified in Schedule J – Inventory and not covered in Schedule A – Standard Services.

5.2 Affiliate agencies that do not have access to the CLETS database may request the County to provide them with standard CLETS audit reports under Schedule A, as needed. Large, frequent or non-standard requests may result in delays or additional charges, depending on resources needed to perform such requests.

## **6. STANDARD SERVICES VS. NON-STANDARD SERVICES**

If situations arise where there is a dispute on what is considered a Standard Services versus a Non-Standard Service (whether an agency should be charged for the work or not), the Executive Director will make the final determination, being that it could divert resources from other tasks.



# SCHEDULE C - SERVICE AVAILABILITY

FY 2024-2025

The key to effective support is the open communication between the service providers and the users. County service delivery is set up to provide the SCPSC users with this ability including an electronic work request and problem reporting system, a 24-hour help desk, and a commitment to open and ongoing communication.

## 1. HELP DESK

1.1 County will provide 24 hour/7 days a week/365 days a year Help Desk. Help Desk hours of operation will be divided into two categories:

1.1.1 Workday Hours - Workday Hours are 8:00 a.m. to 5:00 p.m. on County workdays. During Workday Hours, the Help Desk will provide assistance with issues according to the Priority Levels and time frames and in the time frames described in section 2 of this Schedule. Contact methods during Workday Hours are as follows:

1.1.1.1 Priority Level 1 – High: Members should contact County using the Help Desk phone number 707.565.2565.

1.1.1.2 Priority Level 2 – Medium: Members should either email [ps-cst@sonoma-county.org](mailto:ps-cst@sonoma-county.org) or open a log item on the Work Request System.

1.1.1.3 Priority Level 3 – Low: Members should either email [ps-cst@sonoma-county.org](mailto:ps-cst@sonoma-county.org) or open a log item on the Work Request System.

1.1.1.4 General questions - Members should either email [ps-cst@sonoma-county.org](mailto:ps-cst@sonoma-county.org) or open a log item on the Work Request System.

1.1.2 Non-Business Hours – Non-Business Hours are 5:00 p.m. to 8:00 a.m. on County workdays and all day on weekends and County Holidays. During Non-Business Hours, the Help Desk will provide assistance with the following issues:

1.1.2.1 Priority Level 1 – High: as described in section 2 of this Schedule.

1.1.2.2 User account password resets for Member and Affiliate agencies.

1.1.2.3 During Non-Business Hours, Agencies should only contact County using the Help Desk phone number 707.565.2565 for issues that cannot wait until the next business day.

1.2 Problem Reporting – County will maintain a problem reporting and Work Request System which includes Member access in order to manage problem resolution and work order completion, as well as to provide statistical information for System management. Guidelines for SCPSC to report problems and request work are included in Schedule G - SCPSC Responsibilities.

## 2. SYSTEM PROBLEM PRIORITY LEVELS AND RESOLUTION

Trouble calls fall into three priority levels. Typically, trouble calls will take precedence over service requests. General guidelines for the priorities are detailed below. An issue may be assigned a special priority upon agreement between County and SCPSC. County staff will document progress in the issue log as appropriate and in a consistent manner, providing monthly updates and a general review of items quarterly. Work orders that are not defined in this section will be considered Service Requests as defined in Section 3.

### 2.1 Priority Level 1 – High

2.1.1 Definition – Problem requires immediate attention; System-wide problem affecting all Agencies; Member-specific problem with no alternative; or productive use of application is prohibited. Notification should be made to the Help Desk line. Includes the following occurrences:

- 2.1.1.1 Application ceases to function which compromises user’s ability to perform duties.
- 2.1.1.2 DOJ or Justice connection down.
- 2.1.1.3 Primary mnemonic terminal failure (CAD and Non-CAD) includes Affiliate agencies.
- 2.1.1.4 Critical Interface down (paging, fire station printing, etc.).
- 2.1.1.5 Member connection to County down.
- 2.1.1.6 CAD Workstation down and no alternate workstation is available.
- 2.1.1.7 User password resets (for Members during non-business Hours only; for Affiliates 24 hours per day).
- 2.1.1.8 Failure of County managed portion of advanced authentication system necessary for user authentication. If issue is deemed to be a domain trust issue, agency will notify Agency IT and County will work with Agency to help resolve issue.
- 2.1.1.9 Issue that has been escalated from a lower category due to business need. These issues indicate a need to resolve matters faster than the time requirements for that priority level. As such, resolution timelines for each such issue will be flexible and will be negotiated between County and SCPSC to assure timely resolution.

### 2.1.2 Response

- 2.1.2.1 County will make reasonable efforts to answer calls immediately and agrees to respond to all calls within 15 minutes of receiving a voicemail; in urgent situations if contact is not made within five (5) minutes, either by answering a call directly or by response to a voicemail message, caller can escalate the call to the County ISD Service Desk at 707.565.2030
- 2.1.2.2 If system-wide, County will notify all affected SCPSC Agencies.
- 2.1.2.3 County will escalate to the appropriate vendor within four (4) hours if unable to remedy.

2.1.2.4 County will provide updates to Member a minimum of every four (4) hours until the problem is resolved.

2.1.2.5 Expected time for resolution by County is within 24 cumulative hours.

## 2.2 Priority Level 2 - Medium

2.2.1 Definition - Problem is important, yet does not require immediate attention and user deems the matter can wait until the next business day for County response; alternate resource may be available. Includes the following occurrences:

2.2.1.1 Single CAD workstation down (alternate workstation available).

2.2.1.2 Previously reported application crash or slowness, cannot be replicated and can be restarted by user.

2.2.1.3 Corruption or loss of data (condition may warrant reprioritization to high).

2.2.1.4 Non-reproducible application issue that occurs more than once, and logs exist; can be restarted by user; due to non-reproducible nature, may not be resolved during priority time frame.

2.2.1.5 Issue that has been escalated from the low category due to business need. These issues indicate a need to resolve matters faster than the time requirements for that priority level. As such, resolution timelines for each such issue will be flexible and will be negotiated between County and SCPSC to assure timely resolution.

2.2.1.6 CAD map does not operate (normally found at map publish).

### 2.2.2 Response

2.2.2.1 County staff will review and take ownership of the item within 1 working day of being opened.

2.2.2.2 If issue cannot be remedied by County staff within ten (10) business days, call will be escalated to appropriate vendor.

2.2.2.3 Expected time to resolve by County is within thirty (30) cumulative days, with the definition of day being each business day that the items is in the possession of the County.

2.2.2.4 The County is responsible for status checks when work is assigned to the County to ensure forward momentum.

## 2.3 Priority Level 3 - Low

2.3.1 Definition - Issues that do not require immediate attention and determined to be low by User, and may include:

2.3.1.1 Minor system configuration issues.

2.3.1.2 Map Roll related GIS corrections.

2.3.1.3 Graphical User Interface (GUI) issues.

### 2.3.2 Response

- 2.3.2.1 County staff will review and status the item within two (2) working days of being opened.
- 2.3.2.2 If issue cannot be remedied by County staff within forty-five (45) cumulative days, call will be escalated to appropriate vendor.
- 2.3.2.3 Expected time to resolve issues by County is ninety (90) cumulative days, with the definition of day being each business day that the item is in the possession of the County.
- 2.3.2.4 The County is responsible for status checks when work is not assigned to the County to ensure forward momentum.

### **3. RESPONSE TIMES FOR SERVICE REQUESTS**

- 3.1 County will respond to the following service requests within the following time frames, and will automatically close these work types once completed:
  - 3.1.1 Adding Member mobile connections, within two (2) business days of request.
  - 3.1.2 CLETS mnemonic modifications, within five (5) business days of request.
- 3.2 Configuration requests will be accompanied by an expected completion date or as mutually agreed.
- 3.3 If a service request has a specific timeline or deadline, SCPSC will indicate so in the work order.
- 3.4 Each system enhancement as approved by the SCPSC Change Protocol, within a mutually agreed upon time frame.
  - 3.4.1 Projects – Projects may be identified and approved by the SCPSC. The schedule for completion may involve months of preparation and will require cooperation by all parties; County will work with SCPSC and vendors to ensure timely completion of projects. Projects may be reclassified to a higher priority by agreement of the parties.

### **4. SYSTEM STATUS NOTIFICATIONS**

County will make every attempt to notify SCPSC Member and Affiliate Agencies of the System status using the following criteria:

- 4.1 Planned system maintenance - Applications will be taken down to perform maintenance or other necessary technical support. Notification via e-mail will be made by County to Member Application Representatives identified in Schedule D - Place of Service Delivery and Notices at least 72 hours in advance.
- 4.2 Unplanned System-wide Outage - Major application experiences loss of productive use; Priority Level-1 High
  - 4.2.1 CLETS - If outage will last longer than ten (10) minutes:
    - 4.2.1.1 County will notify all CLETS user agencies using Emergency Notification Process.

- 4.2.1.2 Message will be left for Agencies or Affiliates that do not answer their emergency number, such as an outage during non-business hours for 8-5 Agencies.
- 4.2.2 Mobile - If outage continues longer than ten (10) minutes County will notify all CAD centers using Emergency Notification Process or CAD message.
- 4.2.3 RMS - If outage will last longer than ten (10) minutes County will notify all RMS user agencies using Emergency Notification Process.
- 4.2.4 CAD - If outage will last longer than ten (10) minutes County will notify all CAD user agencies using Emergency Notification Process.
- 4.2.5 NetViewer - If outage will last more than one (1) hour County will notify using Emergency Notification Process.
- 4.2.6 Multi Factor Authentication - If outage continues longer than thirty (30) minutes County will notify all CAD centers using Emergency Notification Process or CAD message.
- 4.2.7 Active Directory Domain Trust - If outage continues longer than thirty (30) minutes County will notify all CAD centers using Emergency Notification Process or CAD message.
- 4.2.8 Data Warehouse - If outage continues longer than thirty (30) minutes County will notify all CAD centers using Emergency Notification Process or CAD message.
- 4.3 Updates to outages listed above will be made a minimum of every four (4) hours, while the outage persists. Announcements on status may be posted on the problem reporting and Work Request System.
- 4.4 When an outage (planned or unplanned) is resolved, affected users will be notified that the system is again available for use.

## **SCHEDULE D - PLACE OF SERVICE DELIVERY AND NOTICES**

FY 2024-2025

### **1. CONTACT INFORMATION AND NOTICES**

- 1.1 All notices, communications, and other forms of coordination shall be through the designated contacts which are listed in the repository. Each party is responsible for ensuring that this list is kept current.
- 1.2 Should contact information need to be modified within the fiscal year, the Member Agency or Affiliate designee will notify the County, who will then post the updated information in the repository.
- 1.3 In the event the designated Agency Coordinator contact listed in the repository no longer works for the Member Agency, the agency head shall have ultimate authority to request new assignments to the repository.
- 1.4 The County will send an email reminder every 90 days to each Member Agency Representative or non-CLETS Affiliate designee requesting them to review and update contact information in the repository.

# SCHEDULE E - SYSTEM MODIFICATIONS

FY 2024-2025

## 1. OVERVIEW

In order to provide flexibility while ensuring continuity of service, County will work with SCPSC to process modification requests that enhance the utility of the System or modify the Standard Services to accommodate new requirements of the SCPSC.

Requests for modification to the Standard Services must be evaluated on a case-by-case basis. The implementation of such modifications will depend on County's ability to maintain functionality, usability, security, and stability in the shared server environment. Planning efforts will be collaborative between the SCPSC and the County to ensure reasonable timelines and expectations are established. SCPSC and County will assess whether the reallocation of resources and project timelines is necessary should a modification request conflict with standard services, fiscal responsibilities or already established requests, concentrating on but not limited to the following considerations:

- Availability of budgeted resources
- Impact on County's ability to provide system services, both short and long term
- Scheduling adjustment due to overlap with already planned services
- Training requirements
- Cost factors, as necessary

If SCPSC requests modifications or enhancements that are not within the Standard Services, County will so inform SCPSC and the parties will work towards a mutually acceptable arrangement.

## 2. PROCESS

Normally, major system modifications and/or enhancements would be addressed in the quarterly Services Reviews and the annual budget process. In this case, SCPSC will provide a description of the new requested service or system modification and County will determine required resources and costs to provide the service. If County and SCPSC agree, the project or service will be included in the annual budget, subject to the authorizations required by Service Level Agreement (SLA) Section 2.4.

There may be occasions when modifications or enhancements are requested outside of the normal budget process. In this case, County will research, evaluate, and categorize the requests into one of the following types of changes prior to the commencement of any work.

2.1 Additions to Standard Services:

2.2 This category includes modifications that will require expenditures of funds not budgeted for including, but not limited to, additional third-party contracts and/or unanticipated purchases of new equipment or software. Such modifications require a change to Schedule A - Standard Services and must be agreed upon and duly authorized by SCPSC and County

representatives pursuant to the Service Level Agreement dated September 5, 2008, Section 2.4.

2.3 Examples of such changes include:

- New component of a system requested that requires a new contract or statement of work with a third-party vendor.
- Requests by SCPSC to add additional duties to Schedule A - Standard Services. The request may require additional County resources not included in the annual budget. These requests will not be considered unless a formal change management document has been submitted.
- The implementation of new products or services, or modifications to existing products or services, that require long term support that is not sustainable under current the staffing levels.

2.4 Reallocation of Budgeted Resources

- 2.4.1 This category includes modifications that do not require third-party contract resources or expenditure of funds in excess of the Annual Budget. Such resource re-allocations require approval by duly authorized representatives of the parties pursuant to Service Level Agreement Section 2.4 of the Agreement.

### **3. PROJECTS**

Projects are added through the Change Management Protocol.



# SCHEDULE F - SERVICE LEVEL REPORTING, SERVICE REVIEW

FY 2024-2025

## 1. REGULAR REPORTS

County will provide on the SCPSC repository the following reports:

Title	Frequency
Service Desk Monthly phone report (Table with Details, including: user, date & time of call, agency, work order, summary)	Monthly
Quarterly Labor Hour Allocation (Showing time spent, at minimum, to support major applications which include: CAD, RMS,I/Mobile, CLETS, DAT, GIS, and NetViewer)	Quarterly
MOC Project Report	Monthly/Repository
GIS Fixes and Enhancements	At Map Roll
Open Application Track-It Items	Weekly
Inventory (Schedule J)	Annually *
Work Order to SLA Compliance Report	Upon request
NetMotion Audit Report	Quarterly
CAD Paging / Cell Phone Text Group/ Mail Addresses	Quarterly

\* Schedule J is updated annually, but it may be possible to update more frequently, if needed.

## 2. OTHER REPORTS

One time special reports will be requested via the work request process and incorporated into normal work.

# **SCHEDULE G - SCPSC RESPONSIBILITIES**

FY 2024-2025

In order for County to provide the specified services, SCPSC Member and Affiliate agencies will comply with the following guidelines, as contemplated and provided by the Joint Powers Agreement, including Section 7 and Section 10 therein.

## **1. NETWORK MAINTENANCE**

All Member and Affiliate agencies will provide access to network equipment maintained by County, but housed at the Member or Affiliate agency, for maintenance and/or replacement activities. Work may be on a scheduled or emergency response basis.

## **2. HARDWARE AND SOFTWARE MAINTENANCE (CAD)**

- 2.1 SCPSC members will not provide support services, connect any devices, peripherals, or install any software, with the exception of keyboards and mice, to the SCPSC CAD workstations without prior written approval from the County.
- 2.2 Unless mutually agreed to by the County and SCPSC, keyboards and mice installed by the SCPSC will be the responsibility of the SCPSC to troubleshoot and replace, as needed. Schedule J – Inventory, will be updated to include equipment that the County agrees to maintain.
- 2.3 SCPSC members agree to provide power and network connectivity to the CAD workstations. This includes providing, troubleshooting, and replacing/fixing all networking cables, wall jacks, etc., between the County managed switches and the CAD workstation.
- 2.4 SCPSC members agree to provide all other peripherals and cabling required for interfaces installed on the CAD workstation, such as ANI/ALI, Zetron, Push-to-Talk, or any other interfaces that are connected to the CAD workstations.

## **3. HARDWARE MAINTENANCE NETWORK ATTACHED EQUIPMENT (NON-CAD)**

- 3.1 SCPSC Members will maintain Non-CAD connected equipment in working order and consistent with minimum standards. Minimum standards are posted on the SCPSC repository.
- 3.2 SCPSC will utilize hardware that has not reached its end of life and if possible, is under a vendor support contract, especially for critical hardware. The County may not be able to provide support for SLA covered software that is installed on, or integrated with, outdated systems. In addition, if the hardware were to fail and a support contract is not in place, then it could result in significant downtime while new hardware is purchased and configured. Some examples of hardware that should be considered include:
  - MDCs

- Radio systems
- ANI/ALI equipment and service
- Zetron equipment
- Printers

#### **4. SOFTWARE MAINTENANCE AND NETWORK ATTACHED EQUIPMENT (NON-CAD)**

By and through the Joint Powers Agreement, including Section 7 and Section 10 therein, Members will:

- 4.1 Maintain current virus protection on network connected, Non-CAD equipment, including MDCs.
- 4.2 Install and maintain security patches for Windows and other software on all network connected devices, including MDCs, tablets and mobile phone. (i.e. Windows 10 builds and iOS) Install and maintain SCPSC software on Member Non-CAD equipment including MDCs in compliance with current released versions.
- 4.3 Respond to Non-CAD workstation client software issues including troubleshooting, problem reporting, and software installations.
- 4.4 Install Malicious Code Protection software on MDC's (like Microsoft EMET or similar).
- 4.5 Provide County with updated GIS information for jurisdiction, such as annexations, new subdivisions, or street name changes.
- 4.6 Install and configure hard drive encryption software on MDC's (like Microsoft Bitlocker).
- 4.7 Thoroughly test all hardware, firmware, software, patches, etc., before implementing them into a production environment.
- 4.8 Members will ensure that agency managed software and hardware that interfaces with the County is current and does not pose a security risk.
- 4.9 Members will review the NetMotion audit report to ensure the licenses assigned to their agency are currently in use. In order to maintain an accurate inventory and ensure licenses are available, any device that has not connected to the SCLEC network in six (6) months will be removed unless the member notifies Central Support to keep the license active within fourteen (14) days.

#### **5. INCIDENT REPORTING AND WORK REQUESTS**

In order to manage incoming requests and document progress, SCPSC will comply with the following procedure consistent with those found in Schedule C:

##### **5.1 Incident Reports**

- 5.1.1 Priority Level High - User calls 707-565-2565 and reports issue, providing details of the issue.

##### **5.2 Priority Level Medium and Low**

- 5.2.1 CAD - Agency CAD representative(s) identified in Schedule D will triage incidents prior to reporting to County. If the issue appears to be system-related (as opposed to Member-specific or training-related), SCPSC agency CAD representative will log an item in the Work Request System.
- 5.2.2 Non-CAD - SCPSC agency IT staff will triage incidents prior to reporting to County. If the issue appears to be system-related (as opposed to Member-specific or training-related), SCPSC agency IT will log an item in the Work Request System. SCPSC agency IT staff are responsible for resolving member-specific incidents, unless otherwise agreed to by the County under Schedule B – Nonstandard Services.
- 5.2.3 During Non-Business Hours, Members and Affiliates should only use the Help Desk phone number for issues that cannot wait until the next business day. By definition, medium or low priority issues can wait until the next business day. Thus medium and low priority issues encountered during Non-Business Hours should be logged on the Work Request System.
- 5.2.4 The following information is required when logging items in the Work Request System:
- PC ID
  - User ID
  - Date, time of occurrence
  - Description of the issue
  - Incident/event number if appropriate
  - Workflow, and indicate if it is reproducible
  - Screenshots, error message or copies of error logs, if appropriate
  - If the issue is not reproducible, but has occurred with some frequency indicate the frequency.

### 5.3 Service Requests

- 5.3.1 Requests for non-confidential reports and Member connections shall be made via the Work Request System and will include sufficient detail and deadline required, if applicable.
- 5.3.2 Work requests that enhance the functionality of the system, should be processed through the change request process described in Schedule E - System Modifications.
- 5.3.3 Requests for confidential reports shall be recorded in the Work Request System and followed by an email to [ps-cst@sonoma-county.org](mailto:ps-cst@sonoma-county.org) containing the confidential information.
- 5.4 During business hours, general questions may be submitted to the County at [ps-cst@sonoma-county.org](mailto:ps-cst@sonoma-county.org).

## **6. INCIDENT REQUEST RESOLUTION**

- 6.1 In the course of problem resolution, SCPSC agency application representative(s) will be made available to assist with clarification of the issue. This may include meetings/conference calls with the vendor.
- 6.2 The agency application representative(s) will take the lead role concerning workflow and operational matters associated with application trouble reports.
- 6.3 SCPSC will respond to log items listed as “Pending User Response” (more information is required). Generally, the following guidelines apply:
  - 6.3.1 High issues requiring additional information – within one (1) hour of request, when received via phone.
  - 6.3.2 Medium issues requiring additional information – within one (1) week of request.
  - 6.3.3 Low issues requiring additional information – within two (2) weeks of request.
- 6.4 Issues reported by SCPSC, and returned to user with a resolution will be reviewed and confirmed by SCPSC prior to closing the item. Generally, the following guidelines apply:
  - 6.4.1 High (Priority Level 1) issues - review, confirm and authorize closure within four (4) hours of notification of solution.
  - 6.4.2 Medium (Priority Level 2) issues - review, confirm and authorize closure with two (2) weeks of notification of solution.
  - 6.4.3 Low (Priority Level 3) issues - review, confirm and authorize closure within three (3) weeks of notification of solution.
- 6.5 Issues that have a resolution or Pending User Response and have not been responded to within one week longer than the guideline will be forwarded to the Agency Coordinator as identified in Schedule D for follow-up.
- 6.6 Issues that have a resolution or Pending User Response and have not been responded to within two weeks longer than the guideline will be forwarded to SCPSC Management Oversight Committee (MOC) Representative for follow-up.
- 6.7 Issues that have a resolution or Pending User Response and have not been responded to within three weeks longer than the guideline, will be closed by the County with notification to requestor, agency coordinator and MOC.

## **7. SCPSC CONTACTS**

- 7.1 Each SCPSC Member Agency Coordinator will provide and update contact information as identified in Schedule D, and will notify County of any changes via email.
- 7.2 Sheriff will provide Affiliate CLETS only contact information as identified in Schedule D.
- 7.3 SCPSC Executive Director or their designee will provide other Affiliate contact information as identified in Schedule D.

## **8. EQUIPMENT MANAGEMENT**

Members will track and inventory their agency equipment, such as MDCs, air cards, and any other equipment not listed in Schedule J – Inventory, including equipment purchased by the County on their behalf.

## **9. SHARED DOCUMENT MANAGEMENT**

SCPSC may desire to have documents electronically stored in a central location for topics that concern system wide usage or maintenance. The posted documents will include, but are not limited to:

- 9.1 Adopted retention schedule.
- 9.2 Adopted standard system wide operating procedures and protocols.
- 9.3 SCPSC will provide all documents electronically that are desired to be available from a central location that is maintained by County.

## **10. CHANGE MANAGEMENT**

SCPSC will process all requests for projects, system enhancements and configurations as provided in Schedule E.

## **11. PROJECT MANAGEMENT**

- 11.1 SCPSC will develop project plans in cooperation with the County.
- 11.2 SCPSC will provide operational resources to assist with research and implementation of new technologies.
- 11.3 SCPSC will take lead role concerning workflow and operational matters associated with application enhancements.
- 11.4 SCPSC Members will participate in project meetings, trainings, reviews, tests, evaluations, and acceptance of requested changes.
  - 11.4.1 SCPSC Members agree to perform thorough testing and provide feedback in a timely manner.
  - 11.4.2 Members who consistently fail to participate in the testing or feedback process shall be reported to the Executive Director who will address it with the agency department head or MOC representative.
- 11.5 When unplanned mid-year projects are requested, SCPSC will work with County to incorporate the new project into the existing work plan.

## **12. TRAINING**

- 12.1 SCPSC will sufficiently train users to enable effective operation of the System.

- 12.2 Sheriff will train Affiliate users on CLETS application use.
- 12.3 Through the budget process, SCPSC will consider training requests from the County that are essential to the support of the system. SCPSC acknowledges that ongoing training will be necessary to ensure efficient administration of the System.

### **13. DOMAIN TRUST**

- 13.1 SCPSC Agencies or Affiliate Agencies which utilize the Domain Trust are responsible for their components of authentication through the trust. SCPSC Agencies will be responsible to make modifications necessary to allow users to access available resources provided by the County.
- 13.2 Consistent with industry standards and to maintain network security, SCPSC Agency IT will ensure users are given permissions appropriate with their level of need and/or authority.
- 13.3 SCPSC Agency IT will take the lead on resolving access issues for users.

### **14. MULTI-FACTOR AUTHENTICATION**

SCPSC Agencies and Affiliate Agencies running CLETS shall install SCPSC approved multi-factor authentication.

### **15. CLETS FORMS**

- 15.1 SCPSC Agencies and Affiliate Agencies must provide the County appropriate specification documentation from Department of Justice for modifications to CLETS forms.
- 15.2 SCPSC Agencies and Affiliate Agencies are responsible for the testing and verification of the modified forms to ensure modifications made meet Department of Justice requirements.

### **16. PARTICIPATION**

- 16.1 In order to facilitate an efficient operation of the SCPSC members agree to make a best effort to attend meetings and keep up to date with information sharing and education.
- 16.2 Members who consistently fail to participate in the testing or feedback process shall be reported to the Executive Director who will address it with the agency department head or MOC representative.

## **SCHEDULE H - RETENTION SCHEDULE**

FY 2024-2025

County will assist SCPSC in complying with the adopted retention schedules. Some removals must be done manually by the owner Member.



## SCHEDULE I - ISD ANNUAL BUDGET

FY 2024-2025

Staffing: PM, SSA, SSA, SPA, PA, ITAII

ISD OPERATIONS COSTS	
Salary & Benefits	\$ 1,478,666
Extra Help ( <i>Project Work</i> )	\$ 5,000
Communications – <i>CST Desk and circuits, Cell, VOIP (51901 &amp; 51909)</i>	\$ 11,891
Supplies and Equipment (52115, 52091, 52111, 52141, 52142)	\$ 4,100
Training and Travel (51225, 51922, 51602, 51605)	\$ 30,540
ISD Insourcing (51905)	\$ 50,000
County Services ( <i>EFS, HRMS, Risk</i> )	\$ 21,950
ISD DMP (51907)	\$ 9,515
Administrative Overhead (51914)	\$ 201,408
Liability Ins, Emp Screen, Pub and Legal Notices, Mail (51041, 51247, 51301, 51911)	\$ 6,330
<b>Sub Total - ISD Operational Costs</b>	<b>\$ 1,819,401</b>
AGENCY SHARED PASS THROUGH COSTS	
Shared Agency Communications Lines	\$ 143,332
Software Purchases and Renewals	\$ 88,446
Maintenance of Equipment	\$
GIS, ISD User and Computer Baselines	\$ 149,445
<b>Sub Total – Shared Operational Costs</b>	<b>\$ 381,224</b>
<b>TOTAL SHARED OPERATIONAL COSTS</b>	<b>\$ 2,200,624</b>
MEMBER DIRECT OPERATIONAL COSTS	
Agency Communications Lines	N/A
Agency Equipment Purchases	\$ 250,000
<b>Sub Total – Member Direct Operational Costs</b>	<b>\$ 250,000</b>
<b>TOTAL ALL OPERATIONAL COSTS</b>	<b>\$ 2,450,624</b>

## **SCHEDULE J - INVENTORY**

FY 2024-2025

County will maintain an inventory of SCPSC assets that are managed by the County under this Agreement. Summary of inventory is available on the SCPSC repository.

- Server and storage hardware
- CAD Workstations
- Networking equipment, including equipment used for Mobile Communications
  - Switches
  - Routers
  - UPS devices used by networking equipment
- Communication lines included in Schedule I
- Software included in Schedule I
- Databases and Reports

See the separate Schedule J – Inventory document for a complete list.

## **SCHEDULE K - DISASTER RECOVERY AND BACKUP**

FY 2024-2025

The SCPSC has provided an offsite Disaster Recovery (DR) location to house the servers and equipment necessary to operate during a disaster. The County will maintain and manage the SCPSC equipment stored at the DR location, while the SCPSC will maintain fiscal responsibility for the DR location and equipment. The recovery site is a combination “hot site” for some technologies, and “warm site” for other technologies where “hot site” refers to technologies that do not need intervention to continue functioning and “warm site” refers to technologies that need manual intervention before services are restored but the servers are running and ready.

A hot spare CAD server is available at the DR site for immediate and automatic failover for CAD users. A warm spare MDT server (MPS and Mobile Responder) is also available. The County will perform the manual process to restore MDT services as soon as possible after the initial disaster. Depending on the scope of the disaster, MPS and MR clients will automatically start to reconnect to the “warm site” servers. Mobile services are still dependent upon the ISD datacenter for network connectivity. Server backups for all other production servers are replicated to the DR location on a daily or more frequent basis. In addition to daily or more frequent replication to the DR location, critical data, files and software are also stored in an offsite location used by the County. This location is considered a “cold site.” Backups will be stored locally for at least 3 days, at the DR location for at least 3 days, and at the County offsite location for up to 60 days.

A Business Impact Analysis (BIA) has been performed to assess Maximum Allowable Downtimes (MAD), Recovery Time Objectives (RTO), and Recovery Point Objectives (RPO) for each technology. Technologies will be restored based on MAD and RTO timeframes noted in the Business Impact Analysis (BIA). A Business Continuity Risk Assessment has been performed that outlines business continuity and disaster recovery related risks and controls, as well as recommendations to enhance business continuity and disaster recovery capabilities.

In cooperation with SCPSC members, a recovery test of the CAD and MPS systems will be performed at least annually. Additional servers/technologies can also be tested upon request, subject to staffing resources.

## **SCHEDULE L - VALUE ADDED SERVICES**

FY 2024-2025

The viability of providing these services will be reviewed during each renewal, but at this time, the County provides the following services and facilities at no cost to the SCPSC at this time. Under no circumstance shall the County be liable for any lapse in service for any of these no-cost items.

### **1. FACILITIES**

- 1.1 House Systems servers and related equipment at the County's Information Systems Department main data center and assure that facility is secure and has adequate HVAC and other appropriate environmental conditions for computing equipment.
- 1.2 Provision, maintenance and monitoring of power and power conditioning.
- 1.3 Provision, maintenance and monitoring of uninterruptible power supply systems and generator power to maintain Server operations in the event of any power failure.
- 1.4 Office space for staff assigned to support the SCPSC Systems.
- 1.5 Server rack space for all central server equipment housed in the main data center
- 1.6 Warehouse space for current inventory of SCPSC owned equipment and spare parts not currently in use but described in Schedule J - Inventory.

**SCHEDULES SUPPORTING THE SERVICE LEVEL AGREEMENT BETWEEN COUNTY OF SONOMA AND THE SONOMA COUNTY PUBLIC SAFETY CONSORTIUM FOR FISCAL YEAR 2024 – 2025**

WHEREAS, on January 18, 2024, the County and SCPSC entered into a Service Level Agreement for the County to provide services to SCPSC relating to computer system maintenance and improvement, (the "Original Agreement"); and

WHEREAS, every year new pricing and services are negotiated between the County and the SCPSC; and

NOW THEREFORE, in consideration of the mutual covenants contained herein, the parties hereto agree to amend the Schedules supporting Original Agreement commencing in Fiscal Year 2024 – 2025 as attached:

1. The effective date of these schedules will be July 1, 2024, and the term of this Amendment shall continue from such date through June 30, 2025.

2. Except to the extent the Original Agreement is specifically amended or supplemented hereby, the Original Agreement shall continue to be in full force and effect as originally executed, and nothing contained herein shall be construed to modify, invalidate, or otherwise affect any provision of the Original Agreement or any right of County arising thereunder.

COUNTY AND SCPSC HAVE CAREFULLY READ AND REVIEWED THESE SCHEDULES AND EACH TERM AND PROVISION CONTAINED HEREIN AND, BY EXECUTION OF THIS DOCUMENT, SHOW THEIR INFORMED AND VOLUNTARY CONSENT THERETO.

IN WITNESS WHEREOF, the parties hereto have executed these negotiated schedules as set forth below.

COUNTY OF SONOMA

SONOMA COUNTY PUBLIC SAFETY CONSORTIUM:

By: *Dan Fruchey*  
Dan Fruchey (Jan 12, 2024 12:52 PST)

By: *Bret Sackett*

Dan Fruchey, Director  
Information Systems Department

Bret Sackett, Executive Director  
SCPSC

Date: Jan 12, 2024

Date: Jan 24, 2024






# SCPSC SLA for FY24-25\_Signed

Final Audit Report

2024-01-24

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