

Cumberland County Information Services

Service Level Agreement with Cumberland County Fire Chiefs Association

This Service Level Agreement (SLA) specifies the services that we provide, what each department can reasonably expect, and what responsibilities each department has in order for the agreement to be binding.

This document describes standards of service provided by the Cumberland County Information Services (County IS) department to the Cumberland County Volunteer Fire Districts that are defined within this document. The County IS group is committed to providing a high level of service to ensure that information technology is an effective tool for all of our customers.

This agreement is intended to insure that individuals and departments receive an acceptable level of response to their information technology needs. The County IS group's service goals are to provide:

- timely and effective technical support for county provided laptops and software
- tools that effectively support business needs
- support that meets appropriate expectations agreed upon between our organizations
- a secure and reliable technology environment

Support will be provided only for county purchased hardware and software and non-standard configurations where support for such configurations has been negotiated between County IS and the Cumberland County Fire Chiefs Association.

Supported Technology

County IS maintains a list of computer hardware, software, operating systems, and network software that are currently installed and maintained by our staff. This listing is updated on a regular basis with new technologies only after they have been thoroughly evaluated and tested by our staff. Older hardware will be removed from the list when parts can no longer be obtained at a reasonable price or current software is incompatible with older hardware. Software is removed from the list when:

- It is no longer supported by the vendor
- Older versions are incompatible with current versions
- Software does not support current protocols
- Software does not easily integrate with commonly used, current software versions


Departments are expected to comply with upgrades at their cost. Whenever possible, customers will be notified in advance before any hardware or software is removed from or added to the supported list to allow for replacement planning.¹

Supported Fire Districts

County #1 Eastover
County #4 Colton
County #15 Westarea

County #2 Vander
County #5 Cumberland Rd
County #12 Bethany

County #3 Pearces Mill
County #8 Cedar Creek
County #13 StoneyPoint



County #16 Wade
County #19 Stoney Point
County #22 Spring Lake
County #25 Westarea

County #17 Godwin-Falcon
County #20 Westarea
County #23 Stedman
County #26 Beaver Dam

County #18 Grays Creek
County #21 Hope Mills
County #24 Grays Creek

Computer Software

The following is a list of software versions which County IS supports on individual laptops. County IS will conduct required troubleshooting of any problems or issues that arise, and assist with making effective use of these software tools:

- Microsoft Internet Explorer
- Symantec AntiVirus
- Adobe Acrobat Reader
- Firehouse Web including plugins necessary to use this software
- OSSI Mobile CAD
- OSSI Mapping software
- Netmotion VPN software

Note: Support for computer software not specified above may be negotiated. New software will be added to this list after it has been fully tested by County IS.

Non-Supported Software

The following are examples of computer software that is **not supported**:

- Microsoft Office
- Mozilla Firefox
- Thunderbird
- Google Maps
- Mapinfo GIS software
- Software acquired or developed without consultation with County IS

County IS reserves the right to make changes to the list of supported or non-supported software at any time. Departments are expected to comply with, at their cost, new versions of software within 6 months (or sooner, if mandated by a technology change). Whenever possible, customers will be notified in advance before any software is removed from or added to the supported list to allow for replacement planning.

Installing Software

County IS will be solely responsible for installation of applications and software. County IS reserves the right to discontinue support and/or un-install user-installed software (or hardware), especially when it interferes with functions of other hardware/software installed on the user's workstation.

Software installation requests will generally be considered Low Priority. One to two week's lead-time is generally considered best practice.²



Specialized Departmental Applications

Specialized applications, specific to each department, are not supported by County IS. In order to maintain the highest level of security, administration and compliance with Cumberland County's IT Policies, County IS manages the creation and distribution of account logins and passwords. Any modifications, patches, upgrades etc. should be performed exclusively by County IS staff. Problems that arise as a result of user/self-installed upgrades, patches etc. will not be supported as we maintain an image of laptops for quick replacement and will not be responsible for loss of data.

Computer Operating Systems

Currently, the Windows 7 desktop operating system is installed and supported by County IS. This list will be revised as new versions of the above operating systems and network software are made available and evaluated by County IS staff. As with all information technology systems, out of date versions will no longer be supported after a specified period of time.

Computer Hardware

County IS will only support and maintain computer hardware purchased through Cumberland County IS Department. The list of purchased hardware includes:

- Laptop clients
- Servers owned and operated by Cumberland County IS

The following computer hardware is **not supported**:

- Desktop computers currently in place at the county fire stations;
- Laptops computers not purchased by Cumberland County IS;
- GPS and Automated Vehicle Locator devices;
- Any technology hardware, or software not purchased by Cumberland County IS;
- Telephones, Fax Machines, Copy Machines;

Computer Purchases

For obvious reasons, hardware and software connected to, interfaced with or installed on supported laptops should be ordered through a request to County IS. Two week's lead-time is considered best practice. New computer purchases should be consistent with County IS's recommendation.

Repair Parts Support

If a repair requires parts, County IS will specify what part(s) are needed. County IS will obtain the part(s) and the department will be responsible for all costs associated with the repair if any. Whenever possible, County IS will seek verbal approval prior to placing any order for replacement parts.³

Services & Procedures

The County IS Department strives to ensure that all computer hardware and software is operational 24 hours a day, 7 days a week. All equipment is normally available at all times except when essential maintenance to



hardware or software is required. If it is necessary to interrupt any service, prior notification will be given and, wherever possible, interruptions are scheduled to minimize their impact on departments. Additionally, if individuals encounter problems, they are encouraged to place a service request through the County IS helpdesk at 910-323-6119.

County IS Service Center Priority Levels

The County IS Service Center prioritizes all requests according to their urgency to ensure appropriate response time to the multitude of service requests received. Service requests with a large impact or problems that prevent individuals from performing their work completely are given a higher priority than other requests, for example, those for new software or hardware installations.

In some cases, the problem may take longer to resolve than desired and the County IS Service Center staff will ensure that customers are apprised of the problem status. In all cases, County IS will notify the station (or a representative) when the issue is resolved.

High - Problems causing a complete system down. A technician or the appropriate technical expert will attend to the issue and begin working on the problem immediately upon notification being received. Communication of resolution for issues with system wide implications will be released to all agencies operating on the Consolidated CAD system via email distribution list cadit@co.cumberland.nc.us. Email contact information will need to be provided to County I.T. Examples of a High level service request includes: a file server hardware failure, or software failure of CAD. Cumberland County IS has staff that are on call 24/7. For these failures, the on-call staff member will be notified by Cumberland County Dispatch supervisor.

Medium - Problems affecting multiple users which prevent the successful and timely completion of work. A technical expert or technician will be notified within 4 hours of receipt of the call or email for a Medium priority level service request. Typical Medium priority problems include: inability to use a particular software package not affecting the entire county, printer failure when print jobs can be re-routed, printing failures when jobs cannot be re-routed and software application bugs that prevent work from being accomplished.

Low - Required services to be scheduled within 5 working days of the time a request is received. Examples include: new and updated access to applications, new software to be installed on a local client, installation of a new computer, and access to existing software on the network. The five day timeframe may be extended if additional time is needed to acquire the software or required hardware.

Transport of laptops to the Cumberland County IS Department

County IS will require personnel from the volunteer fire station to transport the laptop to the Cumberland County IS Department located at the Courthouse. In the event that a problem cannot be fixed quickly, a spare will be given with fully functional county supported software. Once the laptop is repaired, the originally assigned laptop will be exchanged with the spare. ⁴

Responsibilities of the User

1. All department staff are expected to familiarize themselves with available relevant documentation to enable effective use of information technology. Users should also participate in related training offered by vendors to ensure that they have the necessary skills and understanding of technological tools.



2. Performing preliminary troubleshooting and information gathering prior to calling the County IS Service Center will help customers better describe their problem and help the County IS Department resolve the issue more quickly. Relevant and helpful information includes: identifying the hardware and software being used, and recording the error message received.

The following steps should be taken before contacting the help desk:

- Try re-booting the computer first to see if that takes care of the problem. Many things can be fixed *immediately* using this method. If the problem persists, there may be a more serious problem.
 - Try looking in the help files for the application being used. There is usually a table of contents and an index available in the help window of the program. Again, this can provide answers to many questions almost immediately.
3. All support request should be placed via our Help Desk at 910-323-6119.
 4. Copying commercial software is illegal and against Cumberland County policy. It is the responsibility of each department to ensure its employees do not install illegal or unsupported software.
 5. Security is the responsibility of all computer users and users are cautioned not to share system logins and passwords.

Firehouse Technical Support

Please note that issues related to Firehouse software may be escalated to Firehouse Technical Support by Cumberland County IT staff. Firehouse Technical Support hours are as follows:

Hours: M-F 8:00am – 8:00pm


Sat 09:00am – 1:00pm

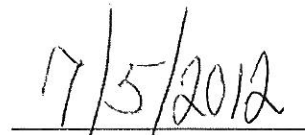
Sunday - Closed

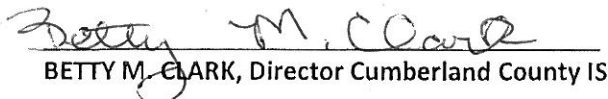
Associated Cost


Cumberland County I.T. Annual Support	\$24,000
---------------------------------------	----------

Acknowledgement⁵


 FREDDY L. JOHNSON SR, Fire Chief / President

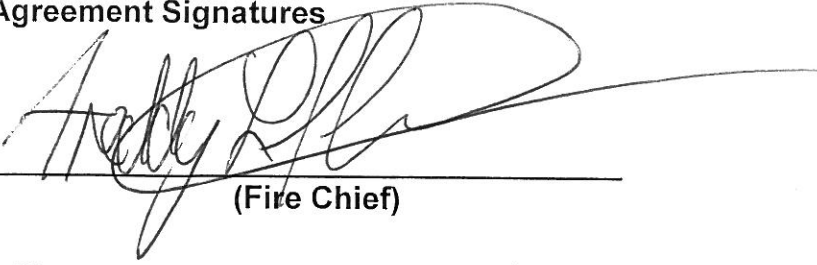

 DATE


 BETTY M. CLARK, Director Cumberland County IS

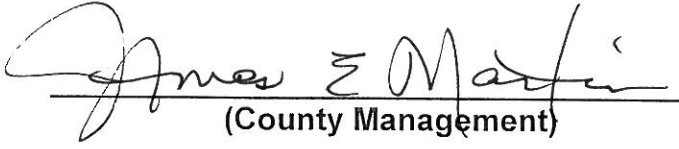

 DATE

⁵ Page 5 of 5 - Service Level Agreement with Cumberland County Fire Chiefs Association

Agreement Signatures



(Fire Chief)



(County Management)



(Information Services Director)

APPROVED FOR LEGAL SUFFICIENCY

BY: 

County Attorney's Office