DOUGLAS COUNTY TECHOLOGY SERVICES DEPARTMENT

Description of services provided by the Technology Services Department including cost allocation methods, availability and delivery timeframes.

Service Catalog

TSD Service Catalog	Service Definition

Table of Contents

Service Name:	Category:
Card Access	Accounts and Access Services

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

Departments and facilities in Douglas County use card reading systems on doors, and gates to control access to buildings and secure areas. The system is centrally-maintained by the Technology Services Department.

Access can be restricted by day of the week and time of day, and can be set up to provide access on an individual basis, by department or group list.

Features:

• Employee Safety	• Access Scheduling	• Customized Access Rights
• Building Security	• Access Reporting	• Access Tracking
• Granular Access Control	• Chipped ID Badge	• Scheduled door locking and unlocking

Customer Requirements:

HR will issue cards to employees, as new hires and when replacements are necessary. It is the client's responsibility, however, to provide timely notice when a replacement to HR is necessary. HR is responsible for communicating this request to Technology Services.

Client must maintain secure control of ID badge or FOB at all times to ensure the security of the buildings to which they provide access. Report lost or stolen badges to HR immediately.

Availability:	Delivery:
Card access system is intended to be available 24/7/365 with 99.5% uptime. Uptime does not include scheduled and noticed maintenance windows.	Key Cards are issued upon request by the Human Resources Department, Monday – Friday, 8:00 am – 5:00 pm System change requests are delivered Monday – Friday, 8:00 am – 5:00 pm with 4 hours advanced notice.

TSD Service Catalog	Service Definition

Cost: See Rate Sheet

These costs are associated with maintaining the card reading system on doors and gates which controls access to building and secure areas. Costs are charged based on the number of doors by Department and Fund requiring Key Card Access devices.

Individual access cards are charged by number of cards issued by Department and Fund.

*Included in Productivity Bundle

Customers Serviced:
County employees including Towns, East Fork Fire, Contractors and/or Volunteers who are assigned to secure buildings or who need regular access to secure buildings in the conduct of their duties.

TSD Service Catalog   Service Definition

Service Name:	Category:
Network/Application User Accounts	Accounts and Access Services

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

Enterprise Access accounts are administered by the Technology Services Department. This service provides individual and group accounts with authentication mechanisms for access (and limited access) to file shares, applications, and other Douglas County resources.

Departments can take advantage of single/simplified sign-on by accessing most network-based resources using their County username and password. This provides a simple procedure for applications to securely authenticate users without additional infrastructure costs or complexity.

Enterprise Access is a core foundation service which enables Departments to reduce their infrastructure and operating costs by utilizing a common, standardized, and secure directory.

Features:

• Password Support	• Usage Summaries	• Account De-Activation
• Role Assignment	• Active Directory Account	• Application Integrations
• Access Tracking & Reporting	• Account Activation	

Customer Requirements:

It is the hiring manager's responsibility to adhere to the County's On Boarding and Separation Policies regarding the acquisition and termination of user accounts.

It is the client's responsibility to adhere to the County's Acceptable Use and Password Policies.

Customer must submit a Technology Access Request Form (TARF)

TSD Service Catalog | **Service Definition**

Availability:	Delivery:
24/7/365 once service is established.	Requests are provisioned Monday–Friday, 8:00 AM–5:00 PM
Service availability target is 99.5%	Provided that User Responsibilities have been met, every attempt will be made for the account to be available for user on the date specified in the CARF.
Outages for maintenance activities scheduled according to published and advance notices will not be part of the availability calculations.	In the event that the user's specified start date falls outside of TSD's hours of operation, the user setup will commence on the previous business day.

Cost: See Rate Sheet

These costs are associated with administering Enterprise Access accounts which provides individuals or group accounts with authentication mechanism for access (and limited access) to file shares, application, and other County Resources. Costs are based on a Full Time Equivalent (FTE) count by Department.

Customers Serviced:
All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers

Service Name: **Remote Access**	Category: Accounts and Access Services

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:
County staff can be provided remote access to the County's network if the requirements of their position make such accommodations necessary. The Technology Services staff will work with departments to determine the most appropriate type and level of access for their situation.

Features:
- Remote Access Into County Network
- Security Compliant Access
- Global Protect
- Virtual Private Network (VPN)

Customer Requirements:
It is the Client's responsibility to justify the need for remote access and acquire manager approval.

It is the Client's responsibility to follow the County's Acceptable Use policy.

Availability:	Delivery:
24/7/365 once service is established. TSD will work to provide an availability of 99.9%, excluding scheduled outages and maintenance windows. In the event of an outage, restoration of service will become priority for the TSD Systems team. Outages for maintenance activities scheduled according to published and advance notices will not be part of the availability calculations.	Requests can be provisioned Monday–Friday, 8:00 AM–5:00 PM Allow four (4) days for request delivery

Cost: See Rate Sheet
These costs are associated with providing employee remote access to the County's network. Costs are charged based on the number of remote access users by Department and Fund.

TSD Service Catalog | **Service Definition**

Customers Serviced:

Those county employees whose position requires access to the County network from remote locations as a regular part of their job.

Can also be temporarily granted on an ad-hoc basis.

TSD Service Catalog	Service Definition

Service Name:	Category:
Public Safety Radio	Communications & Collaboration

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

The Douglas County Technology Services Department maintains and operates the County's Public Safety Radio Communication network. The primary purpose of this radio network is to enable interoperable mobile radio communications for Public Safety entities such as Douglas County 911 Dispatch, Douglas County Sheriff's Office, East Fork Fire Protection District, Tahoe Douglas Fire, and other regional first-response agencies.

The public safety radio network rides along a VHF narrow-banded infrastructure built on a series of repeater sites, in-building repeaters, in-vehicle repeaters, and voted receivers. The network facilitates communication from Dispatch to First Responders, tactical frequencies for First Responders, and inter-operability channels for communication with regional agencies.

Features:

- VHF Radio Infrastructure
- Tactical Channels
- Hand-Held Radios
- Mobile Radios
- Base Radios
- Repeaters
- Dispatch Console System
- In-Vehicle Repeaters
- Voters
- Pagers

- Scanners
- Inter-operability Channels: NLEMA, SAR, VFIRE 21, etc.
- Surrounding agency channels: Carson City, Lyon, Alpine, etc.
- Programming Code Plugs
- 24/7/365 Radio System Support
- Interoperability w/ Surrounding Agencies
- Fire Station Controllers & Alerting Devices
- Recommendations for Device Manufacturer/Model
- Tactical Channels: Orange, Green,Silver, etc.

Customer Requirements:

Client must attend training session(s) on the proper use and care of equipment and make every effort to utilize and maintain the equipment properly.

TSD Service Catalog | **Service Definition**

Availability:	Delivery:
Technical support of dispatch centers and major infrastructure components is provided 24x7x365. Technical support for mobile/portable radios is provided 7:30 a.m. to 5:00 p.m. on business days. Outages for maintenance activities scheduled according to published and advance notices will not be part of the availability calculations.	As a primary service, support staff is available 24 x 7 for both incident reporting and resolution. TSD radio communications staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve incidents within 4 hours.

Cost: See Rate Sheet

Radio User Fees are set by the Emergency Operation Committee

Customers Serviced:
Those county employees whose position requires access to the Public Safety Radio network.

TSD Service Catalog   **Service Definition**

Service Name:	Category:
Telephone	Communications & Collaboration

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:
The Technology Services Department (TSD) provides standard telephone services including voicemail, caller ID, call transfer and call forwarding with single or multiple extensions. Auto-attendant menus, hunt groups and multi-party conferencing are also available. Circuits for FAX and modem services can also be provided.

Features:

- Dial Tone
- Voice Mail
- Conferencing
- Cabling

- Menu Tree Configurations
- Telephone Handset
- Conference Telephone
- Modems

Customer Requirements:
It is the client's responsibility to read instructions provided on the use of telephone equipment (how to use features such as transfers, forwarding, retrieving voicemail, etc)

Availability:	Delivery:
24/7/365 once service is established.	Requests for new phones require two (2) weeks advanced notice.
TSD will work to provide an availability of 99.9%, excluding scheduled outages and maintenance windows.	Phone line change requests are delivered Monday – Friday, 8:00 am – 5:00 pm with 4 hours advanced notice.
In the event of an outage, restoration of service will become priority for the TSD Systems team.	
Outages for maintenance activities scheduled according to published and advance notices will not be part of the availability calculations.	

TSD Service Catalog	Service Definition

Cost: See Rate Sheet

These costs are associated with maintaining telephone system and includes, voicemail, caller ID, call transfer and call forwarding, auto-attendant menus, hunt group and conferencing. These costs are allocated based on the number of extensions by Department and Fund.

Customers Serviced:
All County Employees including Courts, Towns, East Fork Fire Protection District, Contractors and/or Volunteers

Service Name: **Cellular Devices**	Category: Communications & Collaboration

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

The Technology Services Department (TSD) procures commercial cellular services with unlimited data to meet Douglas County's mobile communication requirements.

Negotiates government pricing with no long-term contracts for voice and data plans. Handles administrative duties of the government account and facilitates the replacement and repair of end-users County-issued devices.

Features:

- County-Issued Smart Phones
- County-Issued Flip-Phones
- Usage Reports
- Mi-Fi Devices (Including loaners)
- Procurement

- Voice & Data Plans
- Employee Discounts
- Line-Based Usage Reports
- Pooled Data Plans
- Mobile Device Management

- iOS Devices (Thru Ver 7)
- Android Devices
- Windows OS Devices

Customer Requirements:

It is the hiring manager's responsibility to justify the need and type of cellular device for the position.

It is the client's responsibility to adhere to the County's Cell Phone Policy and to provide care and maintenance of the device.

Availability: 24/7/365 once service is established.	Delivery: *(time customer can expect for service to be provisioned):* Requests for new phones require two (2) weeks advanced notice.

Cost: See Rate Sheet

These costs are associated with administering cellular/data services including negotiating contracts and replacement and repair of end-users County-issued devices. Costs are charged based on the number of cellular devices issued to the Department.

Customers Serviced:

Those customer employees whose position requires them to be accessible via mobile devices at all times.

Service Name: **Audio/Visual & Meeting Services**	Category: Communications & Collaboration

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:
The Technology Services Department (TSD) can provide you with assistance in all aspects of Audio / Video needs. We will assist with initial design to suit your requirements and budget for audio sound systems, large format TV monitors, with multi-input platforms, Live Streaming, digital signage, and projectors, for use in conference and meeting rooms, training rooms, including special meeting participation events.

Features:

• Audio/Visual (A/V) Hardware Support	• A/V Project Implementation Support
• Design Consultation	• Design-build system review
• Large format monitors	• Accella environment support
• Projectors & screens	• External Skype environment support
• Vendor referrals	• Go-To-Meeting/Web-Ex environment support

Customer Requirements:
It is the client's responsibility to identify the type of audio visual service or services needed.

It is the client's responsibility to provide at least two weeks' advanced notice for this service.

Availability:	Delivery:
Meeting support is available upon request	Three (3) days advanced notices is required for meeting support requests.
Audio/Visual system design and build out timeline and scheduled will be based on requirements and delivery	All other services are dependent on specific requirements and will be assessed on a case by case basis. Design and hardware could take 60 days for delivery and set-up depending on requirements.

Cost: See Rate Sheet
Specific costs for project work will be determined based on requirements

These costs are associated with providing all aspects of Audio/Video needs for use in conference and meeting rooms, training rooms and special meeting participation events. Costs are charged based on the number of requested hours from a Department.

TSD Service Catalog **Service Definition**

Customers Serviced:
All County Employees including Courts, Towns, East Fork Fire Protection District, Contractors and/or Volunteers

TSD Service Catalog   **Service Definition**

Service Name: **Email and Calendars**	Category: Communications & Collaboration

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

The Technology Services Department provides a reliable and secure system supporting calendaring and communication capabilities while reducing costs. The services administered include anti-virus, and anti-spam ensuring your data and communications are kept secure within the County-managed infrastructure.

Douglas County's Microsoft platform provides integration to allow access to email and calendaring tools from your desktop, tablet and phone. The platform provides robust tools to facilitate meeting scheduling, enable auto-reminders, communal email account distribution groups, and access to countywide distribution groups. The combination of these tools allows you to streamline your email and calendaring work flows.

Features:

• Desktop E-Mail	• E-mail Archiving	• Outlook Scheduling Assistant
• Web Mail Access	• E-Discovery Requests	• Microsoft Outlook
• Outlook Calendar Access	• Attachment Archiving	• Outlook Web Access (OWA)

Customer Requirements:
It is the client's responsibility to adhere to the TSD's Acceptable Use policy.

Availability:	Delivery:
Email is available 24/7/365 once account is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	This service can be requested as a part of a new user setup for a new employee. Additionally, any support issues regarding email can be initiated by contacting Technology Services. Requests to add, delete, or modify an e-mail account will be processed within 3-5 days. Restore service in accordance with TSD's severity levels, policies, and procedures.

TSD Service Catalog	Service Definition

Cost: See Rate Sheet

These costs are associated with administering the County's Microsoft platform for the email and calendaring tool for desktop, tablet, and phone. Costs are charged based on the number of email accounts assigned to a Department.

Customers Serviced:
All County Employees including Courts, Towns, East Fork Fire Protection District, Contractors and/or Volunteers

TSD Service Catalog   Service Definition

Service Name:	Category:
File Sharing and Storage	Communications & Collaboration

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

File Storage services use the Douglas County network file system to provide access to centralized shared files. Access is provided throughout the Douglas County network, which can be extended outside of Douglas County via the use of the VPN and/or Global Protect service.

The File Storage service enables collaboration and is a good way to have secure and sharable file storage for groups and departments within the County network. The File Storage service may also be used for safe and secure long-term storage of large, rarely accessed data sets.

Features:

• Secure Access to File Shares	• Backup & Recovery	• File Restoration
• Secure File Storage	• Network Share Access	• Restricted Access Shares
• Reliable File Access	• Public Drive Access	

Customer Requirements:

It is the client's responsibility when requesting additional file directories to describe types of files and approximate size of file storage needed.

If file storage exceeds standard storage limits, manager approval is required.

Availability:	Delivery:
Files are available 24/7/365 once account is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Recovery of files and shares can be requested Monday – Friday, 8:00 am – 5:00 pm. Turnaround is dependent on size and age of request. New requests for Public Shares and Access are provisioned within three (30) days, Monday – Friday, 8:00 am – 5:00 pm

Cost: See Rate Sheet

These costs are associated with the file storage services used by the County network file system to provide access to centralized share files. Costs are allocated based on byte used by a Department.

Customers Serviced:

All County Employees including Courts, Towns, East Fork Fire Protection District, Contractors and/or Volunteers

TSD Service Catalog	**Service Definition**

Service Name:	Category:
Extranet	Communications & Collaboration

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

Douglas County has deployed "Go Anywhere" FTP solutions to provide for secure file and data sharing between County offices and external entities.

This internal service provides a more secure and controlled alternative to Drop, Drop Box, Google Drive, etc. and is the recommended standard for moving large files as opposed to the older method of utilizing external drives for file sharing.

Features:

- File Transfer Protocol (FTP) Services
- Transfer of large file formats
- Static Data Exchange
- Dynamic Data Sharing with External Entities

Customer Requirements:

It is the client's responsibility to provision and manage access accounts provided to external entities and monitor those entities' usage.

External access accounts will expire after 90 days of inactivity.
It is the client's responsibility to notify Technology Services Department if an account they provisioned for an external entity is no longer necessary.

Availability:	Delivery:
File and data sharing are available 24/7/365 once account is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Requests for Extranet accounts are provisioned within three (3) days, Monday – Friday, 8:00 am – 5:00 pm

Cost: See Rate Sheet
Costs are allocated based on a Full Time Equivalent (FTE) count by Department.

Customers Serviced: All County Employees including Courts, Towns, East Fork Fire Protection District, Contractors and/or Volunteers

TSD Service Catalog   Service Definition

Service Name: **Service Center**	Category: Enterprise Productivity Support

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:
The TSD Service Center is the first point of contact for all County employees. TSD staff will provision new technology services as well as resolve technical issues associated with County-owned computer equipment, desktop or networked applications, peripheral equipment or any network issues.

Features:

- Hardware Support
- Software Support
- Notifications
- Printer Support
- Active Directory Support
- Technology Relocation Services

- Technology Service Desk
- First call resolution of most technical issues
- Ticket Handling & Resolution
- Password/Account Access Support
- Communication of Known Tech Issues & Outages

Customer Requirements:
It is the client's responsibility to provide details of their problem, concern, or question. It is the client's responsibility to update the Service Desk if more information regarding an issue comes to light.

It is the client's responsibility to be available and participate in the process of resolving the issue where necessary.

Availability:	Delivery:
Support is available 8:00 AM–5:00 PM, Monday–Friday	Service requests are in accordance with specific service definitions.

Restore service is in accordance with Standard Service level agreements for Core Technology Services |

Cost: See Rate Sheet
Costs are allocated based on a Full Time Equivalent (FTE) count by Department.

Customers Serviced: All County Employees including Courts, Towns, East Fork Fire Protection District, Contractors and/or Volunteers

TSD Service Catalog   Service Definition

Service Name:	Category:
Hardware Support	Enterprise Productivity Support

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

Hardware support is available for Douglas County owned and TSD approved end user devices (desktop computers, laptop computers, mobile tablet computers, monitors, docking stations, external media drives and system printers) under warranty and accessing Douglas County's business systems.

Technology Services will ensure users have access to County applications they need to perform their job functions from their devices as well as ensure peripheral devices function as intended. End user support covers the configuration, installation, connectivity, maintenance, troubleshooting, break/fix and upgrades of qualified devices.

Features:

- Hardware Installation / Setup
- Computing Hardware Support
- Connectivity Assessments
- Hardware Needs Assessment
- Set-up Consultation
- Peripheral Support
- Computer Security
- Troubleshooting and maintenance of equipment

- Enterprise Productivity Software Licenses and support
- Computing Hardware Procurement
- Operating System Support: Maintenance, Troubleshooting, Software Updates
- Troubleshooting of network connectivity

- Standard Desktops
- Power User Desktops
- Standard Laptops
- Ruggadized Laptops
- iOS Tablets
- Android Tablets

Customer Requirements:

It is the client's responsibility to ensure the proper care and maintenance of technology hardware.

It is the client's responsibility to ensure the physical safety of laptops and other mobile devices while in their possession.

Clients are responsible for responding to order requests for leased equipment on schedule and for consulting with TSD regarding any hardware purchases not on the TSD Standards List

TSD Service Catalog	Service Definition

Availability:	Delivery:
Support is available 8:00 AM–5:00 PM, Monday–Friday	New hardware purchases and leases occur in July and January each fiscal year. Requests outside the standard delivery schedule require 30 days' notice. Restore service is in accordance with Standard Service level agreements for Core Technology Services

Cost: Hardware costs are published in the Service Desk application. Support costs are included in Service Desk charges.

Customers Serviced:
All County Employees including Courts, Towns, East Fork Fire Protection District, Contractors and/or Volunteers

TSD Service Catalog   **Service Definition**

Service Name:	Category:
Software and Applications	Enterprise Productivity Support

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

Purchase software and licenses of common software and Enterprise applications supporting business functions and operations. This service includes the assurance that approved software can and will function in the environment provided. This includes consultation as to operating system compatibility, and assistance in identifying the most current version available.

This service DOES NOT include support of the specific features and functions of the software.

Features:

	Sample Desktop Software:	Sample Desktop Software:
• Installation & Configuration of Commercial Off-The-Shelf (COTS) Software	• Microsoft (MS) Office Suite	• Microsoft (MS) Office Suite
• Software Procurement	• QuickBooks	• QuickBooks
• Application Deployments	• Adobe Pro & Reader	• Adobe Pro & Reader
• Patching & Updating		
• License & Version Tracking		

Customer Requirements:

It is the client's responsibility to request new enterprise applications through the technology governance process.

It is the client's responsibility to secure manager approval prior to requesting new desktop applications.

It is the client department's responsibility to budget for license and version updates.

Availability:	Delivery:
Support is available 8:00 AM–5:00 PM, Monday–Friday	New software and license requests are dependent on vendor turn around. Restore services are in accordance with Standard Service level agreements for Core Technology Services

TSD Service Catalog | **Service Definition**

Cost: See Rate Sheet

These costs are associated with the annual software licensing expenditures and providing support of common software applications including Desktop Operating System, Microsoft Office Suite, Adobe Pro and Reader. Costs are charged based on the number of workstations or mobile data computers by Departments or Funds.

Annual licensing expenditures for specific server-based software applications are allocated directly to the Department or Fund with exclusive use of the application.

Customers Serviced:

All County Employees including Courts, Towns, East Fork Fire Protection District, Contractors and/or Volunteers

TSD Service Catalog	Service Definition

Service Name:	Category:
Productivity Bundle	Enterprise Productivity Support

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:
The Productivity Bundle packages multiple Technology Services into one service to streamline charge back and cost allocations. Included in the Productivity Bundle are the Features and Offerings listed to below.

Features:
- Card Access
- Enterprise Access Services
- Desktop Telephony

- Hardware Support
- Software Support
- Security Awareness Training

- Enterprise Application Support
- Multi-Function Printer Access
- Service Center/Service Desk Support

Customer Requirements:
Client should be aware of the resources available to them and must comply with all safety and security requirements as well as County policies and procedures as related to each service in the bundle.

Availability:	*Delivery:*
Support is available 8:00 AM–5:00 PM, Monday–Friday	Not applicable… see individual services for longest lead time deliverable.

Cost: See Rate Sheet

Customers Serviced:
All County Employees including Courts, Towns, East Fork Fire Protection District, Contractors and/or Volunteers

Service Name: **Cartographic GIS Services**	Category: Geographic Information Systems (GIS)

Service Acquisition Contact:

Contact the GIS Service Desk at 775.782.9894 or support@douglasnv.us

Service Description:

Cartographic services consist of design, construction, and production of maps and other cartographic products. This includes printing and delivery of hardcopy cartographic products based on target audience and media requirements. Hardcopy formats include single sheet maps, map series, map books, and other custom requests based on the needs of the user.

These services also include cartographic design and production of digital maps. Such products may be accessed through Web-GIS applications, mobile-ready sites, and configurable online mapping templates. These can allow for data-collection and/or contribution by the user, as well as crowd-sourcing during large events and emergencies.

The GIS Office is the entity that produces maps and mailing labels required for public noticing. GIS staff work closely with clients to ensure that they are provided with exactly what they need for any given request. This TSD service also extends to the public and non-county entities.

Features:

• Consultation	• Custom Labeling & Branding	• Custom Mapping
• Mapping	• Special Event Mapping	• Online Maps & GIS Applications
• Web-GIS	• Noticing & Vicinity Maps	• Mobile-Ready GIS Solutions
• Map Books	• Address Lists & Labels	• Cartographic Consultation

Customer Requirements:

It is the client's responsibility to be prepared to communicate their needs, wants, and time frame to the best of their ability. Customers should also be prepared to respond to questions and data/map proofs in a timely manner.

Availability: Support is available 8:00 AM–5:00 PM, Monday–Friday	**Delivery:** Requests will be responded to within 24 hours. Services are dependent on specific requirements and will be assessed for delivery goals with the client on a case by case basis.

Cost: See Rate Sheet

Customers Serviced: All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers, Public and Non-County Entities

Service Name:	Category:
Spatial Analysis Services	Geographic Information Systems (GIS)

Service Acquisition Contact:

Contact the GIS Service Desk at 775.782.9894 or support@douglasnv.us

Service Description:

Spatial analysis services extract meaning from static data to provide a greater level of understanding of information within a spatial context. These services extend to using aerial photography and/or satellite imagery to extract quantitative and qualitative data for areas of interest. Analysis is then available for facilitating more informed decision-making, better understanding of issues, and improved reaction and response times.

Features:

- Consultation
- Data Analysis
- Imagery Analysis
- Modeling

- Network Analysis
- Quantitative & Qualitative Analysis
- Aerial Photography Interpretation
- Color Infrared Interpretation

- Multi-Spectral Analysis of Satellite Imagery
- NDVI & Other Standard Index Modeling
- Predictive Modeling
- 3D Modeling

Customer Requirements:

It is the client's responsibility to be prepared to communicate their needs, wants, and time frame to the best of their ability.

Customers should also be prepared to respond to questions and data/map proofs in a timely manner.

Availability:	Delivery:
Support is available 8:00 AM–5:00 PM, Monday–Friday	Requests will be responded to within 24 hours. Services are dependent on specific requirements and will be assessed for delivery goals with the client on a case by case basis.

Cost: See Rate Sheet

Customers Serviced: All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers, Public and Non-County Entities

TSD Service Catalog   **Service Definition**

Service Name: ## Spatial Data Services	Category: Geographic Information Systems (GIS)

Service Acquisition Contact:

Contact the GIS Service Desk at 775.782.9894 or support@douglasnv.us

Service Description:

The core function of spatial data services is to provide access to geo-spatial data and tools to Douglas County's staff and citizens by hosting, maintaining, creating, and distributing data. This is done via analysis, digitization, and/or field collection. As the County's geo-spatial data repository, the GIS Office is regularly contacted by county and non-county entities for data distribution.

Features:

• Core Spatial Data	• Maintain Data Layers	• Data Research & Acquisition
• Custom Spatial Data	• Data Creation	• GPS Support & Field Collection
• Data Sharing	• Data Request Fulfillment	

Customer Requirements:

It is the client's responsibility to be prepared to communicate their needs, wants, and time frame to the best of their ability.

Customers should also be prepared to respond to questions and data/map proofs in a timely manner.

Availability: Support is available 8:00 AM–5:00 PM, Monday–Friday	Delivery: Requests will be responded to within 24 hours. Services are dependent on specific requirements and will be assessed for delivery goals with the client on a case by case basis.

Cost: See Rate Sheet
These costs are associated with data maintenance, application hosting, and other underpinning GIS services that are made available to all County staff. Costs are allocated across department usages.

Customers Serviced: All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers, Public and Non-County Entities

TSD Service Catalog   Service Definition

Service Name:	Category:
GIS Support Services	Geographic Information Systems (GIS)

Service Acquisition Contact:

Contact the GIS Service Desk at 775.782.9894 or support@douglasnv.us

Service Description:

Support services include a broad array of data management responsibilities such as maintaining the digital land-base for the County Assessor's Office, zoning and land use data for Community Development, utility data for Public Works, Spillman data in support of 911 dispatch, and data for hazard response services.

Included is procuring and deploying of ArcGIS licenses, providing online tools and data, and data viewers that can be formatted to fit mobile and desktop devices.

Features:

- GIS Software Licensing
- Geo-Spatial Training
- ArcGIS Server
- ArcGIS Online
- ICS/NIMS Ready

- ArcGIS Desktop User Support
- ArcSDE Support
- ArcGIS Server Management
- REST Service Hosting
- Specialized Operational Support

- Special Projects
- 911 Emergency Services Support
- Emergency Management Support
- Public Safety Response

Customer Requirements:

For licensing, client must have demonstrated need for an install of ArcGIS Dektop and have the skills to leverage it. *For training, the client must have a specific area of need that training would address - both for Desktop GIS as well as the other resources made available by GIS.

Availability:	Delivery:
Support is available 8:00 AM–5:00 PM, Monday–Friday	Requests will be responded to within 24 hours. Services are dependent on specific requirements and will be assessed for delivery goals with the client on a case by case basis.

Cost: See Rate Sheet

These costs are associated with data maintenance, application hosting, and other underpinning GIS services that are made available to all County staff. Costs are allocated across department usages.

Customers Serviced: All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers, Public and Non-County Entities

Service Name: **Broadband Services**	Category: Infrastructure Services

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:
Douglas County provides network connectivity and Internet access between County managed facilities.

Features:
• Analysis & Quotes for fiber connectivity   • Monitoring of throughput   • Negotiated Contracts

Customer Requirements:
It is the client's responsibility to adhere to the County's Acceptable Use policy.

To acquire separate public broadband and internet services a business case should be made for the need of the service.

Availability: 24/7/365 once service is established.	Delivery: New service delivery is dependent on specific requirements of the client and can involve construction vendors. Restore service is in accordance with Standard Service level agreements for Core Technology Services

Cost: Contact the Service Desk for a quote on new service buildout.

*included in productivity bundle

Customers Serviced:
All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers.

Service Name:	Category:
Application Hosting	Infrastructure Services

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

Managed Application Hosting within the County's Data Center, including the hosting infrastructure, management of resources, and supporting the application.

Features:

- Software installation services & documentation
- Deployment of technical environment per vendor specifications
- Continual fine-tuning of the application to assure optimum performance
- Proactive monitoring for technical issue identification and resolution
- Applying scheduled patches, fixes and updates
- Internal Access to Hosted Solutions
- Password Integration
- Browser-Based GUI Access

Customer Requirements:

It is the client's responsibility to present request for new applications through the County's Technology Governance process.

It is the client's responsibility to budget for any licensing and resources required to host the new application.

Availability:	Delivery:
24/7/365 once service is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Hosting delivery is dependent on specific requirements of the client and can involve technology vendors. Delivery timeframes are project specific. Restore service is in accordance with Standard Service level agreements for Core Technology Services

Cost: See Rate Sheet

Customers Serviced: All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers.

Service Name: **Managed Server Hosting**	Category: Infrastructure Services

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:
Leverage virtualized and/or physical servers to meet client needs.

Features:

• Secure location	• Cabling	• Security protocols
• Back-up power	• Environmental controls	• Bandwidth allocation
• Security patching	• Server access for solutions	

Customer Requirements:
It is the client's responsibility to present request for new managed server hosting through the County's Technology Governance process.

Availability:	**Delivery:**
24/7/365 once service is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Server hosting is dependent on specific requirements of the client and can involve technology vendors. Delivery timeframes are project specific. Restore service is in accordance with Standard Service level agreements for Core Technology Services

Cost: Contact the Service Desk for a price quote.

Customers Serviced: All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers.

TSD Service Catalog   **Service Definition**

Service Name:	Category:
Database Hosting	Infrastructure Services

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

The Technology Services Department provides a SQL Server environment that hosts multiple databases for application support.

Features:

- Environmental Support
- Database Roles
- Granular Database Security
- Backup & Recovery Services
- SQL Server Environment
- Access MDB Migration
- ODBC Access if Required
- Database Support
- Backup & restore services

Customer Requirements:

It is the client's responsibility to present justifications for new databases and work with Technology Services to stand up the can.

Availability:	Delivery:
24/7/365 once service is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Database hosting is dependent on specific requirements of the client and can involve technology vendors. Delivery timeframes are project specific. Restore service is in accordance with Standard Service level agreements for Core Technology Services

Cost: See Rate Sheet

Customers Serviced:

All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers.

TSD Service Catalog   Service Definition

Service Name:	Category:
Security Awareness Training	Infrastructure Services

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:
Making resources, current information, and industry standard practices available to County departments and staff in order to elevate awareness of threats and their counter-measures.

Features:

• Classroom Instruction	• Informational Materials	• Formal Training
• Emerging Threats & Avoidance	• Issue Post-Mortems	• Notifications
• Workshops	• Threat Education	• Knowledge-Based Articles

Customer Requirements:
It is the manager's responsibility to ensure that all staff are allotted time to attend security awareness training.

It is the client's responsibility to ensure that all cyber security trainings are attended and must adhere to any instructions and guidelines.

Availability:	Delivery:
Training is available 8:00 AM–5:00 PM, Monday–Friday	Security training will occur on the published schedule Client specific security training will be responded to within 24 hours. Services are dependent on specific requirements and will be assessed for delivery goals with the client on a case by case basis.

Cost: Cost is included in Productivity Bundle

Customers Serviced:
All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers.

TSD Service Catalog   **Service Definition**

Service Name:	Category:
LAN/WAN Services	Infrastructure Services

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

Local Area Networks (LAN) and Wide Area Networks (WAN) provide data connectivity to County facilities and offices.

TSD provides consulting services to ensure that departments are utilizing best practices in network security as well as ensuring appropriate network usage in general. General advice, recommendations, and best practices for maintaining a safe network environment.

Features:

- Switch configurations
- IP Management
- Security and Roles
- Configuration Management
- Internet Usage Reports
- Phishing Traces
- Workflow Assessments
- Known Threat Alerts

- Best Practice Recommendations
- Security Policy Consultation
- Access to WAN/LAN
- Support of Supporting Architecture
- Security Measures
- Attached Hardware Set-up
- Threat Block Reporting

- Suspicious e-mail investigation
- Best Practice Compliance Review
- Malicious E-mail tracking
- Instruction in Best Practice Compliance

Customer Requirements:

It is the client's responsibility to present request for new LAN/WAN services through the County's Technology Governance process.

Availability:	Delivery:
24/7/365 once service is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	LAN/WAN is dependent on specific requirements of the client and can involve technology vendors. Delivery timeframes are project specific. Restore service is in accordance with Standard Service level agreements for Core Technology Services

Cost: Contact the Service Desk for a quote on new service buildout.

*included in productivity bundle

Customers Serviced: All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers.

Service Name:	Category:
Networked Printers	Print Management

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:
Approved network printers are assigned via the County's print server. This allows for remote tracking of printers and their usage, and includes service and maintenance contracts for print services. This service allows the County to manage printer costs and provides robust printer features.

Features:

- Installation of network printers on Print Server
- Network printer access
- Covered service by contractors
- Ink & Toner under contract
- High Speed Laser Jet Printers
- Metered Print Counts
- Service Reps Under Contract
- Automatic Toner Delivery

Customer Requirements:
Customers must select printers from the approved standards in order for printers to be attached to networks and/or computers. Only printers on the standards list will be supported by TSD.

Availability:	Delivery: *(time customer can expect for service to be provisioned):*
Printers are available 24/7/365 once service is established. Support is available 8:00 AM–5:00 PM, Monday–Friday	New printer additions to the network require a three (3) week notification. Requests to remove or modify an existing printer on the network will be processed within 3-5 days. Restore service in accordance with TSD's severity levels, policies, and procedures.

Cost: See standard printer cost list for purchases and leasing printers - Support costs are included with the Service Desk.

Customers Serviced:
All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers.

Douglas County Technology Services Department
1616 8th St., Minden, NV 89423
Phone (775) 782-9851   Fax: (775) 782-9856

Service Name:	Category:
Multi-Function Printers (MFPs)	Print Management

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:
Facilitate the sharing of large multi-function priters, copiers, and scanners centrally located in departments. These large units are under third-party contracts for service and maintenance.

Features:
- Printer access
- Copier access
- Scanner access
- Ancillary functions
- Device address book
- Scan to file functionality
- Multiple paper sizes

Customer Requirements:

Availability:	Delivery:
MFPs are available 24/7/365 once service is established. Support is available 8:00 AM–5:00 PM, Monday–Friday	New MFP acquisitions require a four (4) week notification. Requests to remove or modify an existing printer on the network will be processed within 3-5 days. Restore service in accordance with TSD's severity levels, policies, and procedures.

Cost:
See standard MFP cost list for purchases and leasing – Network support costs are included with the Service Desk.

Customers Serviced:
All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers.

Service Name: **Large Format Printing**	Category: Print Management

Service Acquisition Contact:

Contact the Service Desk at 775.782.9851 or support@douglasnv.us

Service Description:

Production of hardcopy prints at a all common sizes and on all common media. Special requests will be fielded, but must be pre-approved. Large quantities may require client to provide media and replacement ink.

Features:

- Formatting for large format printing
- Bond or photo paper plots
- Special media (must be pre-approved & client must provide)
- Quick-drying Ink for photo paper prints
- Print Sizes up to 60" W
- Protective Sleeves for Rolled Prints

Customer Requirements:

Client must know specific size and media requirements.

If special media is requested, client may be required to provide it.

If a high volume of copies are requested, client may be required to supply media and possibly ink replacements.

Availability:	Delivery:
Service is available 8:00 AM–5:00 PM, Monday–Friday	Large Format Printing delivery is dependent on specific requirements of the client. Requests should be made five (5) days in advance.

Cost: Cost is dependent on job requirements. Contact the Service Desk for a quote.

Customers Serviced:

All County Employees including Towns, East Fork Fire Protection District, Contractors and/or Volunteers, Public and Non-County Entities.

TSD Service Catalog	Service Definition

Standard Service level agreements for Core Technology Services

Low – This is for planned requests, informational requests, enhancements, documentation, and clarification of components. The result does not impede the operations of a system. The requester will receive a response from the assigned TSD team member within 3-5 business days.

Medium – A minor loss of service. The impact is an inconvenience, a workaround is available. The requestor will receive a response from the assigned TSD team member within 2 business days of TSD receiving the request via the Service Desk.

High – Impact; a severe loss of service. Important features of a system are unavailable with no acceptable workaround, however operations can continue in a restricted fashion. The requestor will receive a response from the assigned TSD team member within 4 hours of TSD receiving notification.

Urgent – A production system has stopped or is severely impacted that you cannot reasonably continue to work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. Characteristics of an Urgent request are:

- Data corruption
- Hardware failure with no built in redundancy
- Critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, or crashes repeat after restarts
- Affects multiple users customers

TSD will respond within one hour from notification. TSD will work until the issue is resolved. Business and application support must be immediately available for the duration of the outage. In some cases, CTO approval may be necessary in order to obtain a priority of this nature.

Service Desk tickets will be used to track all requests and trouble tickets. Urgent & High tickets will be updated on a daily basis and Medium & Low on a weekly basis.

Environment Priority Levels for monitoring:

- Level 1: Non-Production/Test/Dev – Support staff is informed through change management
- Level 2: Production - Weekday Business Hours - Alerts and/or follow-up phone calls during normal business hours, 7:30am - 5:30pm.
- Level 3: 24x7 Production Critical - Alerts and phone calls **anytime** service goes down, day or night, including weekends.

Escalation of requests: If the published SLA is not met, the issues can be escalated to the next priority level or a call made to the Chief Technology Officer.