



# County of Sonoma

## Information Systems Department

### Service Catalogue



# ISD Service Catalogue

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## Account Management

### Description of Service:

This central service provides access to employees, vendors and agency partners for ISD supported systems.

### Business Value:

Allow the right people to get to the right resources. Online access to request or modify the permissions granted to an individual.

### Service Available to:

All County Network users.

### Self-Service:

- [Online Security Authorization](#) (new account requests, modifications and transfers)
- [Employee - Planned Separation Form](#)

### Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

### Services Included:

- Add or modify accounts:
  - Provide email, calendar and contacts account
  - Provide Network Access
  - Assign access and rights for Department shared drive(s)
  - Assign home directory for individual use
- Types of accounts:
  - Employee accounts
  - Vendor/contractor accounts
  - Shared/utility accounts

## Service Hours:

ISD work on request:

- 7:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off

Initiating requests via Online Security Authorization:

- 24 hours per day, 7 days a week, except for maintenance periods

## Service Pricing:

Pricing: [Baseline, Account and ID Management](#)

## Service Level Objectives:

Target: 5 business days

## Customer Requirements:

- Only authorizing personnel may initiate this service.
- Departments must provide a list of authorized personnel to request services.
  - Move/Add/Change/Separate employees
  - Request password reset
  - Request expenditures
    - Phones
    - Printing
    - Software
    - Hardware
  - Request project related services
- Identify Department Liaisons (technical and business contacts) for coordinating services from ISD:
  - Computer divisions
  - Communications: Telephone and Radio
  - Mail
  - Records
  - Web

## Exclusions:

- Accounts for department specific applications
- Accounts for enterprise applications not managed by ISD

## **Service Owner:**

For comments or questions, please contact the manager accountable for the delivery of this service:

Email: [Robert Butler, Division Director](#)

Phone: (707) 565-5299

## **Service Reviews:**

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD and the IT Governance Committee will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/2016

# Backup and Restore Data

## Description of Service:

Provides a systematic process of making copies of data that may be used in the event of a loss of data. Normally used to return the system to a state prior to a disaster or corruption of data. Both tape and disk to disk backup for enterprise and department applications and databases are in place. This service includes standard tape rotation; incremental and full backups and the off-site storage of tapes.

Corrupted or deleted files or records can be restored as long as the backup occurred before the data loss.

## Business Value:

Accidents happen. This service adds a level of security to the information that is important to the daily business of the County.

## Service Available to:

All ISD supported County departments and contract agencies

## Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

## Services Included:

- Scheduled Backups.
  - Daily incremental backup.
  - Weekly cumulative backup.
  - Monthly full backup.
  - Backup configuration is standardized by server workload and automated by policies.
- Secure offsite tape storage.
- Standard tape rotation.
- Restore deleted or corrupted data.
- Encryption of all data.
- File directory comparisons.

## Service Hours:

8:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off

## Service Pricing:

Service	Cost
Backup	<a href="#">Included in ISD Baseline Services</a>
Restore	<a href="#">Included in ISD Baseline Services</a>

## Service Level Objectives:

Service	Description	Target
Incremental Backup	Backup any file modified or created since the last incremental backup	Daily
Cumulative Backup	Backup and file modified or created since the last cumulative backup	Weekly
Full Backup	Backup all files	Monthly
File Restore	Perform restore of file(s) per customer request	1 business day if backup media on site; 2 business days if backup media offsite

## Customer Requirements:

Request submitted by authorized personnel

## Exclusions:

- Corrupted or deleted files or records cannot be restored if a backup did not occur before the data loss.
- Email recovery is limited to 60 days due to retention policy.

## Service Owner:

Email: [Jonathan.Kajeckas, Manager](mailto:Jonathan.Kajeckas@Manager)

Phone: (707) 565-2456

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD and the IT Governance Committee will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process

Last Update: 6/21/16

# Business Analysis

## Description of Service:

ISD staff meets with the customer to identify the customer's business need for technology; identify redundant processes; document observations and make recommendations in the form of written business and functional requirements.

## Business Value:

Departments receive impartial analysis that may lead to new technology and/or more efficient work processes.

## Service Available to:

All County Departments

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

Business process evaluation

- Workflow evaluation
- Process documentation
- Problem analysis
- Business requiremets documentation
- Functional requirements documentation

## Service Hours:

8:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off.

## Service Pricing:

Service	Cost
Initial discovery meeting (2 hours)	No charge
Business Analysis project	<a href="#">Standard Hourly Rate</a>

## Service Level Objectives:

Service	Target
Respond to initial request; set meeting for discussion and charter development	1 business day
Completion – Time	On time as defined in the project charter
Completion – Budget	On budget as defined in the project charter

## Customer Requirements:

- Request is authorized by Department
- Identify a single point of contact for the request
- Coordinate with ISD Liaison or DIS as appropriate

## Exclusions:

None

## Service Owner:

For comments or questions, please contact:

Email: [Mike Livenspargar, Division Director](#)

Phone: (707) 565-3186

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Updated: 7/1/2013

# Business Software

## Description of Service:

ISD will assist with procurement, development or modification of software to meet business requirements. These services may improve existing system capabilities or add new capabilities. This service is for line-of-business applications.

## Business Value:

Provide solutions and tools that assist business partners in meeting their business objectives in an effective, efficient manner.

## Service Available to:

All County Departments.

## Service Initiation:

Contact ISD Project Manager that supports Department or contact:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Business, technical and work flow analysis
- Research 3rd party solutions
- Interface development between applications
- Custom application development (when there are no 3rd party options)

## Service Hours:

8:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off.

## Service Pricing:

Service	Cost
Discovery Meeting (Initial 2 hours)	No charge
Additional Discovery Meetings	<a href="#">Published hourly rate from ISD Rate Structure</a> , plus materials
Project	<a href="#">Published hourly rate from ISD Rate Structure</a>

## Service Level Objectives:

Service	Target
Respond to initial request; set discovery meeting	Within 3 business days from initial request
Work agreement or project charter (includes any additional discovery meetings)	Within 10 business days from initial discovery meeting
Completion – Time	On time as defined in the work agreement or project charter
Completion – Budget	On budget as defined in the work agreement or project charter

## Customer Requirements:

- Request is authorized by Department
- Identify a single point of contact for the request
- Coordinate with departmental ISD Liaison or DIS as appropriate

## Exclusions:

None

## Service Owner:

Email: [Mike Livenspargar, Division Director](#)  
Phone: (707) 565-3186 Work

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/25/2013

# Cellular Device Support

## Description of Service:

Information Systems Department provides and manages access to cellular voice and data services.

## Business Value:

Provides increased communication and enables greater mobility through ISD managed devices and services. County employees receive rate discounts with service providers.

## Service Available to:

All ISD supported departments

## Self Service

[Wireless Device Service Requests Form](#) (PDF 326 KB)

## Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

## Services Included:

Procurement and managed services

- Phones with one of the following Operating Systems:
  - Android
  - Apple iOS
- Aircards

Configuration

- Activate connection to service provider
- Sync Email, calendar, and contacts
- Enable security controls
- Pair Bluetooth connection
- Initial load of client applications

Maintenance and ongoing services

- Coordinate replacement of damaged County owned phones when under warranty
- Replacement of County owned phones with new equipment when plan expires
- Erase of data on lost or stolen device for security
- Report poor reception to service providers for improved cellular coverage

## Service Hours:

Purchase: 8:00 AM – 5:00 PM, Monday – Friday, except for County holidays

All other support: 7:00 AM – 5:00 PM, Monday – Friday, except for County holidays

## Service Pricing:

Service	Cost
County Owned Devices	
<a href="#">Equipment</a>	Call (707) 565-2030
Setup and Configuration	Included in cost of purchase
Monthly support rate	Refer to ISD Rate Structure: <a href="#">Communication Rates</a>
Remote erase (if lost or stolen)	No Charge
Personally Owned Devices	
Setup and Configuration	No Charge
Remote erase (if lost of stolen)	No Charge

## Service Level Objectives:

Service	Target
Request County purchase new or replacement devices	Within 5 business days
Appointment for setup and configuration after receipt of County purchased device.	Scheduled within 3 business days of receipt
Personally owned device setup and configuration	Scheduled within 3 business days of request
Upon notification to ISD Service Desk-remote erase data from lost or stolen phone	Within 2 hours of notification

## Customer Requirements:

County purchased equipment must be requested by authorized personnel, using [Communications Request](#) form.

## Exclusions:

- Personal Digital Assistants (PDAs)
- iPod Touch

## **Service Owner:**

For comments or questions, please contact:

Email: [Jonathan Kajeckas, Manager](#)

Phone: (707) 565-2456

## **Service Reviews:**

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 9/2/2014

# County Base Map

## Description of Service:

ISD administers the Enterprise GIS database, maintaining key map information, including parcels, streets, addresses, and digital aerial photography of Sonoma County.

## Business Value:

The central map is the “published” or “authoritative” version of the data. The Enterprise GIS reduces or eliminates the likelihood of departments obtaining conflicting or incorrect copies of map based information.

## Service Available to:

All department and contract agencies

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

Email: [GIS Request Line](#)

## Services Included:

- Maintain an enterprise geographic information system (GIS)
  - Provide entry point and mapping tools for use.
  - Add or modify streets and addresses
  - Add or modify parcel information
  - Apply externally maintained data such as Census or Soils
  - Insure the map view of the data is accurate.
  - Update the description of the data, as needed.
  - Update Department layers of information
- Provide Departments with Technical Support
  - Various geographic viewing applications
  - Reference documentation
  - Periodic training
  - Desktop connections to enterprise database
  - Assistance in configuring other software, as applicable, to access data stored in the Enterprise GIS database

- Customize map data with Department layers of information
  - Establish appropriate data workflow
    - Determine if the data may be made available to all users or be restricted to requesting Department
    - Scan data from existing paper maps
    - Extract from Department Database
    - Import data collected in the field
      - Department collected
      - ISD collected

### Service Hours:

8:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off

### Service Pricing:

Service	Cost
Maintenance of map/GIS database	Baseline charges to a specific set of customer departments based upon an agreed upon percentage distribution
Custom database development	<a href="#">Standard Hourly Rate</a>
Create Department Specific layers or new data	<a href="#">Standard Hourly Rate</a>

### Service Level Objectives:

Service	Target
Data maintenance- updates based on changes	Ongoing
Data publishing- update key Enterprise GIS layers for posting to the intranet/internet	Monthly
Enterprise GIS System accessibility – new access request	Within four business hours
Enterprise GIS System accessibility – Restore lost access	Within one business day
Technical Support	Within three to five business days
Custom data or database development (Create department specific layers) response dependent on need to obtain or collect data	Seven to ten business days

## **Customer Requirements:**

- Send the request in writing to GIS Request Line.
- Identify a Department designee available to clarify.
- Understand the business need for the data.

## **Exclusions:**

Data from non-electronic sources (e.g., paper maps) cannot be utilized until converted to digital form

## **Service Owner:**

For comments or questions, please contact:

Email: [Tim Pudoff, GIS Manager](mailto:Tim.Pudoff@GISManager)

Phone: (707) 565-1941

## **Service Reviews:**

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 7/1/2013

# Courier and Delivery Services

## Description of Service:

ISD offers scheduled pickup and delivery services for: interdepartmental Sonoma County courier envelopes; outgoing US mail and packages; records stored at the Sonoma County Records Center (SCRC); and Mailroom and SCRC Forms and Supplies.

## Business Value:

Provides an enterprise service to deliver and retrieve mail and records relieving.

## Service Available to:

All Sonoma County departments and contract agencies.

## Service Initiation:

Email: [Mailroom](#)

Phone: (707) 565-5474

## Services Included:

- Pick up and delivery of:
  - Interdepartmental Sonoma County courier envelopes;
  - Outgoing US Mail;
  - Outgoing packages (US Mail or other carriers);
  - Incoming mail from PO Boxes rented by Sonoma County departments from the Santa Rosa Post Office on 2nd Street;
  - Files and boxes stored at the SCRC.
- Returning retrieved records boxes to SCRC
- Transferring new boxes to SCRC
- Deliver forms and supplies required for SCRC and Mailroom services

## Optional Services:

ISD provides Sonoma County Courier Services to outside agencies on a contract basis.

## Service Hours:

8:30 AM – 4:30 PM, Monday - Friday, except for Sonoma County Holidays or Mandatory Time Off (MTO) for budget savings.

Refer to [Courier Schedule](#) (PDF: 628 KB) for pickup locations and times.

## Service Pricing:

Service Description	Cost
Daily Mail Pickup and Delivery	<a href="#">Records Management Rates</a>
Records Center Forms & Supplies	<a href="#">Records Management Rates</a>

## Service Level Objectives:

Service Description	Target
Interdepartmental Courier Delivery	Items picked up by the Courier will be brought to the Mailroom, sorted and redelivered on the next scheduled courier delivery route.
Metered and bar-coded USPS Mail	Mail that has been metered and barcoded by the Mailroom throughout the day is dropped off each afternoon at the Santa Rosa Post Office on 2nd Street.
P.O. Boxes	Letters are picked up once daily from PO Boxes at the Santa Rosa Post Office on 2nd Street and are usually delivered the same day to Sonoma County Departments. Service Levels for Contract Agencies are negotiated.
Records Retrieval – Standard	Records boxes or files will be retrieved and delivered via Sonoma County Courier <b>within</b> three working business days of receipt of the request.
Returning Retrieved Records Boxes	Single boxes will be picked up daily. Multiple boxes will be picked up within 5 business days of request.
Transfer new customer boxes to the SCRC See <a href="#">Customer Requirements #5</a> .	Records boxes will be picked up from the customer for transfer to the SCRC between 5-10 business working days after boxes are accepted into Versatile Enterprise (VE).
Form/Supply Requests	Will be delivered to customer <b>within</b> 3 working business days after receipt of request.

## Customer Requirements:

- **Courier and Mail Services Coordinator** – Each department must assign a coordinator to act as a single point of contact with the County Mailroom for courier and mail related issues.

- **Guidelines** - County Mail Services processes a large volume of interdepartmental Courier mail daily. Please use the following guidelines so we can send it out faster and prevent errors. If you have any questions please call (707) 565-5474. Thank you for your cooperation.
  1. Separate County Courier envelopes from outgoing U.S. mail. Bundle each group with rubber bands.
  2. Use a standard courier envelope to send interdepartmental mail. Address the envelope with the appropriate department and division name. Use the names that appear on the printed list on the County Courier envelopes.
  3. Place all letters and postcards that will be sent through interdepartmental mail inside standard courier envelopes. This will prevent them from becoming lost, metered or being sent through the U.S. mail.
  4. Call (707) 565-5474 for packages over 10 lbs.
  5. Box Pickup - Customers must have boxes ready for transfer to SCRC properly labeled and ready for pickup within 1 day of being accepted into VE.

## Exclusions:

Deliveries are not available to cities outside of Santa Rosa unless negotiated by contract. The customer must pick up fulfilled rush requests to retrieve files or boxes from the Records Center by the end of the workday.

The County Courier **will not** transport the following:

- Harmful, hazardous, restricted or perishable matter such as batteries, firearms, ammunition, etc. – for more examples of hazardous or restricted materials see the United States Postal Service website at <http://pe.usps.gov/text/pub52/welcome.htm>
- Plants or animals
- Furniture
- Food or liquid items
- Equipment
- Cash
- Articles of unusual value
- Fragile articles
- Personal mail
- Printer and toner cartridges – These have prepaid labels (no cost to sender) and you should directly contact the appropriate carrier (USPS, UPS, FedEx, etc.) to pick these up directly from your office.

## Service Owner:

For comments or questions, please contact the manager accountable for the delivery of this service:

Email: [Carolyn Staats](mailto:Carolyn.Staats)  
Phone: (707) 565-5472

## **Service Reviews:**

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, ISD Change Management process.

Last Update: 6/21/16

# Data Analysis

## Description of Service:

ISD provides automated tools to extract, process, transform, relate, or present data, so that relationships or trends in the data become more apparent, and are more easily understood.

## Business Value:

Utilizing this service will enable Departments to take advantage of a wide variety of information for operational and strategic decision making and communication to interested parties.

## Service Available to:

ISD Customers

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Analyze the purpose of the request:
  - Consult with customer to determine whether existing solution meets the need or if additional support beyond reporting is required to meet the business objective.
  - Identify data required to answer the business question.
  - Determine whether qualitative, quantitative, or spatial analysis is desired.
  - Determine if the outcome is to be an ongoing resource or one time report.
- Identify the source of the data. and the type of manipulation or conversion that is required
  - Coordinate with customer and/or vendor, as necessary to access and integrate the required information.
- Design the appropriate presentation of the data (e.g., chart, map, or report) to match the audience.
- Assist users with highlighting trends, modeling, or interpreting the data, depending on the desired scenario our outcome.

## Service Hours:

8:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off

## Service Pricing:

Service	Cost
Discovery Meeting (Initial 2 hours)	No charge
Project, estimate provided after Discovery	<a href="#">Standard Hourly Rate</a> , plus materials

## Service Level Objectives:

Description	Target
Respond to initial request; set discovery meeting	1 business day
Completion – Time	On time as defined in the project charter
Completion – Budget	On budget as defined in the project charter

## Customer Requirements:

- Request is authorized by Department
- Identify a single point of contact for the request
- Coordinate with Department ISD Liaison or DIS as appropriate

## Exclusions:

Services or solutions provided by third party vendors will not be created by ISD as a custom solution.

## Service Owner:

Email: [Mike Livenspargar, Division Director](#)

Phone: (707) 565-3186

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 7/1/2013

# Data Conversion

## Description of Service:

ISD service to transform electronic data from one format to another.

## Business Value:

Utilizing this service will enable Departments the ability to improve their data's integrity and provide for business continuity during system or application transitions by transferring historic data to new database systems.

## Service Available to:

All ISD supported departments and contract agencies.

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Initial Assessment to determine the customer's needs.
- Data Scrubbing
  - Remove or correct any information that has some type of error. An error may be because data is wrong, incomplete, formatted incorrectly or is a duplicate of another entry.
- Data Transformation
  - Apply normalization techniques that provide data in a structure that is suitable for general-purpose querying and free of characteristics that could lead to the loss of data integrity.
  - Transform data elements from one form to another to suit disparate systems.
- Schema Design and Implementation
  - Design and optionally provide a new data store that provides an appropriate structure into which data will be converted and stored.
- Data Mapping
  - Design and build a process by which incoming data is associated with and added to the new data schema.

## Service Hours:

8:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off.

## Service Pricing:

Service	Cost
Initial Assessment (2 hours)	No charge
Data Conversion	<a href="#">Standard Hourly Rate</a> , plus materials

## Service Level Objectives:

Service	Target
Respond to initial request; set assessment meeting	3 business days
Work agreement	Within 3 days of discovery meeting
Completion – Time	On time as defined in the work agreement
Completion – Budget	On budget as defined in the work agreement

## Customer Requirements:

- Request for new services is:
  - Authorized by Department
  - Identify a single point of contact for the request
  - Coordinate with ISD Liaison or DIS as appropriate
- Arrange budget funding and transfers

## Exclusions:

Conversion of data residing on media that cannot be accessed or recovered.

## Service Owner:

For comments or questions, please contact:

Email: [Mike Livenspargar, Division Director](#)

Phone: (707) 565-3186

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 7/1/2013

# Data Integration

## Description of Service:

ISD will provide strategies as well as systems by which fragmented data assets are aligned to support business goals.

## Business Value:

Provide Departments with rich analytical and operational capabilities by combining data between disparate systems to provide consistent data views.

## Service Available to:

All ISD supported departments and contract agencies.

## Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030 Work

## Services Included:

- Basic Analysis (assessment) to determine customer's needs.
- Determine appropriate data transport mechanism.
- Determine how the data will be transported from one platform to another. (Via FTP, WCF Service, File drop, database connection, etc.)
- Establish the manner in which data from one system will be married-up to data in another system.
- Establish appropriate schema for store of data.
- Establish method to provide data concurrency.
- Recommend and/or install hosted solution.

## Service Hours:

8:00 AM – 5:00 PM, Monday – Friday, except for County holidays

## Service Pricing:

Service	Cost
Assessment (2 hours)	No charge
Integration	<a href="#">Standard Hourly Rate</a> , plus materials

## Service Level Objectives:

Service	Target
Respond to initial request; set assessment meeting	3 business days
Work agreement, quote	Within 3 days of assessment meeting
Completion – Time	On time as defined in the work agreement
Completion – Budget	On budget as defined in the work agreement

## Customer Requirements:

Identify primary spokesperson for review, meetings and analysis of business objectives and anticipated audience. Ability to access data from necessary systems.

## Exclusions:

None.

## Service Owner:

For comments or questions, please contact:

Email: [Mike Livenspargar, Division Director](#)

Phone: (707) 565-3186

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 7/1/2013

# Data Storage

## Description of Service:

ISD utilizes various technologies to store and manage business data in a secure environment.

## Business Value:

Storage Area Network (SAN) service is highly available, highly scalable, centralized data storage for server systems located in the ISD Data Center. Other storage offerings include tape vaulting at the ISD Data Center and at an offsite location.

## Service Available to:

All County departments and contract agencies.

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Departmental file shares (“S drives”) and person-specific shares (“U drives”).
- Monitoring and resizing of space allocations.
- Reporting on storage space consumed, age, file types, and duplicate files.
- Access for supervisors to person-specific shares

## Service Hours:

- Storage operational 24 hours per day, 7 days a week
- Staff onsite 8:00 AM to 5:30 PM, Monday through Friday, except for County holidays and mandatory time off
- Emergency call out 24 x 7

## Service Pricing:

Service	Price
<ul style="list-style-type: none"><li>• Departmental file shares (“S drives”) and person-specific shares (“U drives”).</li><li>• Monitoring and resizing of space allocations.</li><li>• Reporting on storage space consumed, age, file types, and duplicate files.</li></ul>	Included in <a href="#">ISD Baseline Services</a>

Access for supervisors to person-specific shares	No charge
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**Service Level Objectives:**

Service	Target
Respond to incident report 1. Mission Critical 2. Work around available 3. No business impact	1. Immediate response, communicate status within 1 hour 2. Within 2 hours of report 3. Within next business day
Storage uptime	99.999%
New storage requests	7 days if storage is currently available.

**Customer Requirements:**

Requests submitted by an authorized person.

**Exclusions:**

None.

**Service Owner:**

For comments or questions, please contact:

Email: [Jonathan Kajeckas, Manager](#)  
 Phone: (707) 565-2456

**Service Reviews:**

Annually

**Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/2016

# Desktop Modernization Program

## Description of Service:

An annually scheduled program intended to replace obsolete computer equipment (called “targets”) including PCs, laptops, monitors, peripherals, and network printers.

## Business Value:

Customers’ workstations and departmental network printers are replaced with the newest technology and old equipment is recycled or disposed of in accordance with security and environmental best practices.

## Service Available to:

All County Departments

## Service Initiation:

An annually scheduled program.

For questions contact:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Coordination of annual departmental contributions to replacement funds.
- Project Planning and Coordination
  - Customer contact and assessment of annual targeted computers and assessment of customer’s needs.
  - Overall project planning and scheduling for annual work
- Standardization
- Annual standardization and purchase of new computers, laptops, peripheral hardware, and network printers. [Desktop Hardware Standards](#)
- Design and Image Build
  - Beginning with the County standard image, add departmental specific applications to build departmental image.
  - Conduct testing, (re)-configurations, and documentation with customer feedback.
  - Image all new computers with departmental specific image.
  - Installation
  - Schedules appointments with customers receiving new computer.
  - Transport and deliver hardware to customer’s location.

- Remove old hardware and install new hardware.
- Backup and restore customer's settings on the desktop and e-mail program.
- Install commercial pre-approved applications unique to customer (not on standard or department image.)
- Departments may skip one cycle and not replace monitors. Departments may also retain monitors and re-purpose by providing second monitors to customers.
- Asset/ Inventory Management
  - Updates inventory data to reflect final disposition of old and new hardware.
  - New systems include licenses for the current operating system and Office licenses.
  - Manage procurement and licensing for software requests.
- Equipment Removal and Disposal
  - Remove old hardware and packaging from customer's workstation.
  - Clean all data from hard drives from old hardware with wiping utility.

### Service Hours:

7:00 AM – 5:00 PM, Monday – Friday, except County Holidays and mandatory time off

### Service Pricing:

Service	Cost
Standard Desktop Hardware (includes MS Office and labor)	
Laptop	View <a href="#">Hardware Request- New</a>
Desktop	View <a href="#">Hardware Request- New</a>
Network Printers	Contingent on model

### Service Level Objectives:

Service	Service Target
ISD implementation of annual replacement schedule	As scheduled September – June

### Customer Requirements:

- Department responsible for making available a staff person to approve the departmental specific image prior to deployment of new computers.
- Adhere to replacement schedule including accommodating the on-site work necessary to complete work.

- Departmental staff responsible for installing all departmental supported applications not on standard or departmental image or pre-approved software, unless otherwise arranged with ISD.
- Any data stored on hard drive must be removed by department prior to installation of new computer.
- Supported software is installed on County-owned Windows computers.
- Only County owned software will be installed. If department purchases license, proof of licensing shall be provided to ISD.
- Vendor's software documentation must be available for specialized configuration.
- Only software that is actively updated/patched by the vendor will be installed.
- If ISD does not have the installation media, the person requesting the installation shall provide the media.
- Release target machines to ISD to be recycled. If additional computers are needed, department is asked to make request using the New Hardware request process.

## Exclusions:

- Any exceptions to participation
- Any exceptions to participation in the modernization program must receive CAO approval. All General Fund departments participate in the modernization program. Non-general fund departments may choose to opt out of the program due to funding or other documented reasons.
- Data on target computer's hard drive is not preserved.
- Desktop (local) printers, network infrastructure components, file, print or application servers and desktop software are not covered under this service.
- Old computers may not be given to County employees for personal use.

## Service Owner:

For comments or questions, please contact:

Email: [Mary Beth Dunlap](mailto:MaryBeth.Dunlap@countyva.gov), Desktop Support Manager  
 Phone: (707) 565-2080

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/16

# Desktop Support

## Description of Service:

ISD provides services to meet enterprise desktop and laptop computing requirements, local and networked printers; software; productivity tools; maintenance and repair of hardware and software; and lifecycle management.

## Business Value:

Provide a consistent, reliable, standardized computing environment for County employees.

## Service Available to:

All customers on the ISD supported network.

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Applying enterprise desktop policies and procedures such as encryption, portable devices, and security
- Designing [standard desktop images](#)
- Maintaining Desktop services, including deployment of releases, upgrades, patches, and hot-fixes
- Configuration control
  - Auditing of desktop equipment
- Procuring and managing assets
- Establishing [standard hardware](#) specifications
- Moving computers and printers
  - More than two workstations should be requested via a project request.
- Active Desktop Support
  - Remote and on-site installation and configuration of hardware and software
  - Problem solving and troubleshooting analysis
  - Communication with third-party vendor, if needed, for supported software and hardware
  - Support for VPN and wireless connectivity
  - Customer education on computing best practices such as desktop management and basic security
- Computer Bank
  - Maintenance, security updates and anti-virus
  - Storage of computer bank at ISD location.

- Supplemental Services
  - Troubleshooting, installation and configuration of line of business applications
  - Communication with third party vendors
  - Manual or electronic deployment of software releases, upgrades, patches for line of business applications

## Service Hours:

Standard support:

- 7:00 AM – 5:00 PM, Monday – Friday, except for County holidays
- Emergency Support (High priority, cannot wait until next business day): 5:00 PM – 7:00 AM, Monday - Friday, plus weekends, holidays

## Service Pricing:

Service	Cost
Network connected Desktop	Desktop, Email, Infrastructure baseline
Computer Bank	Desktop, Email, Infrastructure baseline
Computer moves – 1 or 2 workstations including printers	Desktop, Email, Infrastructure baseline
Computer moves – 3 or more workstations – quote provided prior to initiation of work	<a href="#">Standard Hourly Rate</a> (new project funding)

## Service Level Objectives:

Service	Target
Critical priority issues	Response to affected users within 1 hour. Resolution within 4 clock hours.
High priority issues	Response to affected users within 2 hours. Resolution within 8 business hours.
Medium priority issues	Response to affected users within 2 hours. Resolution within sixteen 16 business hours.
Low priority issues	Response within next business day. Resolution within 5 business days.

## **Customer Requirements:**

Equipment must be County property and maintained to County equipment and software guidelines.

## **Exclusions:**

Service is not provided to:

- Personally owned hardware or software
- Devices not on the ISD supported network.

## **Service Owner:**

Email: [Mary Beth Dunlap, Desktop Support Manager](#)

Phone: (707) 565-2080

## **Service Reviews:**

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/25/2013

# Disaster Recovery and Data Protection Service

The Information Systems Department (ISD) recognizes the critical role that technology plays in serving the needs of our business partners and local communities. Information technology has evolved from a role where it supported the delivery of business services to a point where we are dependent upon it in order to meet essential needs. This reliance emphasizes the importance of providing reliable technology services, particularly during events such as natural disasters.

For many departments and agencies, business continuity plans must be documented in order to respond to audits or compliance requirements. Additionally, clients may be interested in the scope of ISD's disaster recovery and data protection services, described below, so that they can prepare for ongoing business needs during service interruptions.

## Data Center and Network

The Information Systems Department provides services to government agencies throughout the region from a Data Center located on the county administration campus in Santa Rosa. This secured and environmentally controlled facility provides redundant systems for computing and communications that significantly reduces the likelihood of service disruptions for the thousands of individuals who rely on it.

It's virtually impossible to protect against every potential risk to service delivery. However, ISD has equipment and systems in place to protect data stored on the network and mitigate the most common causes of service interruption such as fire, equipment malfunction, and power loss. Highly trained technical professionals are either on site or on standby 24/7 ready to respond to any form of system outage. When a service disruption does occur, staff are able to restore service to most of our customers in a three to forty-eight hour time frame, depending on the nature of the outage.

In a disaster, where there are major disruptions to public utilities and communications infrastructure, recovery is typically focused on the needs of the community with resumption of services prioritized on public safety, health and human services, and related needs. In the event a major service disruption occurred to the Data Center itself, recovery would be limited to "best effort" and constrained by the availability of time, equipment and staff. Under these scenarios, service restoration priorities may be subject to direction from individuals outside the Information Systems Department such as the County Administrator or the director of the Emergency Operations Center.

Regardless of the type of data stored on the network, all Data Center customers receive a basic level of data protection and disaster recovery services. These services have been in place for decades and they have proven to be sufficient for most business needs.

## Data Protection Services

All data that is placed on the network is regularly duplicated and then stored securely to protect against accidental loss. For every customer this includes:

- Fully redundant storage designed to protect against data loss due to component failure
- Incremental backup to tape of all data stored on the network on a nightly basis

- Complete backup to tape of all data stored on the network on a weekly basis
- Onsite storage of backup tapes in an environmentally controlled fireproof vault
- Offsite storage of tape media created during backups in an environmentally controlled vault
- Restoration of common lost or deleted files typically within three business hours or less
- Full system restoration of lost or deleted network data to available systems within 48 hours

Some Data Center customers have heightened needs for data security, retention, and protection which can be accommodated separately from these basic data protection services and they are discussed further below.

## **Enterprise Business Services**

Keeping the County of Sonoma's enterprise business services functioning is of critical importance in the event of a service disruption or disaster. As a result, many enterprise class business services such as internet, network, and electronic mail have been designed to incorporate additional redundancy. In some instances this includes features such as automatic system failover to an alternate circuit or service provisioning at a separate off campus data center. With each generation of improvements ISD looks for ways to provide cost effective service redundancy for systems that affect every department and agency utilizing the Data Center.

Currently the Information Services Department is negotiating with the County of Alameda to provide a separate disaster recovery site at their East Bay data center. When this effort is complete, this additional site will improve the County's ability to ensure business continuity and protect against loss of service during a disaster or major system failure.

## **Department Business Services**

In most common service disruption scenarios, department specific business applications come back online with little direct intervention required once systems are restarted. Many of the Data Center's systems are designed to automatically shift their workloads to alternate computers or storage devices in the event of a failure so that there is no actual loss of functionality or availability.

In the event of a major system outage it's critical to get core equipment up and running first. Once this is accomplished the focus typically shifts to software for critical public safety and enterprise systems, followed by customer specific business applications. Department specific business applications are not neglected, but they are given a lower priority, which may result in a gap in service delivery.

## **Closing the Gap**

These basic levels of data protection, disaster recovery, and service prioritization are not sufficient for everyone. In some instances legal mandates or heightened requirements for service availability have resulted in departments analyzing their needs and purchasing additional services from ISD to ensure a greater level of business continuity. This is particularly true in the public safety arena but it can also apply to systems related to finance, health and welfare, and other types of service scenarios.

Every department should plan for conducting business in the event data systems fail or are unavailable. It may be that alternatives such as a paper record keeping may be sufficient to fill a need on an interim basis. However, each department should carefully consider their unique business requirements and seek alternatives.

A department's needs might include an enhanced level of data protection specific to their line of business, such as permanent data retention, stringent offsite storage standards, guaranteed uptime for business systems, or other requirements.

Without detailed knowledge of the business lines and priorities of our customers, it's not possible for ISD to identify critical customer specific systems that might require additional disaster recovery or business continuity services. In the event that a department or agency desires these services we can work with staff to create a project for designing additional solutions to meet the business needs.

## **Requesting Additional Services**

To obtain additional disaster recovery or business continuity information, please contact the ISD Service Desk at (707) 565-2030 to request service.

# Disaster Recovery

## Description of Service:

The Disaster Recovery service provides the ability to recover computer systems at an alternate location if the primary system is down and cannot be brought up within an agreed upon time period.

## Business Value:

Provides Departments with the ability to quickly resume the use of mission critical applications in the event of a disaster.

## Service Available to:

All County Departments

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Assist and advise in development of Business Impact Analysis (BIA), disaster recovery strategy and Recovery Time Objective (RTO)
- Backup and offsite storage of customer data in a manner that will allow timely recovery
- Recovery of data after event declaration
- Restoration of user connectivity to application
- Restoration of application back to normalized environment
- Annual recovery testing
- Contracting outside Disaster Recovery and Business Continuity services as needed

## Service Hours:

- Analysis: 8:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off
- Activation: 24 hours per day, 7 days per week

## Service Pricing:

Service	Cost
Disaster Recovery analysis	<a href="#">Standard Hourly Rate</a>
Disaster Recovery site and equipment maintenance	Based on contracted service level
Disaster Recovery activation	Based on contracted service level

## Service Level Objectives:

Service	Service Target
Initial Service Request	Acknowledge request and schedule meeting for initial discussion within 24 hours.
Disaster Recovery analysis	On time as defined in initial discussion, project charter or work agreement
Disaster Recovery activation	On time as defined by SLA

## Customer Requirements:

- Only authorized personnel as identified on the Authorizing Personnel list may request these services
- Identify a single point of contact for the request
- Coordinate with ISD Recovery Analysts as appropriate

## Exclusions:

In the case of County Disaster Declaration, CAO defined priorities for recovery will override Service Target agreements

## Service Owner:

For comments or questions, please contact:

Email: [Mary Beth Dunlap, Manager](#)

Phone: (707) 565-2080

## **Service Reviews:**

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/25/2013

# Electronic Mail (Email), Calendar and Contacts

## Description of Service:

These services provide employees the capability to send and receive electronic mail; utilize an enterprise wide calendar system for personal and collaborative scheduling and access County employee contact information.

## Business Value:

Departments and employees communicate using a standard platform. This reduces time in sending correspondence and setting up meetings therefore increasing the efficiency.

## Service Available to:

All County employees on the ISD supported County network.

## Self Service:

[Online Security Authorization](#)

## Service Initiation:

Employee account is set up as part of the initial user account creation process.  
[Online Security Authorization](#) (new account requests, modifications and transfers)

All other requests:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

### Personal

- Email message services
  - Account with County address (@sonoma-county.org)
  - Send and receive email messages
    - At the work location
    - Over the internet
    - Outlook Web Access (OWA)
    - Smartphone
  - Send "on behalf of" others
    - Sender identified or invisible
  - Receive and send attachments

- Some attachments are identified as malicious if they have restricted extensions.
    - Zip files are scanned and blocked if content is detected as malicious.
    - Password protected Zip files will be blocked
    - In and outbound messages limited to 30 megabytes
  - Archiving
    - Select and retain messages beyond the normal 60 day retention period.
  - Encryption for security within the County network
- Calendar
  - Scheduling and tracking of appointments and meetings
  - Free/ busy search for meeting scheduling
  - Share calendars with others
  - Link to SharePoint calendar
  - Schedule on behalf of others
  - Accessible through OWA
- Contacts
  - Personal electronic address book
  - Countywide Global address book
  - Distribution lists

## Shared

- Resource creation
  - Mailbox
  - Calendars
  - Meeting room
  - Distribution lists
  - Equipment

## Technical services

- Daily backup
- 60 day retention and recovery period
- Anti-virus protection and Anti-spam protection
- Set mail and calendar synchronization with Smart Phones
- Add or modify "out of office" message when owner is not available (with authorized approval)

## Service Hours:

Available 24 hours per day, 7 days per week, with the exception of scheduled maintenance periods.

## Service Pricing:

Service	Cost
Personal email account	<a href="#">Included in per PC cost</a> count adjusted monthly
Shared resource account	No charge

## Service Level Objectives:

Service	Service Target
Create a new resource account	Within 5 business days
Restore deleted (assuming it had been backed up)	Within 2 business days
Set mail and calendar synchronization with SmartPhone	Within 4 hours or scheduled
Add or Modify "out of office" message for absent owner	Within 4 hours
Respond to incident report	Based on priority matrix

## Customer Requirements:

Report any problems with the services through:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Exclusions:

- Auto-forwarding email to external non-County email addresses.
- Email used with any non-enterprise unsupported application (Eudora, Outlook Express)

## Service Owner:

Email: [Robert Butler, Division Director](#)

Phone: (707) 565-5299

## Service Reviews:

Services review will be conducted on a quarterly basis, with focus on demand and capacity; compliance with service level objectives and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/16

# Employee Separation - Planned

## Description of Service:

Single location for Department authorized personnel to request removal of an employee from network access, email, and phone.

## Business Value:

Enable multiple requests to be submitted with one online interaction.

## Service Available to:

All County Departments

Can be initiated by Authorized Personnel (names submitted by Department Head as those that have authority for IT services and/or personnel changes).

## Self-Service:

### [Planned Employee Separation](#)

**NOTE: Emergency Separations** (need to take action immediately) should be initiated through:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

## Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

## Services Included:

- Delete Access to ISD managed resources, including:
  - Active Directory (network access)
  - Email
  - Home Drive Data
  - IJS
  - Mainframe
  - Outlook Web Access
  - VPN
  - Wireless

- Disable or disconnect communications services
  - Desk Phone
  - Cell Phone
  - Voice mail
  - Pager
  - Air Card
- ISD will also remove **ISD managed** application accounts, including but not limited to DMV, GNAV, PayBase, and Citrix.
- ISD will remove the employee from the Authorized Personnel list, and Mail or Records Contact List, if applicable, without requiring additional action by the Department
- ISD will notify the requestor when all work has been completed, including mention that the employee was deleted from an authorized personnel list, if applicable.
- ISD will **disable** email to allow the Department to set up auto notify and forwarding rules. The account will be permanently deleted 30 days after the separation.
- Move contents of the employee's home drive to a supervisor's home drive.
- Allow employee to retain their cell phone number. If this option is selected, ISD will provide the employee with the required actions to make the transfer and the Department's account will be deleted.

### Service Hours:

- Submission of request by Department on [automated form](#): 24 hours x 7 days with exception for scheduled maintenance.
- Completion of work: 8:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off.

### Service Pricing:

Service	Cost
Employee separation activities	<a href="#">Baseline- Account and ID Management</a>

### Service Level Objectives:

Service	Service Target
Delete Active Directory (network account), Phones	4 business hours from Separation/notification date/time
Delete all other ISD managed access	8 business hours from Separation/notification date/time
Notify requestor of completion	16 business hours from Separation/notification date/time

## Customer Requirements:

- Only pre-authorized Department personnel are able to initiate this service. An authorized person cannot submit a request to delete themselves.
- Planned separations should be submitted a minimum of one week prior to separation day to enable ISD to plan resources.
- Planned separations with less than one business week will be processed in accordance with the Service Level Objectives.
- Less than one week notification may impact the ability to meet the service level objective. In these cases the request will be processed as soon as resources are available, but the request will be tagged as an exception and may be removed from Service Level Metric analysis.

## Exclusions:

The following are not included in the service:

- User accounts managed by Departments other than ISD such as Proximity Card access, Time Saver, etc. are not currently included in this process. Separate requests will need to be submitted to those Departments.
- Disabling employee access due to an extended leave (should be handled using the current [Online Security Authorization Form](#)).
- Employees transferring to another County department (should be handled using the current [Online Security Authorization Form](#)).

## Service Owner:

For comments or questions, please contact:

Email: [Robert Butler, Division Director](#)

Phone: (707) 565-5299

## Service Reviews:

This service is reviewed on an annual basis.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes through the ISD Change Management process.

Last Update: 6/21/2016

# Hardware Request – New

## Description of Service:

Purchase of new standard or custom desktop (personal computers, laptops, monitors, printers and peripherals), audio visual equipment (projectors and screens) and standalone computers, printers and servers.

## Business Value:

Utilizing the centralized technology purchasing service enables Departments to insure compliance with technology standards.

## Service Available to:

All ISD supported departments.

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Desktop Hardware connected to the County network (personal computers, laptops, monitors, printers and peripherals)
  - Research and cost analysis to develop annual [desktop hardware standards](#)
  - Order processing
    - Quotes, purchases, and billing
  - Inventory control
  - Receiving and unpacking equipment
  - Storage until delivery is scheduled
  - Imaging computer (standard or custom software)
  - Delivery, installation & configuration of hardware
    - Includes new high-speed network cables and power surge protectors
    - May include UPS (uninterruptable power supply) device for critical systems
  - Audio Visual (projectors and screens) installation performed by General Services Facilities Operations.

- Servers and other hardware connected to the County network
  - Research and cost analysis to develop annual [server hardware standards](#)
  - Server solution design
  - Order processing
    - Quotes, purchases, and billing
  - Inventory control
  - Warranty administration
  - Receiving and unpacking equipment
  - Racking, cabling, and power provisioning
  - Installation & configuration of hardware
  - Secure decommissioning
- Standalone Hardware (servers, computers, printers not connected to the County network)
  - Research and cost analysis
  - Order processing
    - Quotes, purchases, and billing
  - Receiving and unpacking equipment
  - Storage until pickup is scheduled

### Service Hours:

7:00 AM – 5:00 PM, Monday – Friday, except for County holidays

### Service Pricing:

Service	Cost FY 16-17
<a href="#">Standard desktop hardware</a> includes labor for purchasing, processing, standard image, delivery, installation, and configuration.	Desktop: \$2,269 Laptop: \$2,719
Custom desktops, laptops, servers, audio visual	Labor: <a href="#">Standard Hourly Rate</a> plus actual cost of hardware and software
Standalone Equipment (installation completed by requesting Department)	Hardware/software: actual cost

## Service Level Objectives:

Service	Target
Provide quote.	Within 3 business days from the date and time of the request.
Purchase hardware.	Contingent on the purchase amount, ISD may be subject to Purchasing guidelines and timelines. Normally 1-3 days, but may be up to two weeks from the date and time of request.
Inventory control	Within 1 day from the date of arrival.
Imaging, delivery, installation and configuration.	Within 7 business days from the date and time hardware is received.

## Customer Requirements:

- Customer responsible for picking up standalone devices.
- Only authorized personnel are able to initiate this service.
- Devices will be automatically added to the Desktop Modernization Program.

## Exclusions:

- ISD does not provide maintenance and troubleshooting for audio visual equipment. For service on County supported equipment, call General Services 565-2550.
- Department cannot install hardware to be used on the County network.

## Service Owner:

Email: [Mary Beth Dunlap, Desktop Support Manager](#)  
Phone: (707) 565-2080

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/2016

# Hardware Request – Used

## Description of Service:

Hardware that has met its normal lifecycle may be suitable for short term use (typically not to exceed 2 years). The used hardware includes desktop computers, laptops and monitors.

## Business Value:

Authorized personnel may request a used desktop (personal computer, laptop or monitor), typically five years or older and no longer under warranty, for official County business such as special projects, public access kiosks, or use at remote locations, at a lower cost than purchasing new hardware.

## Service Available to:

All departments on the ISD supported network subject to availability.

## Self Service:

[Used Hardware Request](#) (PDF: 104 kB)

## Service Initiation:

Email: [ISD Service Desk](#) - Administration

Phone: (707) 565-2030

## Services Included:

- Network Connected Desktops - Fully Support
  - Customer receives [Desktop Support Services](#)
  - Devices intended for longer than one year use, will be automatically added to the [Desktop Modernization Program](#) in order to upgrade in its sixth year of life.
  - Provided with standard image
- Stand Alone Desktops
  - Not connected to the County's network in any manner.
  - No desktop support.
  - Imaged with MS Windows operating system and MS Office Suite.
- Dual Monitors
  - Second monitors will be provided to customers as inventory levels allow.
  - Service delivery is dependent on equipment availability.

## Service Hours:

7:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off.

## Service Pricing:

Service	Cost
Add a Desktop to Network <ul style="list-style-type: none"><li>Initial costs to image, install &amp; configure</li></ul>	<a href="#">Standard Hourly Rate</a>
Standalone Desktops	No charge
Dual Monitors - Delivery and installation	No charge

## Service Level Objectives:

Service	Target
Imaging, delivery, installation and configuration	Within 3 business days from the date and time hardware is verified available

## Customer Requirements:

- Used hardware will be returned to ISD for proper disposal when no longer needed.
- Customer will be responsible for picking up from and returning hardware intended for standalone business use (not on the network) to ISD's warehouse by appointment.
- Customer responsible for establishing, contracting, and paying for third party Internet Service Provider services.

## Exclusions:

- Not intended for employee's personal use.
- Model of second monitor may not match with the first monitor.
- If second monitor is greater than five years old and fails, ISD will replace the monitor with a used one unless department requests purchase of a new monitor.
- Addition of a dual monitor will not increase the replacement value of the desktop reflected in the desktop modernization program.

## Service Owner:

Email: [Mary Beth Dunlap, Desktop Support Manager](mailto:Mary Beth Dunlap, Desktop Support Manager)

Phone: (707) 565-2230

## **Service Reviews:**

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/2016

# Internet Access

## Description of Service:

ISD maintains a connection between the County Network and the Internet.

## Business Value:

Authorized County employees are able to access resources on the Internet.

## Service Available to:

All Departments on ISD supported County network.

## Self Service:

[Online Security Authorization](#)

## Service Initiation:

[Online Security Authorization](#) for access request.

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

## Services Included:

- Maintaining and monitoring the connection to the Internet
- Maintaining and monitoring a backup connection to the Internet
- Filtering of outbound traffic to prevent access to inappropriate websites
- Maintaining firewalls to ensure system security
- Logging of outbound traffic to report on Internet usage
- Access can be limited by person or location

## Service Hours:

- Internet access available 24 hours per day, 7 days per week, except for scheduled maintenance.
- Support available 7:00 AM – 5:00 PM, Monday – Friday, except for County holidays

## Service Pricing:

Service	Cost
Internet Access	<a href="#">Baseline, included in Network Infrastructure</a>

## Service Level Objectives:

Service	Service Target
Respond to access request	8 business hours

## Customer Requirements:

Supported desktop or laptop with current supported browser.

## Exclusions:

Customers not on the County Network.

## Service Owner:

Email: [Jonathan Kajeckas, Manager](#)

Phone: (707) 565-2456

## Service Reviews:

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/2016

# Mail Processing

## Description of Service:

The County Mailroom processes outgoing letters, postcards, large envelopes, and packages.

## Business Value:

Centralized mail processing and associated services allow County departments and contract customers to receive discount rates for mailing and shipping.

## Service Available to:

All County Departments and Contract Agencies.

## Service Initiation:

Email: [Mailroom](#)

Phone: (707) 565-5474

Form: [Mail Services Supplies Order Form](#)

## Services Included:

- Metering USPS First Class, Express, Priority, Standard (Bulk), Non-profit, Library, Media and International mail
- Processing Permit Imprint First Class, Standard (Bulk), Non-profit and Saturation Mail
- Adding prepaid postage for departments using customer reply envelopes
- Bar-coding outgoing USPS mail to obtain postal discounts
- Providing USPS Special Services for Certified Mail, Registered Mail, Return Receipts, Address Corrections, and Insurance
- Delivering daily processed mail to the US Post Office in Santa Rosa on 2nd Street
- Managing the Countywide Postage Due Account so ISD customers don't have to pay out of pocket
- Obtaining refunds from the USPS for Spoiled Postage processed by the Mailroom or Reprographics
- Processing packages and Next Day Air shipments for United Parcel Service (UPS)
- Providing ShipRequest Software for customers to print UPS address labels for large envelopes and packages. County Mailroom scans this information for the daily UPS manifest
- Providing USPS forms, boxes, and envelopes for Express Mail and Priority Mail
- Providing UPS forms and Next Day Letter Envelopes
- Training customer staff in mail design and completing forms for USPS or UPS

## Related Services

### [Courier and Delivery Services](#)

## Service Pricing/Levels

- USPS postal rates (including discounts) See [Records Management Rates](#)
- UPS rates
- Fee for bar-coding mail is adjusted annually
- Fee for processing mail for contract customers is adjusted annually
- USPS and UPS Forms and Supplies are free

## Service Hours:

- 8:00 AM – 4:30 PM, Monday - Friday, except for Sonoma County Holidays
- Refer to [Courier Schedule](#) (PDF: 631 KB) for pickup locations and times.

## Service Level Objectives:

Service Description	Target
USPS Express, Certified and Registered Mail will be processed and delivered to the Santa Rosa Post Office See <i>Customer Requirements #3</i>	Same day delivery to the USPS for items received and processed by County Mailroom by 3:00 PM
USPS First Class Mail will be metered, bar-coded and delivered to the Santa Rosa Post Office See <i>Customer Requirements #3</i>	No later than the next day after it was received at the County Mailroom
USPS Standard (Bulk) and Non-Profit Mail will be metered, bar-coded and delivered to the Santa Rosa Post Office See <i>Customer Requirements #4</i> for large quantity mailings, and <i>#5</i> for Non-Profit mailings	No later than 3 working days after it was received at the County Mailroom
USPS Permit Imprint Mail - this includes First Class, Standard (Bulk) and Non-Profit mailings. Will be barcoded and delivered with required documentation to the Santa Rosa Post Office See <i>Customer Requirements #5</i> for Non-Profit mailings	No later than 3 working days after it was received at the County Mailroom
USPS Prepaid Customer Reply Envelopes Metered and returned to the requesting department See <i>Customer Requirements #6</i>	No later than 3 working days after it was received at the County Mailroom.
United Parcel Service (UPS)	Same day shipment of small quantities of UPS packages and Next Day Air items received and processed by County Mailroom by 3:00 PM

## Customer Requirements:

1. Courier and Mail Services Coordinator – Each department must assign a coordinator to act as a single point of contact with the County Mailroom for courier and mail related issues.
2. Review mail piece designs with Mailroom prior to mass printing.
3. Include complete return address, and current account index numbers on all outgoing items.
4. Contact Mailroom (707) 565-5474 a minimum of 3 days in advance to schedule mailings or shipments that are large quantities or require special handling.
5. Customers must already possess a valid Non-Profit Mail Permit.
6. On Prepaid Customer Reply Envelopes - The Department's full address must be **preprinted** on the addressee area of the envelope. The Department's full return address must also be preprinted on the envelope.

## Exclusions:

- Receiving and distributing *incoming* letters, postcards, large envelopes, and packages to departments. (Delivered directly to customer by carrier.)
- Carriers other than USPS and UPS
- Shipping Hazardous Materials (Call (707) 565-5474 for more information)
- Services or supplies to pack boxes or parcels
- Trucking (Freight Services) for heavy or large objects
- Personal mail

## Service Owner:

For comments or questions, please contact the manager accountable for the delivery of this service:

Email: [Carolyn Staats, Records Manager](#)

Phone: (707) 565-5472

## Service Reviews:

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/2016

# Make a Map

## Description of Service:

ISD will create “static/snapshot” reference maps, on paper up to 58” wide or in electronic format.

## Business Value:

Departments are able to review a snapshot of service information and/or other map based data in a graphical format to assist with decision making or for use in presentation and sharing of information.

## Service Available to:

All County Departments and Contract Agencies

## Self Service:

[Map Request Form](#)

## Service Initiation Contact:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

Error Reporting: Email: [gis@sonoma-county.org](mailto:gis@sonoma-county.org)

## Services Available:

- Create or print reference maps using existing map data and map templates
- Create or print specialized maps of a particular theme or for a particular audience using existing map data and map templates
- Convert map graphics to other formats for use in reports, grant applications, or Powerpoint presentations.
- Create new template
  - Tailored for specific purpose or audience
  - Customize map labels
  - Artistry modifications
  - Import data
- Custom or complex map design that requires data analysis and/or collection of new data
- Create a custom map plotted on a variety of paper media up to 58 inches wide
- Collecting or analyzing data for map creation, including digitizing, field capture with GPS receiver, and extraction from remotely-sensed images (e.g., aerial photography)

- Address geo-coding for creating a locator map of clients or customers, identifying location to physical address or address range along street centerline
- Validation of mass-mail addresses to ensure requirements are met for discount mailing, including CASS-certification for identifying “USPS deliverable addresses” and National Change of Address (NCOA) Update for correct address forwarding

### Service Pricing/Levels:

Service	Cost
Create a map	<a href="#">Standard Hourly Rate</a> , minimum ½ hour charge
Data collection or data analysis required to create map	<a href="#">Standard Hourly Rate</a> , minimum ½ hour charge
Create new template	<a href="#">Standard Hourly Rate</a> , minimum ½ hour charge
Collecting or analyzing data for map creation, including digitizing, field capture with GPS receiver, and extraction from remotely-sensed images (e.g., aerial photography)	<a href="#">Standard Hourly Rate</a> , minimum ½ hour charge; complex requirements may require detailed evaluation and a scope of work and cost estimate
Address geo-coding for creating a locator map of clients or customers, identifying location to physical address or address range along street centerline	<a href="#">Standard Hourly Rate</a> , minimum ½ hour charge
Custom or complex map	ISD evaluates these requests and provides a scope of work and cost, if applicable
Validation of mass-mail addresses to ensure requirements are met for discount mailing, including CASS-certification for identifying “USPS deliverable addresses” and National Change of Address (NCOA) Update for correct address forwarding	<a href="#">Standard Hourly Rate</a> , minimum ½ hour charge

### Service Hours:

8:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off

## Service Level Objectives:

Service	Service Target
Provide electronic and/or printed map from existing data and template	3–5 business days
Provide electronic and/or printed custom map from existing data with new template	7-10 business days
Provide reprint of a previously created electronic map	8 business hours
Provide electronic and/or printed custom map with new data; or complex graphic design and labeling.	7–10 business days

## Customer Requirements:

- Complete GIS request form
- Department designee available to clarify
- Know who the audience of the map is

## Exclusions:

Cannot produce maps with data from non-electronic sources.

## Service Owner:

Form comments or questions, please contact:

Email: [Tim Pudoff, GIS Manager](#)

Phone: (707) 565-1941

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD and the IT Governance Committee will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/25/2013

# Modify Existing Website Content

## Business Value:

Departments, agencies and community-based organizations can enhance communication with constituents and customers about their business mission, strategic plans and ongoing activities, using an assessable web solution. Ensures web content and routine updates to existing websites meet required standards for accessibility and overall usability.

## Service Available to:

Departments, agencies, community-based organizations and partners of the County

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

Routine maintenance for the legacy websites, or non-routine maintenance of content residing in the new CMS

### Modify Existing Websites

- Assess Requirements
  - Provide estimate for non-routine maintenance requests.
  - Create charter depending on the nature and complexity of the request
- Update and post content
  - Text
  - Images and graphic development.
  - Navigation design.
  - Documents
  - Video and captioning
- Analyze for ADA compliance
  - Section 508
  - WCAG 2.0/Level AA
  - Remediation for ADA compliance
- Provide usability consulting
- Provide quality assurance
  - Monitor sites for broken links, spelling errors, ADA accessibility
  - Determine if current content is valid

- Provide website usage statistics
- Update website technology to bring current
- Provide special request backups
- Provide archival services
- Provide Spanish language translation

**Remove a Website**

- Provide special request backups
- Provide archival services
- Redirect to new site, if applicable

**Service Hours:**

7:00 AM – 5:00 PM, Monday – Friday, except for County holidays

**Service Pricing:**

Service	Cost
Routine Maintenance of Legacy Website Content or Non-routine CMS Website Maintenance	
Content Updating	<a href="#">Standard Hourly Rate</a>
ADA Compliance Remediation	<a href="#">Standard Hourly Rate</a>
Spanish Translation Services	<a href="#">Standard Hourly Rate</a>
Custom Programming	<a href="#">Standard Hourly Rate</a>
Supplemental Services	<a href="#">Standard Hourly Rate</a>

**Service Level Objectives:**

Service	Target
Acknowledge request	Within 2 business hours
Initial assessment (non-routine web maintenance requests)	3-5 business days
Estimate/Quote/Project Agreement	10-15 business days
Project charter development and completion of project	On time based on project agreement or charter
Archival Services	3-5 business days

Custom Website Use Report	5-10 business days
Direct Publishing Review	3-5 business days
Update Content (review web maintenance)	3-5 business days

## Customer Requirements:

- Identify primary spokesperson for site review, meetings and analysis of business objectives and anticipated audience of web site
- Identify primary contact for web maintenance requests
- Commitment of time and authorized resources to meet project requirements and milestones

## Exclusions:

None

## Service Owner:

For comments or questions, please contact:

Email: [Dan Fruchey, Division Director](#)

Phone: (707) 565-2703

## Service Reviews:

This service is reviewed on an quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/16

# New Website Development and Hosting

## Description:

ISD provides various website services to assist departments, agencies, community-based organizations and partners with creating, designing, publishing, ensuring quality assurance, ensuring ADA compliance, and usage reports.

## Business Value:

Departments, agencies and community-based organizations can enhance communication with constituents and customers about their business mission, strategic plans and ongoing activities, using an assessable web solution. Services offered to the public are made available through web sites along with important information regarding how such services are obtained. Timely changes to web site content ensures web content remains accurate and useful, and routine updates to existing websites meet required standards for accessibility and overall usability.

## Service Available to:

Departments, agencies, community-based organizations and partners of the County

## Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

## Services Included:

All new websites will be built using the Content Management System (CMS). The CMS enables department, agency, and ISD staff to create, deploy and manage web content. CMS users are able to update routine content directly with the CMS using an intuitive browser-based editor and without the assistance of the web team. Sites built on CMS templates use tools that help ensure consistency throughout County sites.

Services included within the creation of a new website include:

- Initial analysis of vision and requirements
- Development of high level estimate of costs and engagement timing
- Agreement of approach. Formal project approval and funding
- Determination of CMS templates and pages to be used and legacy content requirements (if applicable)
- Construction and testing of the site using CMS components
- Populate the site with content from the existing legacy site or from new sources..
- Research availability of desired website names. Purchase and registration of new domain name
- Identify client training needs. Staff training by ISD on use of the CMS tools and environment

- Social Media and Site Promotion: Planning and preparation of notifications to key site consumers. Enable Google analytics and search engine optimization
- 90 day warranty addressing any deployment issues
- Legacy Site Decommission

### Service Hours:

7:00 AM – 5:00 PM, Monday – Friday, except for County holidays

### Service Pricing:

Service	Cost
Initial Scope Definition, business analysis and estimate (2 hours)	No Charge
Project, estimate provided after Discovery	<a href="#">Standard Hourly Rate</a>

### Service Level Objectives:

Service	Target
Respond to initial request: set discovery meeting	2-3 business days
Completion- time	On time based on project agreement
Completion- Budget	On time based on project budget

### Customer Requirements:

- Request is submitted by authorized Department contact
- Identify a single point of contact for site development
- Commitment of time and authorized resources to meet project requirements and milestones

### Exclusions:

None

## **Service Owner:**

For comments or questions, please contact:

Email: [Dan Fruchey, Division Director](#)

Phone: (707) 565-2703

## **Service Reviews:**

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/16

# Password Management

## Business Value:

Restore staff access to authorized systems and applications

## Service Available to:

All ISD supported departments

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

For SCPSC Applications:

Phone: (707) 565-2565

## Services Included:

- Provide a self service password tool
  - User can change own Windows Account password and question/answer profile
- Provide Windows Account (Active Directory)
  - Email
  - Outlook Web Access
  - Report2Web
  - SharePoint
- Provide VPN Accounts and password resets
- Provide Wireless Accounts and password resets
- Provide Vendor Accounts and password resets
- Assist with passwords for the following applications
  - Integrated Justice System (IJS, KJS, CJS, TJS, Warrants)
  - TimeSaver
  - EZ Famis
  - Citrix System
  - HRMS
  - Versatile Enterprise (Records Management)
  - SCPSC applications (CLETS, Dispatch, ILEADS, IMobile, Netviewer, TrackIt)

- Provide Single Sign-On Utility
  - Set up and training for use with configured enterprise applications
  - Fingerprint reader included and configured
  - Up to a 90 day trial period at no cost
  - Custom applications configured as additional service at hourly rate

### Service Hours:

- 7:00 AM – 5:00 PM, Monday – Friday, except for County holidays
- 24 hours a day x 7 days a week for critical needs
- Self-Service Tool available 24 hours a day x 7 days a week except for maintenance periods

### Service Pricing:

Service	Cost
Password Management	Baseline: <a href="#">Account and ID Management</a>
Single Sign-On	Use with enterprise applications: <ul style="list-style-type: none"> <li>• \$40 one time set up</li> <li>• \$7 per month per user</li> </ul> Custom configuration of applications at <a href="#">Standard Hourly Rate</a>

### Service Level Objectives:

Service	Target
Unlock/Reset accounts- First level	Within 2 minutes of call
Unlock/Reset accounts- Second level	Within 1 hour of call
Single Sign-On Set Up	Within 3 days of placing request when accessing supported, enterprise applications

### Customer Requirements:

- All County employees are required to register with Quest Password Manager and use this self service tool for managing Windows/Active Directory accounts

- Employees should remember the answers to the Quest Password Manager profile questions and Help Desk verification word
  - The ISD Service Desk will use the Help Desk verification word to authenticate the employee (employee must remember their authentication word) for resetting other enterprise applications
- Complex password requirements
- Users without registration with Quest Password Manager are required to have their supervisor email authorization to: Email: [ISD Service Desk](#)

## **Exclusions:**

Request for password resets for applications with accounts managed by Departments other than ISD are not included in the service metrics

## **Service Owner:**

For comments or questions, please contact:

Email: [Robert Butler, Division Director](#)  
Phone: (707) 565-5299

## **Service Reviews:**

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/2016

# Printer Support

## Description of Service:

ISD will centrally manage, install, maintain, repair and retire network or locally attached printers including County owned multi-function printers (MFPs) and plotters.

## Business Value:

Preventative and repair services for maintaining printer equipment in excellent operating condition

## Service Available to:

All devices connected to the ISD supported network

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Coordination of purchase of new device(s).
- Configuration of standard printers.
- Installation of software required to operate the device.
- Maintenance to restore printers to good operating condition after a malfunction occurs or after a failure of the equipment to operate.
- Delivery and installation of replacements parts such subassemblies, drum kits, fuser kits, maintenance kits, and cleaning kits.
- Loaned comparable printers will be provided in cases where printer repair is not possible within one business day.
- Multi-Function printers may be purchased or leased.
  - For devices that support network scanning, ISD will configure and support SCAN-TO-EMAIL. No other image transport method is supported.
  - For devices that support scan address book look-up from network, ISD will configure and support that interface ("LDAP").
- Manage printer inventory.
- Relocation of network printers.
- Removal and disposal of defective parts.
- Retirement and disposal of old printers will be based on the manufacturer's published duty cycle for each model. Departments may be responsible for replacement of hardware once printer exceeds published duty cycle.

- Purchase, installation and maintenance of printers connected to department specific applications as long as printer drivers, software and/or installation documentation are provided.

### Service Hours:

- Business Hours Service Desk: 7:00 AM – 5:00 PM, Monday – Friday, except for County holidays
- After Hours Service (For critical issues and/or when no other printer is available): 5:00 PM – 7:00 AM, Monday - Friday; 7:00 AM – 7:00 AM, weekends, County holidays

### Service Pricing:

Service	Cost
Printer service calls	Covered under <a href="#">Desktop baseline</a>
Printer replacement cost	No labor cost Hardware cost varies

### Service Level Objectives:

Service	Target
Delivery and installation replacement non-consumable parts	Within 8 business hours of receipt
Installation and Configuration of new or relocated device	3 business days
Removal of surplus equipment	8 business hours after replacement

### Customer Requirements:

- Only County owned and leased printers will be installed.
- Initiation for support begins at the ISD Service Desk.
- Purchase of consumable supplies is the responsibility of the customer. Consumables include toner cartridges, drum kits, fuser kits, maintenance kits, cleaning kits and paper.
- Customer shall provide the device serial number when contacting the ISD Service Desk.
- Notify the ISD Service Desk at least 3 days prior to delivery of a leased or purchased multi-function printer if not purchased through ISD. Information required: location, model, accessories, front panel password and webserver password (if any).
- Data erase features/utilities are required for leased or purchased multi-function printers.
- Contact ISD Service Desk if you need a printer detached or moved.
- Leased equipment will be obtained through General Services Purchasing, using purchasing requirements.

## **Exclusions:**

- Support for non-standard equipment and software will be referred to department IT specialists.
- Printers will not be repaired if the cost to repair them is greater than the cost to replace them.
- Stand alone, locally attached printers are not supported.
- Software to operate multi-function printers will not be installed on computers.

## **Service Owner:**

For comments or questions, please contact:

Email: [Mary Beth Dunlap, Desktop Support Manager](#)

Phone: (707) 565-2080

## **Service Reviews:**

Service reviews will be conducted on a quarterly basis, with focus on demand and capacity; compliance with service level objectives and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/25/2013

# Project Management

## Description of Service:

Project Management services streamline the delivery of IT projects, and ensure that project related work occurs in a coordinated, well managed manner. ISD Business Relationship Managers work with Department Managers to manage each Department's portfolio, coordinating efforts between the department and ISD, and ensuring that work also aligns with County wide strategic intentions. ISD provides project management services that can help you define and document business and functional requirements, and acquire new business systems and services.

## Business Value:

Design and implement your IT projects smoothly and reliably, while aligning business objectives with ISD services. Work on projects according to County priorities. Invest resource and time allocations wisely, to meet project objectives and requirements.

## Service Available to:

All County Departments

## Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

## Services Included:

- Review of project request
- Project visioning and design
- Alignment assessment of project against IT governance direction, strategic plans, and County wide IT standards
  - Assist project sponsor in preparing for IT Governance Committee presentation.
- Development of project charter, cost estimates, and approach
- Project management (monitoring: time, budget, and scope)
- One time or ongoing project guidance and consulting necessary to provide:
  - Business case analysis
  - High level business requirements analysis
  - IT solution procurement and deployment
- Ongoing assistance and project related information sharing from ISDPMO
- Special meeting facilitation services related to project-like work initiatives

## Service Hours:

7:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off.

## Service Pricing:

Description	Cost
Project request review (2 hours)	No charge
Project Plan	<a href="#">Standard Hourly Rate</a>
Project Management	<a href="#">Standard Hourly Rate</a>

## Service Level Objectives:

Activity	Service Target
Respond to initial request and obtain brief overview of customer needs	1 business day
Set meeting for initial discussion and needs/deliverables assessment	Within 2 weeks of request
Set initial work session based on assessed needs and required deliverables – project plan developed	Within 30 days of request
Completion – Time	On time as defined in work session and/or the project charter or amendments
Completion – Budget	On budget as defined in the project charter or amendments

## Customer Requirements:

- Project charter must be approved by department head
- Project must be funded based on estimated budget within charter
- Department must commit key staff as defined within charter

## Exclusions:

None, given ability to fund project

## Service Owner:

For comments or questions on this service, please contact:

Email: [Mike Livenspargar, Division Director](#)

Phone: (707) 565-3186

## **Service Reviews:**

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

Quarterly project reviews to include overall project status, schedule and budget.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 7/1/2013

# Publish Your Map to the Web

## Description of Service:

ISD provides Intranet and Internet GIS web sites and can publish a department's data in conjunction with the County Base Map, as an interactive, digital map available through a web browser.

## Business Value:

Web based map access makes it easy for Department staff and the public to access information to gain knowledge and make decisions. Accurate map based information assists with complying with local, state and federal regulations.

## Service Available to:

All County Departments and contract Agencies.

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Provide a web accessible interactive map that includes department specific information, as well as base map information.
  - Map display area which can be manipulated to view the entire County or any portion thereof, up to ground scale.
  - A list of map layers whose display may be easily switched on or off.
  - A simple legend to ease interpretation of map features.
  - Information that describes how the map data were created and how to interpret and use them appropriately.
  - A toolbar containing navigation, identification, measurement and magnification tools.
  - A search menu that enables the user to find an address, parcel number, place name, or other geographic information.
  - Simple reporting or spatial analysis tools, which may be customized by ISD based on the needs of the end user.
- ISD can build more complex map services with additional map layers, simple feature editing, or more complex forms of spatial analysis and reporting, as specified by the customer.
- Consult with customer to determine whether existing solution meets the need or if additional support beyond reporting is required to meet the business objective.

## Service Hours:

8:00 AM – 5:00 PM, Monday – Friday, except for County holidays

## Service Pricing:

Service	Cost
Discovery Meeting (2 hours)	No Charge
Project, estimate provided after Discovery	<a href="#">Standard Hourly Rate</a>

## Service Level Objectives:

Service Description	Target
Respond to initial request; set discovery meeting	1 business day
Completion - Time	On time as defined in the project charter
Completion – Budget	On budget as defined in the project charter

## Customer Requirements:

- Request is authorized by Department
- Identify a single point of contact for the request
- Coordinate with Department ISD Liaison or DIS as appropriate

## Exclusions:

Wherever possible, services or solutions provided by third party vendors will not be created by ISD as a custom solution.

## Service Owner:

For comments or questions, please contact:

Email: [Tim Pudoff, GIS Manager](#)

Phone: (707) 565-1941

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service and customer satisfaction.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 7/1/2013

# Records and Information Management

## Description of Service:

ISD Records and Information Management assists departments to develop records retention schedules which manage the lifecycle of records and information; provide safe and secure storage and disposition of records stored at the Sonoma County Records Center (SCRC); and provide reliable, timely, and accurate retrieval of records stored at SCRC.

## Business Value:

Records retention schedules assist departments to be in compliance with operational, legal, regulatory, fiscal, audit and historical requirements.

The SCRC reduces costs, space, filing equipment and supplies necessary in business offices to store inactive records required to be kept.

## Service Available to:

All County departments and contract customers.

## Service Initiation:

Email: [Records Management](#)

Phone: (707) 565-5470

## Services Included:

- Records Retention Schedule Development and Maintenance
  - Inventory department records - in all media, and in all storage locations.
  - Develop and/or update records retention schedules that identify:
    - Retention periods for official or duplicate records.
    - Operational, legal, regulatory, fiscal, audit and historical retention requirements.
    - Records which are confidential by law
    - Vital records which must be protected
    - Records with lasting historical value that must be permanently preserved by the department or the Sonoma County Archives.
    - Office and offsite storage retention requirements.
- Records Storage and Retrieval at SCRC
  - Provide storage for inactive records, or records which must be preserved for litigation, investigation or audit.
  - Transfer newly boxed inactive records from office to the SCRC.
  - Retrieve and deliver boxes and files stored at SCRC via County Courier.

- Interfile new documents or files into boxes already stored at the SCRC.
- Re-file files or boxes checked out and then returned by customer.
- Disposition of Obsolete Boxes Stored at SCRC
  - Dispose of obsolete boxes through recycling, shredding, or transfer to Sonoma County Archives (Sonoma County Library)
- Sale and Delivery of SCRC Forms and boxes
  - Boxes: records storage, map, microfilm, x-ray or aerial photo boxes.
  - Forms: Box Label/Description Forms, Records Service Requests, Records Transfer Lists
- Records Management Consulting
  - Provide consulting and analysis on issues related to records management best practices, records storage, retrieval or workflow.
  - Assist departments in linking filing systems with records retention schedules.
  - Provide assistance with development or review of file plans, classifications or taxonomies.
- Records Management Training
  - Staff training for implementation and use of records retention schedules.
  - Staff training on *Versatile Enterprise (VE)*, software used to store and retrieve records from SCRC
  - Staff training on how to prepare physical records for transfer to SCRC.
- Litigation Holds
  - Records Management will identify and preserve files that have been ordered to be held by the court.

## Service Hours:

8:00 AM – 4:30 PM, Monday - Friday, except for Sonoma County Holidays

## Service Pricing:

- Records Supplies and Services- [Records Management Rates](#)
- Records Services Fees for Contract Customers are at negotiated rates.

## Service Level Objectives:

Service Description	Target
<b>Records Retention Scheduling</b>	
Develop a new records retention schedule and submit it to governing body (e.g. Board of Supervisors) for approval.	Within 1 year of active participation from requesting customer.
Review and update existing records retention schedules and submit it to	Every 5 years with active participation from requesting customer.

governing body (e.g. Board of Supervisors) for approval.	
<b>SCRC Services</b>	
Records Retrieval – Standard	Records boxes or files will be retrieved and delivered via Sonoma County Courier within three working days of receipt of the request.
Records Retrieval – Rush See Customer Requirements #2	Records will be retrieved and available for <i>in-person</i> customer pick up at the SCRC 2 hours after receipt of request.
Transfer new customer boxes to the SCRC See Customer Requirements #4	Records will be picked up from customer for transfer to the SCRC between 5-10 working days after the boxes are accepted into Versatile Enterprise (VE).
Records Disposition See Customer Requirements #5	Obsolete records will be disposed of as required within 1 month after receiving signed Destruction Authorization Approval from customer.
Form/Supply Requests	Will be delivered to customer within 3 working days after receipt of request.

## Customer Requirements:

1. **Versatile Enterprise (VE) Software** - Customers must utilize VE software in order to store or retrieve boxes and files from SCRC.
2. **Employees Authorized to Pick Up Records In Person** - Customers who pick up records in-person from the SCRC must be pre-authorized by the Department Head or Division Chief. Use form: *Employees Authorized to Pick Up Records In Person*.
  - a. Contact SCRC to request form. Properly signed forms sent to the SCRC will be kept on file. Departments are responsible for keeping information up to date.
  - b. Customers picking up records must show SCRC staff valid photo identification (e.g. Sonoma County ID, driver's license).
3. **SCRC Boxes and Forms** - Customers must purchase SCRC boxes and forms from ISD Records Management.
4. **Box Pickup** - Customers must have boxes ready for transfer to SCRC properly labeled and ready for pickup within 1 day of being accepted into **VE**.
5. **Records Destruction Authorization** - Only customers pre-authorized by the Department Head or Division Chief can approve destruction or other disposition of obsolete records stored at the SCRC. Use form: *Staff Authorized to Sign Records Destruction Authorization Forms for Obsolete Records Stored at the Sonoma County Records Center*.
  - Contact SCRC to request form. Properly signed forms sent to the SCRC will be kept on file. Departments are responsible for keeping information up to date.
6. **Records Coordinator** - Each department must assign a Records Coordinator. This person acts as a single point of contact with ISD Records and Information Management

for records related issues. This person must have management or supervisory level authority.

- Contact SCRC to request form. Properly signed forms sent to the SCRC will be kept on file. Departments are responsible for keeping information up to date.

7. **Access to Records stored at SCRC** – Only authorized staff with rights to access department records can request them. Any exceptions must be documented.

Additional Useful Resources:

[Sonoma County Records Management Policy](#) \*

[California Public Records Laws](#) \*

[Sonoma County Records Management](#) \*

[Sonoma County History and Genealogy Library](#) - (Sonoma County Library - (707) 545-0831 extension 562) stores and permanently preserves Sonoma County historical records

[Sonoma County Historical Records Commission](#)

[Microfilming permanent records](#) \* – Softfile, Sacramento, CA (916-927-4211) BPO 060-6-3126.

[Vault Storage of Microfilmed Vital Records](#) \* – Iron Mountain, Elk Grove, CA (888-365-4766) BPO 060-6-3289.

[Data Storage](#) \*- InfoStor - Santa Rosa, CA (707-568-2900) BPO 060-6-2821.

[Shredding Confidential Paper, Microfilm, CDs, X-Rays, Data Tapes](#) \* - Access Information Management - Livermore, CA (925-373-1122) BPO 080-6-2916.

\* Intranet only

## Exclusions:

SCRC does not store:

- Boxes which have not been accepted into Versatile Enterprise (VE)
- Boxes which have not been properly labeled
- Records which do not fit into boxes sold by SCRC or weigh more than 40 pounds.
- Boxes which are less than 50% full.
- Boxes which are in bad physical condition, bulging, or over-packed.
- Boxes infested with vermin, pests, termites, mold, etc.
- Boxes with hanging file folders suspended on the outside edges of the box.
- Obsolete records currently stored in the office which should have already been disposed of by the owner.
- Non-records such as:
  - Artifacts, objects, equipment, supplies, furniture
  - Physical evidence used for civil or criminal proceedings
  - Blank forms
  - Stocks of publications, pamphlets, brochures, etc.
  - Reference and library materials

## **Service Owner:**

For comments or questions, please contact the manager accountable for the delivery of this service:

Email: [Carolyn Staats, Manager](#)

Phone: (707) 565-5472

## **Service Reviews:**

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 1/17/2014

# Report Design and Delivery

## Description of Service:

ISD creates custom reports that may be delivered as a paper or a digital product, using vendor supplied software or standard, commercial off-the-shelf (COTS) office products (e.g. Microsoft Access or SQL Reporting Services).

## Business Value:

Utilizing department data, ISD's customized reports to enable clear presentation of Ddepartment information to customer or internal audiences for decision making and/or education.

## Service Available to:

Departments, agencies and community-based organization partners of the County.

## Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

## Services Included:

- Determine whether the report is designed within an existing application (vendor supplied) or requires the use of standard off-the-shelf office products in order to create the desired report.
- Analyze information needed to create the report and determine the audience that will be visualizing the information.
- Coordinate with customer, vendor, and other ISD teams as necessary to access and integrate the required information.
- Design the overall presentation of the report to customer's specifications
- Develop the code or customize the application as appropriate to provide the desired reporting function.
- Consult with customer to determine whether existing solution meets the need or if additional support beyond reporting is required to meet the business objective.

## Service Hours:

8:00 AM – 5:00 PM, Monday – Friday, except for County holidays

## Service Pricing:

Service	Cost
Discovery Meeting (2 hours)	No Charge
Project, estimate provided after Discovery	<a href="#">Standard Hourly Rate</a>

## Service Level Objectives:

Service Description	Target
Respond to initial request; set discovery meeting	1 business day
Completion - Time	On time as defined in the project charter
Completion - Budget	On budget as defined in the project charter

## Customer Requirements:

- Request is authorized by Department
- Identify a single point of contact for the request
- Coordinate with Department ISD Liaison or DIS as appropriate

## Exclusions:

Services or solutions provided by third party vendors will not be created by ISD as a custom solution.

## Service Owner:

For comments or questions, please contact:

Email: [Mike Livenspargar, Division Director](#)

Phone: (707) 565-3186

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service and customer satisfaction.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 7/1/2013

# Secure File Transfer

## Description of Service:

Secure sending and receiving of files over the Internet.

## Business Value:

Customers can exchange sensitive information with trusted business partners who are not members of the County network.

## Service Available to:

All County departments.

## Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

## Services Included:

Software for securely sending and receiving files, and storage for files; configuration of storage locations

## Service Hours:

- Operational 24 hours x 7 days, except for scheduled maintenance periods
- Assistance requests or setup new access- 7:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off

## Service Pricing:

Service	Cost
Storage location configuration and client software license	Included in <a href="#">baseline network charge</a>

## Service Level Objectives:

Service	Service Target
Establish storage site and distribute software for file access	3days from approved request

## **Customer Requirements:**

Specify the employee with primary responsibility for the storage site and file transfer jobs

## **Exclusions:**

None

## **Service Owner:**

For comments or questions, please contact:

Email: [Jonathan Kajeckas, Manager](#)

Phone: (707) 565-2456

## **Service Reviews:**

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/3/2014

# Server Hosting

## Description of Service:

ISD hosts servers that provide countywide services and are part of the core design of the County enterprise; and department or agency specific servers. To increase value, ISD continually researches and implements approaches to reduce the carbon footprint of providing technology to the County.

## Business Value:

Provides a centralized, secure and managed environment for countywide and department specific systems that reduces costs for departments by eliminating redundant infrastructure requirements.

## Service Available to:

All County departments and contract agencies.

## Service Initiation:

Email: [ISD Operations Manager](#)

Phone: (707) 565-2456

## Services Included:

- [Standards for equipment](#)
- 24x7 Secure Data Center
  - Conditioned power
  - UPS and Generator backup power
  - Humidity and temperature controlled environment
  - Fire suppression using FM-200
  - Environmental monitoring and alerting
  - Access control
  - Network connectivity
  - Earthquake stabilized mounting racks
- Equipment types
  - Rack mounted
    - Single purpose
    - Virtualized
  - SAN storage

## Service Hours:

- Server operational: 24x7 except for scheduled downtimes
- Data Center operational: 24x7
- Staff onsite: 7 AM – 5 PM, Monday through Friday; excluding County holidays and mandatory time off
- Emergency call out – 24x7 565-2030

## Service Pricing:

Service	Cost
Data Center Services	No cost

## Service Level Objectives:

Service	Target
Server up time	99.99
New server installation	As identified in project request

## Customer Requirements:

- Server request submitted by authorized personnel
- Servers managed by Department meet ISD standards

## Exclusions:

None

## Service Owner:

Email: [Jonathan.Kajeckas.Manager](mailto:Jonathan.Kajeckas.Manager)

Phone: (707) 565-2456

## Service Reviews:

Quarterly reviews of service targets with results posted on ISD intranet

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/16

# Service Desk

## Description of Service:

The single point of contact between Information Systems and the IT customer. The Service Desk provides services, resolves computing problems and answers IT related questions. It manages the lifecycle of incidents and service requests; and resolves most IT issues that may be handled remotely.

## Business Value:

Provides a single point of contact for all incidents, service requests and IT related questions.

## Service Available to:

All County departments.

## Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030 Work

## Services Included:

- Manage the lifecycle of incidents and service requests
  - Record
  - Categorize
  - Prioritize
  - Investigate, diagnosis and resolve remotely
  - Escalate to specialty support as appropriate
  - Close incident and service requests when the user is satisfied
- Provide technical support
  - Assistance for desktop computing, network and other IT services.
  - Answer questions
  - Support for standard office automation applications
- Keep customers informed of the status of incidents, and service requests.
- After hours Service Desk
  - For emergency (High Priority) issues that cannot wait until next business day
  - Password resets

## Service Hours:

- Business Hours: 7:00 AM - 5:00 PM, Monday - Friday, except for County holidays
- After Hours: 5:00 PM - 7:00 AM, Monday - Friday; 7:00 AM - 7:00 AM, weekends, County holidays

## Service Pricing:

Service	Cost
Service Desk, include in Baseline: Network Infrastructure and Account and ID Management	A portion of the published per PC and a portion of the published per user cost per month from <a href="#">ISD Rate Structure</a>  Counts adjusted monthly

## Service Level Objectives:

Service	Description	Target
Phone - Answer Speed	Average speed to answer (speak to a human) on the telephone	5-10 seconds
Phone - Call Abandon Rate	% of calls where user hangs up prior to the agent answering the phone	Less than 5%
Phone - First Call Resolution	% of calls resolved by the person who receives the call	70%

## Customer Requirements:

- For desktop issues, customers shall call the ISD Service Desk at the time the issue arises when they are located at the workstation in question
- Customer shall provide ISD Service Desk a device serial number if not traceable by the Service Desk analyst

## Exclusions:

Personally owned computers and printers, non-County purchased and approved software, non-County networked devices

## Service Owner:

For comments or questions, please contact:

Email: [Mary Beth Dunlap, Service Desk Manager](#)  
Phone: (707) 565-2080

## **Service Reviews:**

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/25/2013

# SharePoint Services

## Description of Service:

Assist departments and agencies on County network with the creation and initial design of a SharePoint site for team collaboration, project, or departmental web site.

## Business Value:

Allows for collaboration, team work and document management among staff and departments on the County network.

## Service Available to:

Departments on the ISD supported County network.

## Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

## Services Included:

- Consultative support
- Development
- Systems administration
- Site administration
- Training
- Simple customization and related tasks
- Custom designed site (not using routine template)
- Add site components such as lists and views

## Service Hours:

7:00 AM – 5:00 PM, Monday – Friday, except for County holidays

## Service Pricing:

Service	Cost
Consultation, estimate for project work & support (up to 1 hour)	No Charge
Routine site creation using pre-defined template	<a href="#">Standard Hourly Rate</a>

Periodic consultation	<a href="#">Standard Hourly Rate</a>
Customized design; site component development. Quote for project provided prior to initiation of work	<a href="#">Standard Hourly Rate</a>
Customized design, charter development, if necessary, and site component development	<a href="#">Standard Hourly Rate</a>

## Service Level Objectives:

Service Description	Target
Acknowledgment of Request	Within 2 business hours
Routine site creation	3-5 business days
Customized services	To be defined based on project scope, definition and/or charter

## Customer Requirements:

Department to identify a site owner; site owner to participate in SharePoint Power Users Group

## Exclusions:

Limited or restricted access and functionality available to non-network customers

## Service Owner:

For comments or questions, please contact:

Email: [Dan Fruchey, Division Director](#)

Phone: (707) 565-3703

## Service Reviews:

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/2016

# Software Maintenance

## Description of Service:

ISD provides ongoing configuration; break/fix of problems; facilitates upgrades and other scheduled improvements; and coordinates with vendors, contractors, and others related to a system

## Business Value:

Departments can access and use IT systems and services important to their business operations.

## Service Available to:

All users of supported software.

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

Service includes, but is not limited to, the following:

- Repair of problem or error system code
- Coordination with vendors, contractors, or other sources of services
- Coordination of upgrade, patches, or other revisions to the affected system

## Service Hours:

- 7:00 AM – 5:00 PM, Monday – Friday, except for County holidays
- Emergency Requests (cannot wait until next business day): ISD Service Desk (707) 565-2030 24 hours x 7 days

## Service Pricing:

Service	Cost
Application Support is allocated in the budget – set number of hours per year, per application, per department	<a href="#">Standard Hourly Rate</a>

## Service Level Objectives:

Service Description	Target
Respond to Mission Critical incident	Immediate response, communicate status within 1 hour
Respond to Normal priority incident (work around available)	Within 2 hours of report
Respond to Low priority incident (no business impact)	Within 1 business day
Planned upgrades and patches: Set meeting for initial discussion and deliverables assessment	Within 1 week of initial report if needed
Completion – Time	On time as defined in work session

## Customer Requirements:

Report problems

## Exclusions:

Service not provided to applications supported by department or by outside vendors or contractors

## Service Owner:

For comments or questions, please contact:

Email: [Mike Livenspargar, Division Director](#)

Phone: (707) 565-3186

## Service Reviews:

This service is reviewed on an bi-annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 7/1/2013

# Software Request- Desktop and Laptop

## Business Value:

User or departmental specific business requirements warrant single or multiple installations of Commercial Off-the-Shelf (COTS) productivity tools not found on the County standard image.

## Service Available to:

Departments, agencies and community-based organization partners of the County

## Self Service

[ISD Software Request Form](#) (PDF 160 KB)

## Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

## Services Included:

- Review requested software (if not already on the COTS list)
  - Review software for compatibility
  - Review hardware requirements (additional memory may be required)
- Installation & Configuration
  - Review of software requirements for compatibility
  - Installation of software
  - Add memory/RAM if required to run the software
  - Apply specialized configuration as documented
- Troubleshooting
  - Assistance for software that is not launching or functioning properly
  - Initial investigation provided to determine if the software is system or network-related
  - Refer problems to system specialists as appropriate
- Function/Usage
  - For application use, questions are provided by referring user(s) to help systems, search engines, FAQs, and other online resources
  - Assist user to find documented solutions to requests regarding features and functions of supported software

- License & Procurement Management
  - Manage procurement and licensing for software requests
  - Chargeback customer's index for billing purposes
- Project services may also be requested for departmental-specific, department-supported software

## Service Hours:

7:00 AM – 5:00 PM, Monday – Friday, except for County holidays

## Service Pricing:

Service	Cost
Software purchase	Cost varies by software request; charged at actual cost
Review, license procurement and management, installation, configuration, and troubleshooting	<a href="#">Covered under monthly baseline charges</a>

## Service Level Objectives:

Service	Target
Provide quote	Within 3 business days of the date and time of the request
Purchase software	Scheduled within 3 business days of receipt Contingent on the purchase amount, ISD may be subject to Purchasing guidelines and timelines. Normally 1-3 days, but may be up to two weeks from the date and time of request
Analyze software if not on pre-approved list	Within 3 business days of the date and time of the request
Installation and configuration	Within 2 business days from the date and time software is received

## Customer Requirements:

- Only Authorized Department personnel are able to initiate this service
- Supported software is installed on County-owned Windows computers
- Only County owned software will be installed. If department purchases license, proof of licensing shall be provided to ISD
- Vendor's software documentation must be available for specialized configuration

- Only software that is actively updated/patched by the vendor will be installed
- If ISD does not have the installation media, the person requesting the installation shall provide the media

### **Exclusions:**

- ISD has the discretion to not review and/or install based on:
  - Requested software is similar in nature to software supplied on the County image or software already approved for compatibility
  - Software is incompatible with other system applications or the operating system
  - Software affects the performance of the computer
- For security reasons, employees may not install software on County maintained computers
- ISD does not provide user education and training for software

### **Service Owner:**

For comments or questions, please contact:

Email: [Mary Beth Dunlap, Desktop Support Manager](#)

Phone: (707) 565-2080

### **Service Reviews:**

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

### **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/2016

# Surplus Equipment

## Description of Service:

Removal and disposal (to [SCOE](#) or [eWaste](#)) of IT hardware that has been retired by a department.

## Business Value:

Disposal of IT hardware in compliance with County and environmental regulations

## Service Available to:

All ISD supported departments.

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Hardware may include desktops, laptops, printers, monitors, typewriters, servers, plotters, scanners, facsimile machines, and other peripherals
- Determine fitness for purpose of all retired hardware
  - Desktops deemed to have some remaining life are donated to the [Sonoma County Office of Education](#). (Imaged with Microsoft Windows operating system and Microsoft Office Suite.)
- Erase all data from hard drives
- Coordinate Waste Disposal
- Disposal or recycling of all IT hardware through waste service providers
- Arrange for pickup from departmental locations

## Service Hours:

7:00 AM – 5:00 PM, Monday – Friday, except for County holidays

## Service Pricing:

Service	Cost
Removal and disposal	<a href="#">Baseline — Desktop Support</a>

## Service Level Objectives:

Service Description	Target
Removal from departments	Within 7 business days of request

## Customer Requirements:

None

## Exclusions:

Leased equipment should be returned to third party vendor

## Service Owner:

For comments or questions, please contact:

Email: [Mary Beth Dunlap, Desktop Support Manager](#)

Phone: (707) 565-2080

## Service Reviews:

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/25/2013

# Technology Research

## Description of Service:

ISD staff can assist users with determining an approach or strategy for deploying and using technology to improve departmental operations. Plans can be near term (a few months to a year), or reflect multiple year approaches to implementing new technologies and work processes.

## Business Value:

Departments receive impartial guidance on longer range approaches to deploying and using technology. Service considers aspects such as current IT technology trends, preparation necessary for hosting anticipated services, impacts from other IT initiatives and projects, and capacity of ISD to support the department's interests.

## Service Available to:

All County Departments.

## Service Initiation:

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Business needs assessment
- Research 3rd party solutions
- Approach and project design

## Service Hours:

8:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off

## Service Pricing:

Service	Cost
Initial discovery meeting (2 hours)	No Charge
Strategy and plan development; related IT research	<a href="#">Standard Hourly Rate</a>

## Service Level Objectives:

Service Description	Target
Respond to initial request; set meeting for discussion and charter development	1 business day
Completion – Time	On time as defined in the project charter
Completion – Budget	On budget as defined in the project charter

## Customer Requirements:

- Request is authorized by Department
- Identify a single point of contact for the request
- Coordinate with ISD Liaison or DIS as appropriate

## Exclusions:

None

## Service Owner:

For comments or questions, please contact:

Email: [Michael Livenspargar, Division Director](#)

Phone: (707) 565-3186

## Service Reviews:

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/25/2013

# Telecommuting - VPN

## Description of Service:

ISD provides secure access to County resources for staff and approved vendors via the internet using Virtual Private Network technology. VPN technology creates a secure connection (tunnel) between the remote computer and the County network. All data that is destined for County resources is sent via an encrypted tunnel. This ensures data integrity and security for all data transmission between the remote computer and the County of Sonoma network.

The remote location may be: home, a hotel, wireless hot spot, vendor's office, etc.

## Business Value:

The telecommuting technology enables Departments to implement work at home options for their staff and enables approved vendors to gain remote access to systems they may need to support.

## Service Available to:

All County Departments

## Self Service:

[VPN Questionnaire for Employees](#) (PDF: 120 kB)

[VPN Questionnaire for Vendors](#) (PDF: 123 kB)

## Service Initiation:

[Online Security Authorization Form](#)

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Remote access from laptop or home computer to County desktop.
- ISD PC Bank access (for use when no desktop is assigned at the County)
- Access to Department approved resources for vendors

## Service Hours:

- Operational 24 x 7, except for scheduled maintenance periods
- Assistance requests or setup new access 7:00 AM – 5:00 PM, Monday – Friday, except for County holidays

## Service Pricing:

Service	Cost
VPN Access for employee	<a href="#">Baseline: Account and ID</a>
VPN Access for vendor	<a href="#">Baseline: Account and ID</a>
Use of PC Bank	<a href="#">Baseline: Network Infrastructure</a>

## Service Level Objectives:

Service	Service Target
Issue authentication password to enable access	10 days after submission of an approved request

## Customer Requirements:

- Complete and submit VPN questionnaire
- Request approved by authorized employee

## Exclusions:

None

## Service Owner:

For comments or questions, please contact:

Email: [Jonathan Kajeckas, Manager](#)

Phone: (707) 565-2456

## Service Reviews:

This service is reviewed on an annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/2016

# Telephone Services

## Business Value:

Centrally managed phone services provide secure, efficient, and reliable communications to most departments and agencies in the County.

## Service Available to:

All County departments

## Self Service:

- [Telecommunications Service Order](#) (PDF 61KB)
- Wireless/Cell Phone: [Refer to Cellular Device Support](#) for mobile phones, pagers, aircards and tablets

## Service Initiation:

Phone: (707) 565-1980 (Business Hours)  
(707) 565-2213 (after hours- Emergency)

## Services Included:

- Conference telephones
- Land lines (Desk phones)
  - Analog phones
  - Centrex
  - Digital phones
- Video Conferencing
  - Phones- Special Use
    - ACD
    - Call Trees
    - Door Access phones
    - Elevator phones
    - Fax lines
    - Intercoms
    - Ring down lines
    - 911 circuits
    - TTY devices
- Global Navigator (GNAV) for status monitoring and reports

- Voice Mail
- Wiring
  - Telephone wiring and jack installation
  - Data wiring and jack installation

## Service Hours:

Purchase: 8:00 AM – 5:00 PM, Monday – Friday, except for County holidays  
 Emergency service repair coverage 24 hours per day, 7 days per week

Emergency calls: Contact Sheriff Dispatch (707)565-2213

## Service Pricing:

Service	Cost
Telephone line charge	Refer to ISD Rate Structure: <a href="#">Communication Rates</a>
Voicemail Boxes	Refer to ISD Rate Structure: <a href="#">Communication Rates</a>
Telephone Usage	Refer to ISD Rate Structure: <a href="#">Communication Rates</a>
Data line usage	Refer to ISD Rate Structure: <a href="#">Communication Rates</a>
Equipment (phones, headsets, etc.)	Refer to ISD Rate Structure: <a href="#">Communication Rates</a>
Telephone Technician Labor Rate	Refer to ISD Rate Structure: <a href="#">Communication Rates</a>
Project Engineer	Refer to ISD Rate Structure: <a href="#">Communication Rates</a>

## Service Level Objectives:

**Repair Ticket Response Times** (from notification of the incident)

	Acknowledge Request	Repair Completion Target	Escalation
<b>Priority 1</b>			
Business Hours	0.5 hours	4 hours	After 4 business hrs
Non-Business Hours	2.0 hours	4 hours	After 4 business hrs

<b>Priority 2</b>			
Business Hours	2 hours	8 hours	After 8 business hrs
Non-Business Hours	N/A	N/A	
<b>Priority 3</b>			
Business Hours	8 hours	16 hours	After 16 business hrs
Non-Business Hours	N/A	N/A	

### Work Orders and Projects

	Acknowledge Request	Completion Target	Comment
Normal Work Request	0.5 hours	3 days	
Projects (request for 4 lines or more)	2 hours	5 days	Can be Negotiable

### Customer Requirements:

Requests for work orders or repair submitted by an authorized approver.

### Exclusions:

Non-approved hardware or services

### Service Owner:

For comments or questions, please contact:

Email: [Jonathan Kajeckas, Manager](#)

Phone: (707) 565-2456

### Service Reviews:

This service is reviewed on an quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

Description	Metric
Incident & Requests (within targets)	95%

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 11/12/2014

## Web Surveys

### Description:

Use Web Surveys to collect citizen or client data regarding services or other topics of interest. ISD can develop and administer a variety of tools that are connected to your department's website, recommend outside sources for such services, and provide mentoring services to assist your staff with the ongoing maintenance and analysis of the results.

### Business Value:

Departments are able to increase communication and receive feedback on service value and direction from customers and constituents.

### Service Available to:

Departments, agencies, community-based organizations partners of the County

### Service Initiation:

Email: [ISD Service Desk](#)  
Phone: (707) 565-2030

### Services Included:

- Design and development of survey
- Integration of survey features within website
- User interface for web survey results and reports
- Systems administration of service
- Facilitate training

### Service Hours:

7:00 AM – 5:00 PM, Monday – Friday, except for County holidays

## Service Pricing:

Service	Cost
Initial discovery of requirement (1 hour)	<a href="#">Standard Hourly Rate</a> (based upon current web service charging method)
Design, Develop survey	<a href="#">Standard Hourly Rate</a> (based upon current web service charging method)
Integrate survey features within website	<a href="#">Standard Hourly Rate</a> (based upon current web service charging method)
User interface for web survey results and reports	<a href="#">Standard Hourly Rate</a> (based upon current web service charging method)

## Service Level Objectives:

Service	Target
Acknowledgement of Request	Within 2 business hours
Provide estimate	3-5 business days after receiving business requirements
Simple surveys without complex workflow or conditional workflow	3-5 business days
Complex Surveys	On time based on Project scope and definition

## Customer Requirements:

- Clearly define objectives of survey
- Identify a service owner

## Exclusions:

None

## **Service Owner:**

For comments or questions, please contact:

Email: [Dan Fruchey, Division Director](#)

Phone: (707) 565-2703

## **Service Reviews:**

This service is reviewed on annual basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## **Service Changes:**

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 6/21/2016

# Wireless Access

## Description of Service:

Wireless access is available at several locations to provide a user the ability to connect to County network resources and/or the Internet without the need of a wired connection.

## Business Value:

Department staff and visitors have the capability to access network resources without requiring a desktop PC. Staff productivity is increased; vendors are able to access their resources; public is able to access the internet from the Espresso Café.

## Service Available to:

All County departments.

## Self Service:

[Online Security Authorization](#)

## Service Initiation:

[Online Security Authorization](#) for access request

Email: [ISD Service Desk](#)

Phone: (707) 565-2030

## Services Included:

- Types and locations for this service:
  - **sonoma-wless** – This wireless service includes full access to the County Network and the Internet on laptops supported by the County, predominantly in conference rooms within specific departments. A [list of wireless locations](#) is provided and is updated periodically as new wireless access points are installed.
  - **sonoma-ps** – This wireless service includes full access to the County Network, Public Safety resources, and the Internet on laptops supported by the County, made available in the same conference rooms mentioned in the service above.
  - **sonoma-sheriff** – This wireless service includes full access to the County Network, Sheriff and Public safety resources, and Internet access through the proxy server.

- **sonoma-vendor** – This wireless service is made available to vendors working with County departments, provided on a short-term, temporary basis with pre-approved authorization and access. Sometimes, vendors may require special access to their network via VPN technology; in this case, the ISD Network Infrastructure Team will work with the vendor to provide such access.
  - **sonoma** – Free Wi-Fi Internet access is made available to all customers with a integrated wireless laptop at the Espresso Cafe. Also referred to as “public Wi-Fi,” free Internet wireless access is on a dedicated network separate from the County Network. (limited to espresso cafés).
- Setup user authority to access the County network via a wireless connection.
  - Create a new wireless access point
  - Create department specific identifiers

### Service Hours:

- Wireless network available 24 hours per day, 7 days per week
- Support available 8:00 AM – 5:00 PM, Monday – Friday, except for County holidays and mandatory time off.

### Service Pricing:

Service	Cost
Existing Wireless Network access point	<a href="#">Baseline</a> Included in monthly network infrastructure cost
Employee receive wireless authorization	<a href="#">Baseline.</a> Included in monthly user account cost
Add new wireless point	No charge
Add Department specific identifiers	No charge

### Service Level Objectives:

Service	Service Target
Wireless access point operational	2 months
Respond to access request	16 business hours
Respond to improvement request	As identified in project plan

## Customer Requirements:

- Department authorized employee requests employee or vendor access
- User has a County owned laptop with wireless capability
- Improvement requests are authorized by the Department

## Exclusions:

- County network connection is not available for non-County owned laptops.
- Public access to the County network is not available.

## Service Owner:

Email: [Jonathan Kajeckas, Manager](#)

Phone: (707) 565-2456

## Service Reviews:

This service is reviewed on a quarterly basis. Reviews will include an analysis of ability to meet service level objectives, demand for service, capacity to deliver and customer feedback.

## Service Changes:

ISD will review the service, requests for modifications of the service and implement changes, as necessary, via the ISD Change Management process.

Last Update: 9/3/2014