



FY 2015 – 2016
Service Catalog

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About The Service Catalog

Welcome to the first annual IT Service Catalog. The IT Department provides leading edge technical services to support the business needs of the City of Greensboro. We provide services using a diverse selection of secure platforms and servers, with the latest sophisticated monitoring tools to ensure the highest availability for your business needs. We also employ an exceptionally responsive service desk to address customer concerns and troubleshoot any service-related issues.

Since a great many of our services are connected, our customers benefit from cost effective and efficient IT solutions. Our staff of technology professionals is adept at supporting and recommending services and solutions for meeting each department's technology needs for enhanced service delivery. The IT staff will work closely with our customers to define, achieve, and measure their IT service goals.

I invite you to review our service offerings. Contact me if you would like more information about adding new services, service consultations, or technology solutions tailored to your business needs.



Jane Nickles, CIO

Information Technology Department

City of Greensboro

Phone: 336-373-2314



E-MAIL SERVICE

Contact: Network Services Manager, Rodney Roberts: 412-6158

What is this service?

Electronic messaging provides worldwide connectivity within and outside the organization. It refers to the ability to send, receive, and store email.

FACT: *The City's email system sends and receives approximately 60,000 emails each week.*

What is included?

- Spam Filter
- Calendaring
- 1.2 GB Storage
- Virus Protection
- Archiving
- RightFax Service
- Sync Email to mobile devices
- Web Mail

How do we charge? Included in monthly Network charge (*Appendix A*)

Major Cost Drivers

- Number of accounts in use
- Hardware support
- Operations and engineering support
- Spam control
- Maintenance
- Storage management
- Mobile device management

What should you expect?

Service availability: 24x7 service availability (maintenance windows will be scheduled during non-business hours)

Defined Response Time:

Critical.....2 hrs

High Priority.....Same day

Medium Priority.....2 days

Low Priority.....3 days

How can you help?

1. Purge or archive e-mails every month
2. Refrain from forwarding large files to multiple users; instead, use shared storage drives
3. Do not attach graphics or backgrounds to your email signature, this requires additional storage space



NETWORK ACCESS

Contact: Network Services Manager, Rodney Roberts: 412-6158

What is this service?

A network is a collection of computers and devices connected to each other. The network allows computers to communicate with each other and share resources and information.

What is included?

- Network connectivity for PCs, laptops, printers, VOIP phones, mobile devices and enterprise storage
- Wireless access in designated areas (*appendix B -Wireless Locations*)
- Remote access
- Network connectivity for building automation and card swipe systems
- Network connectivity for surveillance cameras

FACT: *All services provided by the City of Greensboro are dependent on access to the network either directly or indirectly.*

- Network account management services
- Internet access
- Network cabling (additional charges may apply)
- Fiber optic cabling (additional charges may apply)

How do we charge?

Included in monthly Network charge (Appendix A)

Major Cost Drivers

- Number of network devices in use
- Hardware acquisition
- Hardware support
- Operations and engineering support
- Maintenance
- Internet filtering
- Bandwidth

Defined Response Time:
Critical.....2 hrs
High Priority.....Same day
Medium Priority.....2 days
Low Priority.....3 days

What should you expect?

Service availability: 24x7 service availability (maintenance windows will be scheduled during non-business hours)

How can you help?

1. Limit the number of devices connected to the network. Fewer devices such as network printers will reduce the amount of network equipment required.
2. Use fewer network ports by connecting your PC to your VOIP phone.
3. Limit your access to streaming video to reduce the usage of network bandwidth.



TELECOM/VOIP

Contact: Telecommunications Manager, Gerrad Biffle, 373-2333

What is this service?

Voice over Internet Protocol (VoIP) is a general term for a family of transmission technologies for delivery of voice communications over IP networks such as the Internet.

What is included?

Basic Services

- Inbound and outbound calls
- Audio-conferencing
- Voice mail
- Emergency responder
- Single line phone
- Multi line phone
- Multi line phone with voice mail
- Add-on module
- Analog (fax, modems, TTY, etc)
- Panic Button Installation

Enhanced Services

- Cell phones / Smartphone's
- Mobile air cards / hotspots for laptops

FACT: *IT Telecommunications completed over 7,890,000 calls in 2014*

How do we charge?

Basic service – Fixed price per month (*Appendix A*)

Enhanced services:

- Cell phones: Monthly charge based on cell phone carrier rates
- Mobile air cards: Monthly charge based on carrier rates

Major Cost Drivers

- Number of devices in use
- Hardware acquisition
- Hardware support
- Operations and engineering support
- Maintenance

What should you expect?

Service availability: 24x7 service availability (maintenance windows will be scheduled during non-business hours)

96% of phones installed within 5 days

96% of phone repairs complete within 3 days

How do I lower my costs?

1. Limit your long distance calls. Additional fees are charged for long distance.
2. Enter a Help Desk ticket online to have un-used phones picked up and taken off your account.

Defined Response Time:
Critical.....2 hrs
High Priority.....Same day
Medium Priority.....2 days
Low Priority.....3 days



LYNC MESSAGING

Contact: Telecommunications Manager, Gerrad Biffle, 373-2333

What is this service?

Microsoft Lync 2010 combines instant messaging, desktop sharing, application sharing, live meetings, audio conferencing and video conferencing.

FACT: *Lync is available on all City computers, tablets and cellular devices. "Lync" is a combination of the words "Link" and "Sync".*

What is included?

- Instant Messaging
- Audio-conferencing
- Video-conferencing
- Desktop Sharing
- Application Sharing
- Collaboration through whiteboard documents
- Collaboration through PowerPoint documents
- Polling lists

How do we charge?

Included in monthly MS Office charge (*Appendix A*)

What should you expect?

Service availability: 24x7 service availability (maintenance windows will be scheduled during non-business hours)

99% of Lync troubles/issues repaired or completed within 3 days

Defined Response Time:

Critical.....4 hrs

High Priority.....Same day

Medium Priority.....3 days

Low Priority.....5 days



DESKTOP SUPPORT SERVICES

Contact: Network Services Manager, Rodney Roberts: 412-6158

What is this service?

Desktop Support is an information and assistance resource that troubleshoots problems with computers, printers, and similar products. Desktop Support can be requested by calling the **Help Desk line** or by entering a Help Desk request via **CityNet**.

TECHNOLOGY HELP DESK LINES

Main Support line: 373-2322

Public Safety IT: 373-3375

GM911 Support: 373-4350

What is included?

Tier I Services

- 8X5 M-F Help Desk call in support
- Desktop computer support for IT standard desktops
- Laptop support for IT standard Laptops
- Smart phone and cell phone support for City devices
- iPad and tablet support for City devices
- Network printer support
- Application support for standard image software
- Virus and malware protection
- FTP support
- Technical consulting
- After hours emergency call in support
- Coordinate technology training
- Loaner Equipment check-out free of charge for up to 5 business days

Available Loaner Equipment:

- ✓ *Tablets*
- ✓ *iPads*
- ✓ *Personal Wi-Fi jetpacks*
- ✓ *Laptops*
- ✓ *Projector*
- ✓ *International phone*
- ✓ *Various Phone charging accessories*
- ✓ *Portable Easels for presentations*

How do we charge?

Tier I Service – Included in monthly Help Desk charges (*Appendix A*)

Tier II Service – Fixed price per computer technician per year (*Appendix A*)

Major Cost Drivers

- Software licenses
- Number of calls
- Time spent to resolve issue
- Non-return of loaner equipment

Defined Response Time:

Critical.....2 hrs

High Priority.....Same day

Medium Priority.....2 days

Low Priority.....3 days

What should you expect?

Service availability: 8:00 AM – 5:00 PM, M - F

Tips for using this service

1. Enter the Help Desk request online.
2. Read FAQ's on our webpage

FACT: *The Help Desk closed over 8,000 calls for support last year.*



LEASING/ROLLOUT

Contact: Leasing Administrator, Kathy Goodwin, 373-2828

What is this service?

Leasing provides the opportunity to refresh our technology, remain cost effective, and budget conscious. **Rollout Technicians are available at 373-7938.**

What is included?

- Equipment recommendations based on job duties, functions, and requirements
- On-line ordering form
- Software compatibility is checked and the technicians ensure the software is properly licensed and in compliance.
- Technical consulting at the time of deployment.
- 48 hrs of technical service after the computer is deployed to end-user.

Defined Response Time:

- *Approval of lease request within 24 hrs*
- *Computer deployed within 30 days of delivery*
- *48 hours of rollout support for issues and concerns on a new deployment*

How do we charge?

Equipment lease charges are based on a 36 or 48 month lease depending on equipment type. (*Appendix A*)

Major Cost Drivers

- Equipment upgrades
- Equipment availability
- Dual Monitors and larger monitors
- Not returning equipment on time

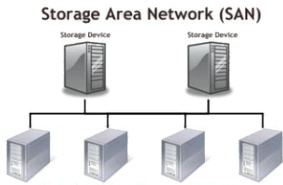
FACT: *The Rollout staff received 1,242 pieces of equipment and returned 1,114 pieces of equipment in 2014.*

What should you expect?

Service availability: 8:00 am – 5:00 pm, Monday through Friday

How can you help?

- Technology liaisons working with the end-user to ensure that the proper equipment is requested.
- End users should work with Rollout to ensure the computer is built and deployed in a timely manner. Timing is based on end-user availability and software to be installed.



STORAGE AREA NETWORK

Contact: Network Services Manager, Rodney Roberts: 412-6158

What is this service?

A storage area network (SAN) is an architecture that allows computers and servers to attach to remote data storage.

What is included?

- 10 GB storage on U: drive
- Storage for Department Shared Folders
- Storage for Department Folders
- Data backup and recovery services
- Directory services
- Data archiving services

How do we charge?

Included in monthly Network charges (*Appendix A*)

Major Cost Drivers

- Storage management
- Hardware acquisition
- Hardware support
- Operations and engineering support
- Maintenance

What should you expect?

Service availability: 24x7 service availability (maintenance windows will be scheduled during non-business hours)

How can you help?

1. Purge unnecessary data from U: drive and department folders
2. Save shared documents in department folders. Do not keep multiple copies.

FACT: The IT department manages 210 terabytes (Tb) of storage.

210 Tb = 210,000 gigabytes (Gb)

210,000 GB = 210,000,000 megabytes (Mb)

210,000,000 Mb = 210,000,000,000,000 kilobytes (Kb)

Defined Response Time:

Critical.....2 hrs

High Priority.....Same day

Medium Priority.....2 days

Low Priority.....3 days



ENTERPRISE SERVER SUPPORT

Contact: Network Services Manager, Rodney Roberts: 412-6158

What is this service?

A server is a device on the network that manages network resources. For example a *print server* is a computer that manages one or more printers and an *application server* is a computer that manages one or more software applications. A *database server* is a computer that processes database queries.

FACT: *In the City's data center there are over 200 virtual servers housing software and databases which manage City operations.*

What is included?

- Application hosting for enterprise systems
- SQL Server database hosting for enterprise databases
- Windows and AIX server support
- Virtual Server support
- XenApp support
- Disaster Recovery for enterprise systems
- SharePoint systems and support

How do we charge?

Included in monthly Network charges (*Appendix A*)

Major Cost Drivers

- Licensing
- Hardware acquisition
- Hardware support
- Operations and engineering support
- Maintenance

Defined Response Time:
Critical.....2 hrs
High Priority.....Same day
Medium Priority.....2 days
Low Priority.....3 days

What should you expect?

Service availability: 24x7 service availability (maintenance windows will be scheduled during non-business hours)



IP VIDEO SURVEILLANCE

Contact: Telecommunications Manager, Gerrad Biffle: 373-2333

What is this service?

IP Video Surveillance provides access to real-time or archived video at any time from any network location, allowing remote monitoring, investigation, and incident response by security staff, law enforcement or approved City of Greensboro personnel.

What is included?

Basic Services

- Real-time video monitoring
- 30-day archived video
- User based restrictions
- End-user training

How do we charge?

IT charges a \$15 per month per camera maintenance fee. This fee pays for video storage and any needed or required maintenance.

What should you expect?

Service availability: 24x7 service availability (maintenance windows will be scheduled with every effort to reduce negative impact to the organization)

Response Time: Low Priority – 10 days, Med Priority – 5 days, High Priority – 3 days, Critical – 2 days

99% of IP Surveillance troubles/issues repaired or completed within 5 days

Defined Response Time:

Critical.....2 days

High Priority.....3 days

Medium Priority.....5 days

Low Priority.....10 days

FACT: The Telecommunications Division stores approximately 46 terabytes of archived video storage for 30 days.



IT SECURITY

Contact: Security Compliance Officer, Tasha Swann, 335-5686

What is this service?

IT Security implements measures and systems to securely protect and safeguard information utilizing various forms of technology developed to create, store, use and exchange such information against any unauthorized access, misuse, malfunction, modification, destruction, or improper disclosure, thereby preserving the value, confidentiality, integrity, availability, intended use and its ability to perform their permitted critical functions.

FACT: *Approximately 3900 cyber attacks are blocked each month by IT Security systems.*

What is included?

- eDiscovery – Public Information Requests
- Information Assurance
- Incident Management
- Internal Investigations
- File & Share Drive Permissions
- Security Awareness and Training
- Security Audits
- Risk and Vulnerability Management
- Network Accounts for new employees
- Network access for 3rd Party Vendors

How do we charge?

Included in monthly Network charges (*Appendix A*)

Major Cost Drivers

- Vulnerabilities
- Advanced Persistent Threats (APTs)
- Malware
- Viruses
- PCI Compliance

Defined Response Time:

Critical.....2 hrs

High Priority.....Same day

Medium Priority.....2 days

Low Priority.....3 days

What should you expect?

Service availability: 9:00 AM – 6:00 PM, Monday – Friday

How can you help?

Please keep the following tips in mind:

- Never click links or open attachments in emails from people or businesses you don't recognize
- Check to make sure the company that sent the email is legitimate
- Hover over the link to see if it points to the company's website
- Contact the company directly – Do not use the contact information in the email
- Ask your colleague to help you verify
- Contact IT Security for assistance if you're still unsure at securityincidents@greensboro-nc.gov
- **If you did happen to click on a link or an attachment within an unwelcome email, to take precautionary matters, contact the IT Help Desk for your support area to reset your password "immediately" and have your PC scanned for Malware.**

TECHNOLOGY HELP DESK LINES

Main Support line: 373-2322

IT Public Safety: 373-3375

GM911 Support: 373-4350



PUBLIC SAFETY TECHNOLOGY SUPPORT

Contact: Public Safety IT Manager, Anita McCoy, 373-2845



What is this service?

The Public Safety Information Technology (PSIT) Division is the support for both Police and Fire Department technology, including but not limited to assistance with desktops, laptops, mobile devices, department specific applications, and daily user support. Assistance can be requested via telephone at 373-3375 or through a Help Desk request, which is linked on CityNet, GPDNet, and CentralStation.

What is included?

- 24/7/365 Help Desk call in support
- Desktop computer support for IT standard desktops and specialized units
- Laptop support for IT standard laptops and specialized laptops
- Mobile device support (Toughbooks, laptops, tablets)
- Mobile printer support
- Network printer support
- Application support for standard image software and Department specific applications
- Telephone and vendor support for all cell phones

Systems Support

- Maintenance and updates of servers
- Development and support of Departmental intranet sites
- Configuration and support of Departmental records systems

How do we charge?

There is no Help Desk fee charged back to either the Police or Fire Departments. They are solely supported by PSIT. Lease fees and software fees are in accordance with City standards.

FACT: Officers and firefighters enter on average 17,713 incidents per month into the Fire and Police systems, while citizens generate in excess of 140,000 requests monthly from the systems.

What should you expect?

Service availability: Office support – 7:00 a.m. – 5:00 p.m., M-F

Phone support – 24/7/365 – 373-3375

Emergency support – Call-outs whenever necessary

Response Time: Calls placed on the Help Desk are handled according to criticality and the time needed for resolution.

Defined Response Time:

Critical.....2 hrs

High Priority.....8 hrs

Medium Priority.....Same day

Low Priority.....2 days

How can you help?

- Call 373-3375 when there is an issue that needs to be resolved quickly
- Place routine issues and non-critical issues on the Help Desk
- Do not wait to report a problem



CUSTOM SOFTWARE DEVELOPMENT

Contact: Application Services Manager, Aimee Walker, 373-2016

What is this service?

Custom software development services include introducing, replacing, or enhancing software that no longer adequately meets a customer’s needs. We provide data driven web based applications as well as interfaces for data processing. We integrate our software and data processes with other city systems where feasible. Additionally, we provide data automation, data manipulation, data processing, and reporting services.

What is included?

- Business Process Analysis
- Business Process Documentation
- Web Application Design
- Development & Testing
- Support & Maintenance for Custom Developed Software and Applications
- Crystal Report Development
- Configuration/Hosting 3rd Party Software on Internal Database or Web Systems
- Data Manipulation and Automation
- Customized Tools for Processing Routine Batch Data Jobs
- Batch Data Processing

How do we charge?

There is no charge for in house application development.

What you should know:

We strive to meet the needs of the larger organization by scaling up smaller requests we receive where feasible.

We build automation into business processes so that we can increase organizational efficiency and effectiveness.

We strive for application uptime of 24x7

FACT: The Application Services division has written many applications and tools that are involved with monetary transactions across the City. Building inspections, Technology Leasing, Privilege Licenses, and Parking are a few of these applications. Yearly, these applications help process upwards of \$8.5 million dollars.



WEB SERVICES

Contact: Application Services Manager, Aimee Walker, 373-2016

What is this service?

Web Services offer a continuum of services supporting the Greensboro-nc.gov web site, CityNet and various internal websites. The Web Architect is responsible for providing guidance to departments on building, creating, designing and maintaining a strong web presence. Web Services is also charged with the continuous improvement of the City's overall web presence; including multimedia integration, mobile capabilities, usability and social media promotion. Web Services is a part of the Application Services Division and works closely with a dedicated Senior Systems Developer and the Communications Department.

What is included?

- Implementation, design, and maintenance to manage Intranet sites such as CityNet.
- Implementation, design, maintenance and platform upgrades for the www.greensboro-nc.gov web site
- Web Design/Graphic services
- HTML coding
- Web consulting services
- Web Training
- Web administration and workflow
- Google Analytic Reporting
- MindMixer support
- Web surveys (Survey Monkey)
- Web forms

How do we charge?

Included in monthly Network charges (*Appendix A*)

What should you expect?

24x7 Web Server Up Time

FACT: The City received a third place Savvy Award of Excellence for the best overall website for cities with a population of more than 110,000 at the 24th Annual City-County Communications and Marketing Association (3CMA) Annual Conference.



GEOGRAPHIC INFORMATION SYSTEMS

Contact: GIS Manager, Steve Averett, 373-2057

What is this service?

Geographic Information Systems (GIS) integrates spatial data (maps) and tabular data (informational databases) through computer technology. In doing so, it revolutionizes the way that information can be used.

GIS is one of the basic building blocks of the City's technology offerings. The goal is to deploy GIS throughout the organization, improving the way services are delivered to residents and businesses. To this end, GIS supports databases, develops applications, and provides technical assistance to a growing base of users.

What is included?

- Application development for custom GIS applications, mobile applications, and web services
- Support for desktop GIS software
- GIS analysis for complex projects and departments without dedicated GIS staff
- Creation of maps for analytical, work, and display purposes
- Administration and support for ArcGIS Online and displaying interactive maps on the internet
- Administration of GIS software purchasing and licensing
- Maintenance of specific GIS data layers
- Server and database support for all spatial databases

FACT: It has been suggested that more than 80 percent of the information maintained by municipal organizations is "geographically referenced." This means that information is tied to a location on the earth's surface by a street address, a depiction on a map, or through some similar technique.

How do we charge?

Each department is charged a percentage of the annual GIS software maintenance fees based on the number of ArcGIS desktop users in that department. This is calculated annually at the beginning of a maintenance billing cycle, typically in July.

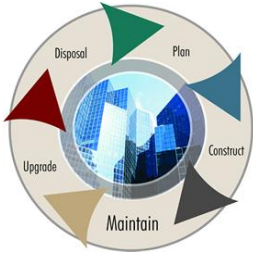
What should you expect?

Service availability: Office support – 7:00 a.m. – 5:00 p.m., M-F
Emergency support – Call-outs whenever necessary

Response Time: Projects are prioritized based on the overall goals and objectives of the organization and available resources.
Calls placed on the Help Desk are handled according to criticality and the time needed for resolution.

How can you help?

- Place routine issues and non-critical issues on the Help Desk
- Do not wait to report a problem



ENTERPRISE ASSET MANAGEMENT

Contact: GIS Manager, Steve Averett, 373-2057

What is this service?

The delivery of municipal services to residents rests on complex systems of public infrastructure that are both varied and extensive. Through the use of asset management technology, it is possible to track repair histories and coordinate service delivery of infrastructure involving multiple departments. It enables the City to provide speedy service delivery and minimize costs to its customers.

The City uses Infor's Enterprise Asset Management (EAM) software to manage the work necessary to sustain and enhance this infrastructure. Beginning in 2004, departments have been migrating to EAM. Today, EAM is used to manage maintenance of:

- Facilities management
- Fire station logistics
- Parks and athletic fields
- Right-of-way maintenance
- Solid waste collection and recycling
- Streets
- Street cleaning
- Stormwater infrastructure
- Traffic signs and signals
- Wastewater treatment
- Water treatment

FACT: Over 500,000 City assets are tracked and managed in the EAM system.

What is included?

- Administration and maintenance of servers and software related to EAM
- Creation and maintenance of regulatory, administrative, and operational reports
- User support for EAM software
- Develop and maintain system interfaces with EAM (Lawson, Call Center, etc.)
- Custom configurations of EAM software
- Database administration related to data storage and performance

How do we charge?

Each department that utilizes EAM is charged a percentage of the annual EAM software maintenance based on pre-existing agreements related to the amount of usage. This is calculated annually at the beginning of a maintenance billing cycle, typically in July.

What should you expect?

Service availability: Office support – 7:00 a.m. – 5:00 p.m., M-F
Emergency support – Call-outs whenever necessary

Response Time: Projects are prioritized based on the overall goals and objectives of the organization and available resources.
Calls placed on the Help Desk are handled according to criticality and the time needed for resolution.

How can you help?

- Look to your departmental EAM administrator for immediate assistance
- Place routine issues and non-critical issues on the Help Desk
- Do not wait to report a problem



ENTERPRISE SOLUTIONS

Contact: Deputy CIO, Chryste Hofer, 373-4650

What is this service?

The City uses Infor's Lawson software as the system of record to manage the enterprise. Today, the following applications create an integrated footprint in which we manage all the administrative operations of the organization.

- Lawson Applications (HR/Payroll, Finance, Inventory, Purchasing)
- Lawson Dashboards
- Lawson Strategic Sourcing Portal (GePS)
- BSI Regulatory Tax Software
- Qwestica Budget Software
- Perceptive Document Imaging
- MHC Paycheck and W-2 on-line forms
- Kronos Workforce Central
- Kronos Teletime
- SAP Business Objects Crystal Report Server
- Microsoft Add-ins Query tool

The role of the Enterprise Solutions team is to maintain the software on current support release levels, and ensure that users within the departments are able to leverage the functionality of the systems to resolve business issues and streamline processes. This team serves as both a vendor liaison as well as a support to the departments.

What is included?

- System and security Administration and maintenance of the above software.
- Application Security Audits
- Creation and maintenance of custom reports as requested
- Technical and functional support for above software
- Develop and maintain system interfaces with above software
- Design and deploy application configurations of software based on business processes
- Business Process Review with recommended efficiency enhancements

How do we charge?

Annual maintenance and subscription fees are appropriated through the Capital Leasing Fund. This fund can sustain the maintenance fees as well as the consulting fees required to maintain the software. Professional consulting that is unique to a specific department may be the responsibility of the requesting department depending on the availability of fund resources.

What should you expect?

Service availability:

Office support: 8 a.m. –6:00 p.m., Monday through Friday

Emergency support: Call-outs whenever necessary

Response Time: Projects are prioritized based on the overall goals and objectives of the organization and available resources.

Calls placed on the Help Desk are handled according to criticality and the time needed for resolution.

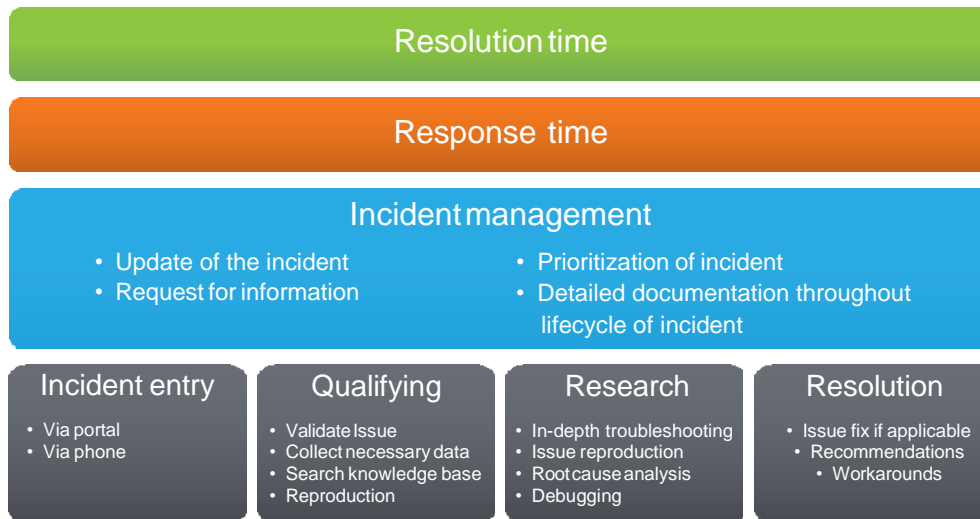
FACT: Roughly 80,000 transactions run through Lawson per month. 50% of those are in Purchasing, General Ledger and HR Training.

How can you help?

- Place routine issues and non-critical requests on the Help Desk. (i.e., security requests, login issues, requests for desktop client software, request for reports)
- Look to your functional ERP business analyst in IT for enhancements, set-up configurations, and business process reviews.
 - Financial / Purchasing Analyst: Kenny Thompson, 373-7630
 - Human Resource Analyst: Ja'Tia Brown, 373-2129
 - Kronos/Payroll Analyst: Karen Bowen, 373-3768
- Do not wait to report an incident and report it using the incident response guidelines on the following page.

The Enterprise Solutions team is subject to the following Incident Management Model which includes four main areas:

- Incident entry
- Qualifying
- Research
- Resolution



Severity levels:

Each incident must have a severity level assigned to it and the severity level must be provided as part of the information provided to log an incident. You should use the following table of definitions as a guide for assigning a severity level.

Severity Level	Description	Examples
1	Production System Down	Your production system or database is available, but a critical application failure has occurred and business processes are halted. There are no workarounds available.
2	High	A critical business process or Subscription Software is impaired, causing a serious disruption of a major business function and is causing a serious impact on daily functions or processing, and there is no reasonable workaround.
3	Medium	Non-critical issue occurs with the Subscription Software. You are able to run the Subscription Software, and there is an acceptable workaround for the issue.
4	Low	An inquiry or low impact issue that does not require immediate attention. This includes cosmetic issues on screens, errors in documentation, or a request regarding use of the Subscription Software.
5	Suggestion for Enhancement	A suggestion is made for enhancing the Subscription Software by adding new features or improving existing features.

APPENDIX A: INFORMATION TECHNOLOGY FEE SCHEDULE

FY 2015-16

NOTE:

These figures are for budget purposes only. The actual monthly lease charge will be based on the configuration of equipment.

Equipment prices are subject to change. Increases or decreases will be passed on to the customer.

These charges apply to all machines.

STANDARD EQUIPMENT: ANY CHANGES TO THE STANDARD SETUP WILL CHANGE THE MONTHLY LEASE CHARGE AMOUNT.

TIER I MONTHLY CHARGES

Type of Equip	Lease Term	Monthly Lease Charge	Monthly Help Desk Charge	Monthly Network Charge	Monthly Microsoft Office/Core CAL & AV	Monthly Total Tier I	Additional Information
Standard Desktop with one 22" monitor	36 months	\$34.00	\$53.33	\$87.00	\$21.52	\$195.85	includes 4gb of RAM and a 128gb Solid State Hard Drive
Standard Desktop with two 22" monitors	36 months	\$36.00	\$53.33	\$87.00	\$21.52	\$197.85	includes 4gb of RAM and a 128gb Solid State Hard Drive
Upgraded Desktop with one 22" monitor	36 months	\$42.00	\$53.33	\$87.00	\$21.52	\$203.85	includes 8gb of RAM and a 128gb Solid State Hard Drive
Upgraded desktop with two 22" monitors	36 months	\$44.00	\$53.33	\$87.00	\$21.52	\$205.85	includes 8gb of RAM and a 128gb Solid State Hard Drive
Standard Laptop ONLY	36 months	\$44.00	\$53.33	\$39.00	\$21.52	\$157.85	includes 4gb of RAM and a 128gb Solid State Hard Drive

Type of Equip	Lease Term	Monthly Lease Charge	Monthly Help Desk Charge	Monthly Network Charge	Monthly Microsoft Office/Core CAL & AV	Monthly Total Tier I	Additional Information
Standard Laptop with dock and one 22" monitor	36 months	\$55.00	\$53.33	\$39.00	\$21.52	\$168.85	includes 4gb of RAM and a 128gb Solid State Hard Drive
Standard Workstation with one 22" monitor	36 months	\$68.00	\$53.33	\$87.00	\$21.52	\$229.85	includes 8gb of RAM and a 300gb Hard Drive
Standard Workstation with two 22" monitors	36 months	\$71.00	\$53.33	\$87.00	\$21.52	\$232.85	includes 8gb of RAM and a 300gb Hard Drive
Apple IPAD with 64GB and Verizon service	24 months	\$54.00	\$25.00	\$20.00	n/a	\$99.00	Verizon service is an additional charge.
Apple iPad with 64 GB and WiFi only	24 months	\$35.00	\$25.00	\$20.00	n/a	\$80.00	
Windows Tablet	24 months	\$43.00	\$25.00	\$20.00	\$21.52	\$109.52	
Android Tablet	n/a	n/a	\$25.00	\$20.00	n/a	\$45.00	
Interactive Whiteboard with built in PC	36 months	\$255.00	\$53.33	\$87.00	\$21.52	\$416.85	
Interactive Whiteboard with no PC built in	36 months	\$226.00	\$53.33	n/a	n/a	\$279.33	These may be purchased or leased and are not charged network fees because they need an additional leased PC to be operational.

Help Desk TIER I consists of all City departments with the exception of the following TIER II groups:

- FINANCE- EQUIPMENT SERVICES DIVISION
- COLISEUM
- LIBRARY- PUBLIC EQUIPMENT ONLY
- GUILFORD METRO 911

TIER II groups pay a flat \$5000 per year/per IT staff person charge.

ADDITIONAL FEES

These fees are the same for all departments/divisions regardless of TIER I or TIER II Status:

VoIP/ TELECOM CHARGES	MONTHLY CHARGE
Multi Line set	\$30.50
Multi Line set with Voicemail	\$32.50
Single Line set	\$27.50
Single Line set with Voicemail	\$29.50
Add-on module (7914)	\$7.50
Analog Line	\$20.00
Headset (Corded)	\$3.50
Ringdown Circuit	\$34.00

SAN Network Storage	
AMOUNT OF STORAGE	MONTHLY RATE
500gb or less	\$100.00
501gb to 1tb	\$200.00

IP Surveillance Camera Maintenance & Storage	
AMOUNT OF STORAGE	MONTHLY CHARGE PER CAMERA
15 to 30 days	\$15.00

Virtual Server	
AMOUNT OF STORAGE	MONTHLY CHARGE PER SERVER
Virtual Server	\$150.00

APPENDIX B: SECURED AND PUBLIC WIRELESS LOCATIONS

Generally, each wireless Access Point (AP) can handle between 12 and 25 devices depending on bandwidth requirements.

Public Facilities	Area of Coverage
Arboretum	Conference Room
Botanical Gardens	Picnic Areas
Caldcleugh	Parking Lot area
Caldwell House	Picnic Area
Coliseum	Admin area, special events
Curb Market	Farmers Market, Offices, Parking Lot
DAV Building	Admin Area
Depot	Ticketing Areas
First Tee	Inside
Gateway Garden	Front Entrance
Gillespie Golf Course	Golf Shop
Glenwood Library	Parking Lot
Griffin Rec Center	Basket Ball Area, Gym, Lobby
Hemphill Library	Parking Lot
Historical Museum	Main Lobby & Auditorium
Job Link	Classroom
Kathleen Clay Library	Parking Lot
Lake Townsend	Plant area
Lewis Rec center	Parking lot area
McGirt Horton Library	Parking Lot Area
Peeler Rec Center	Inside
Smith Senior Center	Front & Back Areas of Building
Warnersville Rec Center	Common Area's Parking Lot Area

City Work Facilities	Area of Coverage
Cone Building	Offices & Training Rooms
GM911 Center	Offices & Radio Shop
GTA Building	Office Area
Homeland Av. Building	Office Area
Kitchen Building	Conference Room Area's
Maple St. Police Station	Parking Lot Area
Mitchell Plant	Plant Area
MMOB	3 rd , 2 nd , Plaza, and UG levels
Police HQ	Office Area
Public Safety Training Facility	Common Areas and Conference Rooms
Swing Road Police Station	Parking Lot Area and Training Rooms
Sanford Smith Building	Facilities Maintenance Area
Service Center Signal Shop	Building wide
Service Center Admin Building	Training Rooms
T. Z. Osborne	Offices, Conference Room, Back Lot

Fire Facilities	Area of Coverage
Fire Station 1	Office Area
Fire Station 2	Office Area
Fire Station 4	Office Area
Fire Station 5	Office Area
Fire Station 7	Office Area
Fire Station 8	Office Area
Fire Station 10	Office Area
Fire Station 11	Office Area
Fire Station 14	Office Area
Fire Station 17	Office Area
Fire Station 18	Office Area
Fire Station 19	Office Area
Fire Station 20	Office Area
Fire Station 21	Office Area
Fire Station 40	Office Area
Fire Station 41	Office Area
Fire Station 43	Office Area
Fire Station 48	Office Area
Fire Station 49	Office Area
Fire Station 52	Office Area
Fire Station 53	Office Area
Fire Station 56	Office Area
Fire Station 57	Office Area
Fire Station 59	Office Area
Fire Station 61	Office Area

SECURED WIRELESS LOCATIONS “INTERSECTIONS”

Corner of US29 and Phillips Ave

Corner of North Holden Rd and Spring Garden St

Corner of Cone Blvd and N. Elm street

Corner of us29 and East Cone Blvd

**Corner of Battleground and Old
Battleground**

Corner of Florida and Freeman Mill Rd

**Corner of Battleground and Benjamin
Parkway**

Corner of W. Market St. and Muirs Chapel Rd

Corner of Benjamin Park way and Bryan Blvd

Corner of US 29 and Market St

Corner of Battleground and Pembroke Rd

Corner of Battleground and W Wendover

Corner of Holden Rd and W Market st

Corner of Lawndale Dr. and Pisgah Church Rd

Corner of Battleground and Horse pen Creek

Corner of N Elm St and Pisgah Church rd

Corner of N Church and Lees Chapel

Corner of W Wendover Ave and N Church St

Corner of Bryan Blvd and Fleming Rd

Corner of Ballinger r and Fleming Rd

Corner of Bryan Blvd and New garden Rd

Corner of W Cone Blvd and Lawndale D

Corner of Battleground and W Cornwallis

Corner of High point road and S Holden

Corner of Highpoint and Florida

Corner of I 40 and Highpoint

Corner of Battleground and New Garden

Corner of Bennett and Dudley

Corner of US29 and Lee

Corner of Wendover and Penny

Corner of US29 and Wendover

Corner of Summit and Wendover

Corner of Bryan Blvd and Holden Rd

Corner of US421 bd Pleasant Garden

APPENDIX C: SEVERITY LEVEL DEFINITIONS

Severity Level	Examples
Critical	A critical failure affecting many such as A Production System Down or A Network Outage affecting multiple locations. Processes are halted. There are no workarounds available.
High	A critical business process is impaired, causing a serious disruption of a major business function and causing a serious impact on daily functions or processing. There is no reasonable workaround.
Medium	Non-critical issue occurs. Business processes are not disrupted and work can be completed. There is an acceptable workaround for the issue.
Low	An inquiry or low impact issue that does not require immediate attention. This includes cosmetic issues on screens, errors in documentation, or a request regarding use of Software or a service.