

Thurston County Law Enforcement Records Management Consortium

-Executive Board -

*June Meeting Agenda
Wednesday, June 25, 2014
12:00 PM
Lacey Police Department*

- I. **Review and Approval of April Meeting Minutes**
 - a. **Overview:** Minutes from the April 2014 meetings will be reviewed
 - b. **Action Item:** Board decision to edit and/or accept the meeting minutes
- II. **Review and Approval of Expenditures**
 - a. **Overview:** Review expenditures, remaining costs for Phase II and COPS grant
 - b. **Action Item:** Board decision to approve payment of the expenditures
- III. **Greg Moe – Salvation Army**
 - a. **Overview:** Police and Fire bell ringing
 - b. **Action Item:** Informational
- IV. **RMS Server Replacement at TCOMM**
 - a. **Overview:** Status of server capacity
 - b. **Action Item:** Discussion
- V. **TC LERMS Service Level Agreement with TCOMM**
 - a. **Overview:** Review draft of Service Level Agreement
 - b. **Action Item:** Discussion

Law Enforcement Records Management Consortium

Executive Board Meeting

Lacey PD

12:00 PM

Wednesday, April 23, 2014

Minutes

Members present: Chief Ronnie Roberts, Olympia; Chief Dusty Pierpoint, Lacey; Chief John Hutchings, Tenino.

Members absent: Chief John Stines, Tumwater; Chief Todd Stancil, Yelm.

Staff and Guests Present: Laura Wohl, Jon Weiks, Kim Sorby, Jim Quackenbush, Keith Flewelling.

The meeting was called to order by Chief Roberts at 12:00 PM.

I. Review and approval of March meeting minutes

Ms. Sorby sent a draft of the March Meeting Minutes in advance of the meeting to the Board.

Chief Pierpoint moved to approve the March minutes. Chief Hutchings seconded the motion. The motion passed unanimously.

II. Discuss procedure for case disposition changes in RMS

Chief Pierpoint asked if there was a way to restrict who has the ability to change a case's disposition in RMS. Ms. Sorby explained that there is no way to restrict a user's ability to change case disposition without removing that user's ability to update name records.

Chief Hutchings said their new records employee will be starting and will need training. She will be trained at Yelm, Tumwater and Lacey police departments over the next few weeks.

Ms. Wohl said the implementation of the dual authentication solution is put on hold until the service level agreement between the consortium and TCOMM is finalized.

Chief Roberts moved to adjourn the meeting at 12:14. Chief Pierpoint seconded the motion. The motion passed unanimously.

LERMS PENDING INVOICES

June 2014 Board Review

| <u>Invoice Date</u> | <u>Vendor</u> | <u>Amount</u> | <u>Expense Description</u> | <u>Applicable Budget</u> |
|---------------------|---------------|---------------------------|---|----------------------------------|
| 6/9/2014 | TCOMM | \$ 326.40 | Security software - annual subscription | Operating |
| 5/22/2014 | SunGard | \$ 761.60 | Tumwater Scanning Installation | Operating, Tumwater to reimburse |
| | TOTAL | <u>\$ 1,088.00</u> | | |

Laura Wohl

From: helpdesk <helpdesk@tcomm911.org>
Sent: Tuesday, May 27, 2014 9:52 AM
To: Kim Sorby; helpdesk
Cc: Carla Mai; Laura Wohl
Subject: LERMS - Renew both JINDEX Certificates - Issue No 3697

Kim,

The certificates for the JINDEX Live and Test connection are set to expire near the end of August. The cost of one certificate is; \$99 one year, \$159 two year, or \$199 three year. Besides the cost advantage of getting a longer expiring certificate; every time the certificate expires, the new one would have to be re configured on the RMS server and provided to DES. The most cost effective option in the long run would be 2 x \$199 (+tax) for two of the three year certificates.

Please let me know which option the LERMS consortium would like to purchase. Like in the past, TCOMM will purchase the certificates then forward the invoice to the consortium. There is about a five day lead time for the certificates so we would purchase these mid August and with SunGard and DES to install them.

Thank you,

Jason Wilson

Systems Administrator
Thurston 9-1-1 Communications
2703 Pacific Ave SE, Suite A
Olympia, WA 98501
(360) 704-2752 Desk
(360) 704-2744 Technical Service Desk
(360) 704-2730 Main
(360) 704-2724 Fax
Jason.Wilson@tcomm911.org
www.TComm911.org

From: Kimberly Sorby [mailto:Ksorby@ci.lacey.wa.us]
Sent: Thursday, October 11, 2012 10:43 AM
To: Tim Klotz; Jason Wilson
Cc: Carla Mai; Laura Wohl
Subject: RE: JINDEX Test Connection

Thanks Tim!

Thank you,
Kim Sorby
360 459 4335 desk
360 280 3086 mobile

From: Tim Klotz [mailto:Tim.Klotz@tcomm911.org]
Sent: Thursday, October 11, 2012 10:42 AM
To: Kimberly Sorby; Jason Wilson
Cc: Carla Mai
Subject: RE: JINDEX Test Connection

RMS Project Expense Ledger - Phase 2 - Cost Summary

| Expense Category | Amt Budgeted in Contract | Amt Invoiced to Date | Remaining Budget | | | | |
|-----------------------|--------------------------------------|----------------------|------------------|--------------|------------------------|------------------------|----------------------|
| Travel | \$ 41,500.00 | \$ 41,640.93 | \$ (140.93) | | | | |
| Project Management | \$ 31,500.00 | \$ 26,799.75 | \$ 4,700.25 | Bill pending | | | |
| Implementation | \$ 8,400.00 | \$ 4,962.93 | \$ 3,437.07 | Bill pending | | | |
| Custom Development | \$ 15,000.00 | \$ 15,000.00 | \$ - | | | | |
| Training | \$ 33,600.00 | \$ 23,204.95 | \$ 10,395.05 | unbilled | | | |
| Professional Services | \$ 12,750.00 | \$ 5,400.00 | \$ 7,350.00 | unbilled | | | |
| Installation | \$ 14,000.00 | \$ 13,696.20 | \$ 303.80 | | | | |
| Conversion | \$ 37,500.00 | \$ 37,500.00 | \$ - | | | | |
| Pay Agency | | \$ - | \$ - | | | | |
| TOTAL | \$ 194,250.00 | \$ 168,204.76 | \$ 26,045.24 | | Phase 2 to Date | Phase 1 to date | TOTAL TD |
| | | | | | \$ 168,204.76 | \$ 434,016.27 | \$ 602,221.03 |
| | Contract Expenses Outstanding | \$ 26,045.24 | | | | | |

NOTE: Phase II is funded by COPSTech grant administered by Lacey

LERMS SERVICE LEVEL AGREEMENT

Objectives and purpose of Service Level Agreement (SLA)

The objective of this Service Level Agreement document is to ensure both parties understand and agree how the services will be performed and the responsibilities and expectations of each party. The SLA will:

- a) Describe the services provided by SERVICE PROVIDER.
- b) Identify service level objectives and performance targets for the services, agreed upon between SERVICE PROVIDER and the LERMS CONSORTIUM.
- c) Identify responsibilities of each party.
- d) Document the following service management processes agreed upon between SERVICE PROVIDER and customer representatives from the LERMS CONSORTIUM:
 1. Performance tracking and reporting to the LERMS CONSORTIUM.
 2. Review and amendment of the SLA document.
 3. Service-related dispute resolution.

This SLA document is not meant to be static, but a working document that will reflect the continuous change in services delivered by SERVICE PROVIDER, service delivery operating processes, and service level expectations agreed between SERVICE PROVIDER and the LERMS CONSORTIUM. This document may be updated and amended over time with the agreement of both parties.

Service Catalog

The following criteria were considered in order to identify and describe the services included in the Service Catalog:

The intent of the Service Catalog is to identify and describe services **from the customer's point of view**. This helps to emphasize and explain the **benefits, outcomes and deliverables that the customers receive** when purchasing a service, as opposed to describing the whole set of internal support processes and activities executed by SERVICE PROVIDER staff in order to deliver these services. As a result, business support processes and functions, such as account management or help desk functions, are not meant to be thoroughly explained in this section of the SLA.

The purpose of the Service Catalog is to describe the **standard services and terms of service delivery**, not the exceptional services or service terms that can be offered to a given customer under special circumstances.

Standard Services. Standard services are defined as those services provided under this agreement to all of the consortium agencies.

Hosting. The SERVICE PROVIDER will be responsible for providing the necessary infrastructure and utilities to host the hardware and software owned and utilized by the LERMS CONSORTIUM. The current inventory of hardware and software is attached in Exhibit A.

Configuration. The SERVICE PROVIDER will be responsible for Configuration of software applications.

Help Desk. The SERVICE PROVIDER will provide help desk services including a call center and help desk solution which documents all service calls/requests relating to the support of the LERMS CONSORTIUM. Details relating to the hours of operation and response times are detailed in the Service Levels section of this document.

Communications. The SERVICE PROVIDER will provide regular communications to the LERMS CONSORTIUM and its end users. These communications will convey information related to any service disruptions such as maintenance windows, outages, known issues, help desk coverage or actions required by the LERMS CONSORTIUM to maintain services covered under this agreement.

Project Management. The SERVICE PROVIDER shall provide project management or assistance to the LERMS CONSORTIUM as needed to maintain the hardware, software, utilities and regulatory requirements. As they pertain to maintaining existing services they are covered under the terms of this agreement. Any new or expanded service offerings would be negotiated in advance by the SERVICE PROVIDER and the LERMS CONSORTIUM.

Security Compliance. The SERVICE PROVIDER shall adhere to industry best practices relating to network security. Any breaches to the LERMS environment will be reported to the agencies immediately. In addition, all regulatory requirements relating to security such as those defined by CJIS (Criminal Justice Information Systems) shall be incorporated in partnership with the LERMS CONSORTIUM as required.

Vendor Management. The SERVICE PROVIDER will provide administrative and technical support to the LERMS CONSORTIUM as it relates to technology vendors. The SERVICE PROVIDER will coordinate all system upgrades, provide support in the escalation and consolidation of known issues, and provide consulting services for the LERMS CONSORTIUM in regards to contract and license management.

Interoperability. The SERVICE PROVIDER will provide technical support and assistance to maintain interoperability with law enforcement systems not

covered by this agreement. This includes but is not limited to local, state, and Federal systems:

- CAD
- MobileComm
- SECTOR – Washington State Patrol
- WASIS – Washington State Patrol
- JBRS – Washington State Department of Corrections
- VINE – Washington State Department of Labor & Industries
- JINDEX – Washington State Office of the Administrator for the Courts
- LiNX – United States Department of the Navy

Non Standard Services. Non Standard Services are defined as those services which are provided to specific agencies within the LERMS CONSORTIUM. Non Standard Services will be segregated for the purpose of cost but are subject to the same support model as all standard services covered by this agreement unless specifically exempted in writing.

Service Levels

Response Times. The following matrix classifies the prioritization of requests made to the SERVICE PROVIDER and a target for resolving or completing those requests.

| | | Time to Resolution |
|-------------------------------|---|--------------------|
| 1 - Critical | Major incident that is affecting a large group of users or critical business processes. | 4 hours |
| 2 – Critical with work around | Incidents that may be impacting work but have a work-around or alternative solution | 2 business days |
| 3 - Non-Critical | Requests for non-critical support which hinder processes or the use of services | 1 week |
| 4 – Standard | Requests for low priority / low impact support | 2 weeks |
| 5 – Administrative | Administrative requests or support which do not impact services or processes | As time allows |

Service Availability. The systems covered by this agreement will be available to end users on a 24/7/365 basis except as noted for maintenance or circumstances outside of the control of the SERVICE PROVIDER.

Business Hours. Help desk and professional services will be provided Monday – Friday from 7:00 am to 5:00 pm with the exception of recognized holidays.

After Hours support. Help desk support outside of business hours will be provided for critical support incidents (Priority 1 or 2) by calling XXX-XXX-XXXX.

Underpinning Contracts. All service levels are limited by any existing vendor contracts which otherwise restrict or hinder the SERVICE PROVIDER's ability to resolve or complete service requests in compliance with this agreement.

Service Maintenance. The SERVICE PROVIDER will provide the LERMS CONSORTIUM with a maintenance schedule and advanced notice for any required system maintenance which may impact service availability.

Service Continuity Management. The SERVICE PROVIDER will follow and administer industry best practices relating to designing redundant systems with an offsite disaster recovery solution. Additionally, the SERVICE PROVIDER will provide guidance to the LERMS CONSORTIUM for life cycle management of all LERMS systems and will coordinate the replacement of equipment by the latter of industry best practices or funding provided by the LERMS CONSORTIUM.

Service Capacity Management. The SERVICE PROVIDER will manage and monitor all LERMS systems to ensure that sufficient capacity is available to maintain current and future needs. This includes but is not limited to capacity for data storage, licensing, network hardware, rack space and power.

Service Management. The SERVICE PROVIDER will define and establish a Change Management Process. This process will document how service changes shall be administered, approved and communicated. Change Management will be applied to any physical or virtual changes to hardware, software or configuration of systems.

Customer & User Responsibilities. The LERMS CONSORTIUM and its staff shall be responsible for the following:

- Providing funds for hardware/software acquisitions
- Providing all documentation for hardware/software acquisitions including contracts, warranties, service agreements, vendor contact information and licenses.
- Management of customer devices, such as MCT's and printers.
- Management of customer device connectivity to the LERMS network.
- Timely response to requests for information or approvals.
- Functional user acceptance testing and sign off to ensure systems and services perform to specifications.
- Maintain definitions for backup requirements and records retention.
- Timely sharing of information provided by 3rd party vendors related to systems covered by this service level agreement.
- Training end users on the procedures for reporting issues and submitting requests for support to the SERVICE PROVIDER.

Service Measurement and Performance Reporting. The SERVICE PROVIDER will provide quarterly performance measure reports to the lead agency for dissemination to the board. The following measures shall be tracked and included in the report:

NEED TO DEFINE TARGETS

ABA (Abandonment Rate): Percentage of calls abandoned while waiting to be answered.

FCR (First-Call Resolution): Percentage of incoming calls that can be resolved without the use of a callback or without having the customer call back the help desk to finish resolving the case.

TTR (Time to Resolution): Time taken to complete or resolve a service request as defined in the service level matrix.

MTTR (Mean Time To Recover): Time taken to recover after an outage of service.

SA (System Availability): The amount of system uptime as a percentage over a specific period of time.

Supporting Documentation. The SERVICE PROVIDER will establish and maintain a knowledge base of information and help documents relating to the systems and services utilized by the LERMS CONSORTIUM.

General Provisions.

Problem Escalation. It is the responsibility of both the SERVICE PROVIDER and LERMS CONSORTIUM to follow the problem escalation procedures defined in [Exhibit B](#).

Review and amendment of the SLA document. This document may be updated and amended over time with the agreement of both parties. The amendment procedures for this service level agreement are defined in [Exhibit C](#).

Fee Schedule. The fees for services established under this service level agreement are defined in [Exhibit D](#).