

Service Level Agreement
Information Technology Services



**Kenton County Fiscal Court and
Kenton County Clerk**

1 TABLE OF CONTENTS

Service Level Agreement.....	4
1.1 Statement of Intent.....	4
1.2 Objectives of This Service Level Agreement.....	4
1.3 Period of Agreement.....	4
1.4 Review Procedure.....	4
1.5 Representatives.....	4
1.6 Reference Documents.....	4
1.7 Service Level Monitoring.....	5
1.8 Communicating Dissatisfaction.....	5
Agency Name Responsibilities.....	5
2.1 Overview.....	5
Kenton County Fiscal Court Responsibilities.....	5
3.1 Overview.....	5
3.2 Hours of Operation.....	5
3.3 Confidentiality of Data.....	5
Supported Products/ Applications/Systems.....	6
4.1 Support Services.....	6
4.2 Hardware and Software Supported.....	6
Standard Software	6
Standard Hardware	8
Customized Software	8
Hardware and Software Not Supported	9
Requesting Service, Priority Levels, Incident Management, Reporting.....	9
5.1 Requesting Service.....	9
5.2 Information Required When Requesting Service.....	9
5.3 Priority Levels.....	10
Priority 1: Critical	10
Priority 2: High	10
Priority 3: Normal	11
Priority 4: Project	11
5.4 Incident Management.....	11
5.5 Service Metrics.....	12
5.6 Review and Reporting.....	12
Cost Allocations.....	12

6.1	Cost Allocation Methodology.....	13
6.2	Cost Allocation Matrix.....	15
	Agreement Signatures.....	16
	Appendix A: Core Services.....	17
	Appendix B: Glossary of Terms and Definitions.....	18

Service Level Agreement

1.1 Statement of Intent

The purpose of this Service Level Agreement (SLA) is to document the understanding between the Kenton County Fiscal Court's (KCFC) Technology Services Department and [Kenton County Clerk](#) regarding the scope of Information Technology Services provided, Service Level Targets expected, and overall responsibilities of both parties to the agreement.

1.2 Objectives of This Service Level Agreement

1. To document the responsibilities of all parties participating in the Service Level Agreement (SLA)
2. To define the commencement of the SLA, the term of the SLA, and the provision for reviews or updates to the SLA
3. To define in detail the services delivered by KCFC's Technology Services Department and the level of service which can be expected by [Kenton County Clerk](#)
4. To provide a common understanding of service requirements/capabilities and of the parties involved in the measurement of service levels
5. To identify the annual costs of the services provided to [Kenton County Clerk](#) by the KCFC Technology Services Department and Agency Name's responsibilities for payment of those costs, if any

1.3 Period of Agreement

This agreement will commence on the first day of [Kenton County Clerk's](#) fiscal year and will be in effect for a one year period. This agreement will automatically renew for an additional one year period unless written notice is provided to the Kenton County Fiscal Court 60 days prior to the start of [Kenton County Clerk's](#) next fiscal year. Written notice is to be sent to the attention of the Kenton County Fiscal Court's County Administrator with a copy to the Director of Technology Services.

1.4 Review Procedure

This agreement will be reviewed at least annually on a mutually agreed date, by [Kenton County Clerk](#) and KCFC Technology Services Department. The review will cover services provided, service levels, and procedures. Any changes to this agreement must be approved by both signatories.

1.5 Representatives

The following principal officers are parties to the SLA as responsible for monitoring and maintenance of the agreement.

Kenton County Clerk: Elected Official or Director as appropriate

Kenton County Fiscal Court: Director of Technology Services

1.6 Reference Documents

The following documentation will serve as a basis for the services provided by KCFC Technology Services to Agency Name. The documentation will inform the cost allocation process so KCFC Technology Services can articulate in detail the services provided, the provider of the services, the costs of the services, and reasonable expectations for support, upgrades, replacements, and enhancements to the services.

1. Supported Server Hardware and Software (updated annually)
2. Supported Personal Computer Hardware and Software (updated annually)
3. Supported Custom Developed Software Applications (updated annually)
4. Supported Peripheral Hardware and Software (updated annually)
5. Network Security and Disaster Recovery Process & Procedures (updated annually)

1.7 Service Level Monitoring

The success of Service Level Agreements depends upon the ability to measure performance comprehensively and accurately so that credible and reliable information can be used to identify strengths and weaknesses.

Service factors must be meaningful, measurable, and consistently monitored. Actual levels of service are compared with agreed target levels on a regular basis by both [Kenton County Clerk](#) and KCFC Technology Services. In the event of a discrepancy between actual and targeted service levels both [Kenton County Clerk](#) and KCFC Technology Services are expected to identify the reason(s) for any discrepancies in partnership with one another and to work collaboratively to resolve the issues.

1.8 Communicating Dissatisfaction

All complaints relating to the services provided to [Kenton County Clerk](#) including, expected level of support versus actual support delivered and personnel involved in delivering or administering the services are to be conveyed to the KCFC Director of Technology Services in writing; email is a sufficient method to fulfill this requirement. Issues that involve the Director of Technology Services are to be reported to the Kenton County Administrator in writing; email is a sufficient method to fulfill this requirement.

Agency Name Responsibilities

2.1 Overview

The [Kenton County Clerk](#) responsibilities in support of this agreement are as follows:

- Be familiar with the KCFC information security policies and procedures for governing the acceptable use of information and communication technologies and adhere to same policies and procedures
- Be willing and available to provide critical information within 1 hour of logging a request with the KCFC Technology Services Department for any urgent matters
- Follow appropriate notification procedures for contacting KCFC Technology Services in order to receive the levels of service outlined in this document using the defined processes for requesting help and services
- Responding to inquiries from KCFC Technology Services staff responsible for resolving incidents and handling requests for service

Kenton County Fiscal Court Responsibilities

3.1 Overview

Kenton County Fiscal Court Technology Services Department is a provider of computing hardware and software maintenance services and support to the [Kenton County Clerk](#).

3.2 Hours of Operation

A KCFC Technology Services representative is available to provide support functions between the hours of 8:00am and 4:30pm Monday through Friday, except for County holidays, unless alternative arrangements have been agreed to between KCFC Technology Services and [Kenton County Clerk](#). KCFC Technology Services understands that some agencies have operations in effect 24 hours per day, 7 days per week. Should there be a critical issue to be resolved, the KCFC Technology Services Department will take all reasonable steps to ensure its staff members are available to resolve the issue.

3.3 Confidentiality of Data

The KCFC Technology Services department augments internal staffing through contracted relationships with Third Party vendors. Third Party vendors that work with KCFC Technology Services department to satisfy the needs of its clients must sign a confidentiality and non-disclosure agreement with Kenton County Fiscal Court.

The KCFC Technology Services department fully complies with CJIS standards, including NCIC certification for staff and Third Party vendors who work within our network. Proof of certification is available upon request.

Supported Products/ Applications/Systems

4.1 Support Services

The KCFC Technology Services Department works to provide a high level of service availability with no planned outages during core business hours. Most services provided are *available* (meaning they can be used) outside of core business hours; however, only some are *supported* (meaning KCFC Technology Services Department can assist with issues or problems). The services that are supported after hours are for Priority 1 – Critical calls for service (refer to section 5.3 for priority level definitions).

The following table outlines availability and support for each core service. See **Appendix A** for descriptions of these core services.

Core Services	Business Hours		After Hours	
	Available	Supported	Available	Supported
Advice, Guidance, Information	Yes	Yes	No	No
Audio Visual Services	Yes	Yes	Yes	No
Desktop Services	Yes	Yes	Yes	No
Email Services	Yes	Yes	Yes	Yes
File Management Services	Yes	Yes	Yes	Yes
Image Management Services	Yes	Yes	Yes	No
Internet Connectivity Services	Yes	Yes	Yes	Yes
Technology Procurement Services	Yes	Yes	No	No
Network Services	Yes	Yes	Yes	Yes
Print Services	Yes	Yes	Yes	No
Remote Access Services	Yes	Yes	Yes	No
Telephone Services	Yes	Yes	Yes	No*
Website Services	Yes	Yes	Yes	No
Software Development & Support Services	Yes	Yes	Yes	No**

*telephone support services are available 24 hours per day, 7 days per week from Cincinnati Bell by contacting 1.888.638.1699

**software is available for use 24 hours per day, 7 days per week; however, changes to software are not available after hours unless required to place the agency back into operation due to a Priority 1 – Critical issue

4.2 Hardware and Software Supported

The KCFC Technology Services Department provides support for standardized, enterprise-wide computer hardware devices, licensed software applications, and custom-developed software programs. This support applies to desktop and laptop computers, including tablets, as well as servers, County issued cell phones, and the telecommunications and data network both internal (KCFC Local Area Network) and external via Cincinnati Bell (Wide Area Network).

Standard Software

The following is a list of the standard licensed software applications supported by the KCFC Technology Services Department. This list may not include all software applications supported. Due to the unique processing requirements of each agency, there may be specific software products used by an agency that KCFC Technology Services will work with the agency and its vendors to support.

Server Operating Systems

Windows 2008*, Windows 2012, Windows 2016, Windows 2019

*Microsoft has issued end-of-life support warranties for the Server 2008 operating system. Because this operating system is no longer supported by Microsoft, KCFC Technology Services is phasing it out of the computing environment through a managed upgrade plan. This plan may include upgrading specific software applications in use by agencies that are running on servers with this older operating system. KCFC Technology Services will only support Windows 2008 operating systems that are within our responsibility to upgrade.

Workstation Operating Systems

Windows 7*, Windows 10

*Microsoft has issued an end-of-life support warranty for the Windows 7 operating system. Because this operating system is no longer supported by Microsoft, KCFC Technology Services is phasing workstations using Windows 7 out of the computing environment through a managed upgrade plan. This plan may include upgrading specific software applications in use by agencies that are currently running on the Windows 7 operating system. KCFC Technology Services will only support Windows 7 operating systems that are within our responsibility to upgrade.

Workstation Software

Office Suite: Microsoft Office 2010*, 2013, 2016, 2019 (includes Outlook, Word, Excel, PowerPoint, Access)

*Microsoft has issued an end-of-life support warranty for Office 2010. Because this version of Office is no longer supported by Microsoft, KCFC Technology Services is upgrading installations of this product to the Office 2013 or higher suite. KCFC Technology Services will only support Office 2010 software installations that are within our responsibility to upgrade.

Web Browsers

Microsoft Internet Explorer version 11 or higher, Mozilla FireFox, Google Chrome, Microsoft Edge

Server and Desktop Security

- ESET (a.k.a. NOD32) Antivirus

Firewall Server Security

Sophos Endpoint Protection

Email Anti-virus/Anti-malware

AppRiver SpamLab

Managed Backup and Disaster Recovery (MBDR)

MBDR Agreement with C-Forward Technologies, Inc. The MBDR Agreement includes all data on servers with operating systems of 2012 or higher. Data is backed up onsite, at a local (regional) data center and at an out of region data center. This system of backups allows for quick restoration of data if needed and also protects all server data in case of a major regional disaster. Full backups are created upon commencement of the MBDR process then followed by incremental backups every 60 minutes to allow for rapid restoration of data as needed.

KCFC Technology Services Department does not back up data saved to workstation local drives i.e., (C Drive).

Standard Hardware

- Servers – Microsoft Operating System only
- Workstations – Microsoft Operating System only
- Laptops – Microsoft Operating System only
- Tablets – Apple iOS, Windows, and Android
- Printers – various brands
- County issued Cell Phones – via Verizon Account, iPhones and Samsung devices
- Miscellaneous Devices as needed, e.g. credit card machines, hand scanners, etc.

Customized Software

- Kenton County Clerk
 - Record Room Indexing & Imaging
 - Motor Vehicle Lien
 - Marriage License
 - Public Service (Franchise) Bill Generation
 - Reports
 - Code Files
 - Delinquent Tax Collections & Sale
 - Accounting of Fees
 - Inquiry (KCOR/In-house) – Integrated with other departments
 - Property Tax Bill Generation
- Kenton County PVA
 - Maintenance (Parcel/Owner)
 - Assessor
 - Reports
 - Code Files
 - Exoneration
 - Interface with Images (Sketches/House Pictures)
 - Mapping Interface to GIS
 - Personal Property (Tangible Assessment)
 - Inquiry (KCOR/In-house) – Integrated with other departments
- Kenton County Sheriff
 - Property Tax Collection
 - Escrow/Electronic Payment Processing
 - Delinquent Export (Letters)
 - Tax Settlement Reports
 - Public Service (Franchise) Collection
 - Inquiry (KCOR/In-house) -- Integrated with other departments
- Kenton County Occupational License (COLT/COLA)
 - Support older COLT (Inquiry/Read Only) –COBOL system
 - Implement/Support COLA & Community Portal
 - Create Cities Inquiry and reporting access
- Kenton County Treasury
 - 911 Fee
 - Collection, Appeal Process
 - Reports
 - Fund Accounting
 - Reports

Other Software is supported for specific Agencies, for example, QuickBooks Accounting software is used by some agencies as well as Sentry File Document Management.

Hardware and Software Not Supported

The KCFC Technology Services Department does not provide support for personally owned desktop and laptop computers, printers, scanners, cell phones, and end user's home connectivity issues.

Hardware or software purchased by [Kenton County Clerk](#) that falls outside of the scope of approved technologies must be reviewed and approved by the KCFC Technology Services Department prior to purchase if [Kenton County Clerk](#) expects the KCFC Technology Services Department to provide support for the technology and/or if the technology requires installation on any of the workstations or servers supported by KCFC Technology Services staff.

KCFC Technology Services provides base level technology support, but **not** subject matter expertise for third party software used for agency specific functions. Examples include, but are not limited to, video editing (such as Adobe PremierePro), CAD modeling (MicroStation or AutoCAD), and GIS mapping (ESRI ArcGIS).

Requesting Service, Priority Levels, Incident Management, Reporting

5.1 Requesting Service

The KCFC Technology Services Department is available Monday through Friday from 8:00am until 4:30pm. The method to contact KCFC Technology Services for service is to send an email to KentonCountyTickets@cforward.com. Emails sent to this email address will generate a work ticket so the request can be logged, reviewed, worked, and resolved.

If [Agency Name](#) end users are unable to email a request then the following is the appropriate method of contact:

1. For PC Desktop, Email, Internet, Networking, Printers, etc. contact Dustin Brown at (859) 392-1407
2. For Software issues or building security needs, contact Jessica Ramsey at (859) 392-1474

If [Agency Name](#) requires **after hours support** for a Priority 1 – Critical Issue then the following is the appropriate method of contact.

1. Contact Joe Pflum at 859.802.5696. If no answer within 30 minutes, then
2. Contact Jessica Ramsey at 513.304.4059. If no answer within 30 minutes, then
3. Contact Joe Shriver at 859.760.7845

5.2 Information Required When Requesting Service

To ensure the best possible result in the shortest timeframe the KCFC Technology Services Department asks [Agency Name's](#) end users to provide the following information when reporting an issue.

- Number of people affected by the problem
- How the problem impacts the person's job/role/needs
- Detailed description of the problem
- The length of time the problem has been occurring
- End user's contact information (email, desk phone number, cell phone number, etc.)
- Physical location of the problem
- Computer, printer, or equipment name and/or physical location
- Software system or program affected & specific display screen of noted issue

Problems reported will not always meet the information criteria noted above; however, the more detail provided when reporting a problem, the faster the KCFC Technology Services staff can diagnose the problem and work to resolve it.

5.3 Priority Levels

The KCFC Technology Services Department uses the following guidelines in prioritizing problems. Problems reported to the KCFC Technology Services Department will be identified as “critical” if the issue meets any one of the following criteria:

- Significant risk to safety, law, rule, or policy compliance
- Significant number of agency people affected
- Significant agency impact that threatens immediate productivity
- Significant risk to the public service mission of the agency
- Significant risk to the public image of the agency
- Security of system, network or data is compromised
- Network infrastructure outage
- Issue is time-sensitive

To ensure the best service possible KCFC Technology Services has defined the following priority levels based on impact and urgency:

Priority 1 – Critical

Priority 2 – High

Priority 3 – Normal

Priority 4 – Project

Priority 1: Critical

This priority is designated for major business impact regarding county-wide critical systems fault or outage with no workaround resulting in complete loss of core business systems. Critical Incident causes immediate and significant disruptions affecting critical life safety or business transactions services. A Priority 1 incident is one that impacts the entire agency’s ability to perform critical business functions.

Examples of Priority 1 issues include but are not limited to:

- Agency user(s) are completely unable to perform their job functions
- Problems with lifesaving hardware and software for Fire and Security systems that pose a significant risk to life and safety
- Critical business applications and databases are not functioning
- County wide loss of access to Internet
- Complete Data or Communications Network Failure

Priority 2: High

This priority is designated for a significant agency impact with no workaround resulting in significant loss or degraded services. System operations can continue in a restricted mode. High incidents cause immediate and significant disruption but do not affect critical life, safety, and business transactions. An agency or individual’s ability to perform a critical function is in jeopardy or unavailable but a workaround is or can be established within a reasonable time.

Examples of Priority 2 issues include but are not limited to:

- Set up of new user accounts when the proper information has been submitted
- Work stoppage affecting a single user
- Assisting multiple users that have lost print capabilities
- Assisting with password resets and locked accounts

Priority 3: Normal

This priority level is assigned for incidents affecting a team or business unit with workaround options available. A department or individual's ability to perform a job function may be impacted or inconvenienced, but can continue business as normal. This priority is also designated for a user with general technology requests and questions.

Examples of Priority 3 incidents include but are not limited to:

- End user can move to another workstation to perform tasks or has another alternative to facilitate work
- Agency cannot print to local printer but can print to another printer
- Malfunctioning software application that needs to be uninstalled and reinstalled
- Slow network and/or Internet connection
- Non-critical software application issues
- Quotes requested for technology purchases

Priority 4: Project

This level is reserved for requests that result in functionality enhancements such that multiple end users can perform their work. This priority is a longer term project or request that develops into a managed project with tasks and milestone dates.

Examples of Priority 4 incidents include but are not limited to:

- Requests for customization of application software
- Installs of software and routine computer or laptop maintenance
- Operating system upgrades
- Software application upgrades or conversions
- Cell phone upgrades (County-issued cell phones only)

5.4 Incident Management

The primary goal of the Incident Management process is to restore normal service as quickly as possible. Incidents are defined as an unplanned interruption to an IT Service or a reduction in the quality of an IT Service. Incidents are given a priority to help KCFC Technology Services plan for and to allocate resources. Each priority has target times relating to response (i.e. confirmation that action is being taken) and resolution. Incidents are allocated priorities according to the agency impact and urgency of the situation.

The table below shows the priority assigned to incidents according to the importance of the reported situation. Incidents are given an urgency rating between 1 and 4 with Priority 1 as the highest priority. The urgency of an incident is assigned at the time of receipt of the service call and is used to define the required response, resolution, and status update intervals. The incident priority is determined collectively by the KCFC Technology Services staff member and the agency assessing impact and urgency with input from KCFC leadership and agency leadership as needed.

Priority Level	Definition	Business Hours Response Time	Business Hours Resolution Time	Status Update to Agency
1	Critical	Within 1 hour	Worked until the problem is resolved	Every 2 hours or mutually agreed intervals
2	High	Within 2 hours	Within 24 hours	Every 4 hours or mutually agreed intervals
3	Normal	Within 24 hours	Within 10 business days	At the start of the resolution activity and upon completion
4	Project	Within 5 business days	To be negotiated with the agency	Weekly project updates

Occasionally, the above stated resolution times will vary due to the following mitigating factors such as:

- Major disasters such as flooding or fire
- Delays while waiting for a third party vendor to produce a software application patch
- Delays while waiting for vendor to ship replacement hardware computing components
- Faults caused by a third party vendor, software or equipment failure or other unforeseen external failures not under the control of KCFC Technology Services (i.e., power outages, weather interference)
- Lack of timely or accurate information provided to KCFC Technology Services, such as information needed to begin problem diagnosis or confirmation of a resolved problem

5.5 Service Metrics

KCFC Technology Services has developed a set of performance goals to be used to evaluate the quality of services provided to Agency Name. The following are the performance service goals established by KCFC Technology Services:

- 85% [Agency Name](#) satisfaction rating
- 85% of requests for service answered within business hours response times
- 85% of requests for service resolved within business hours response times

Note: KCFC Technology Services reserves the right to take necessary precautions to protect the security of the network, its data and all IT-related assets at all times.

5.6 Review and Reporting

KCFC Technology Services will publish annual reports to [Kenton County Clerk](#) regarding the service metrics outlined in this agreement as well as any special projects underway between KCFC Technology Services and Agency Name. Annual reports will also be sent to KCFC senior management leaders.

Cost Allocations

Each Fiscal Year, KCFC Technology Services budgets costs for its personnel, materials, suppliers and contractors. These costs are submitted for approval to the Fiscal Court. The costs incurred by the KCFC Technology Services budget are directly related to the personnel that work in the department as well as the costs for providing Technology Services services to the Kenton County Fiscal Court and multiple other agencies.

Costs in addition to personnel include, but are not limited to:

- One-time software licensing for enterprise-wide systems (e.g. Exchange Email System Client Access Licenses, Website Domain Names, etc.)
- Annual Software Licensing Renewals (e.g. Managed Disaster Recovery Services, Anti-Spam, Anti-Virus, Anti-Malware, MicroFocus COBOL, Network Performance Monitoring, Automated Monitoring and Update Tools for Server and PC Updates)
- Internal Network Equipment (e.g. routers, switches, data cabling, firewall)
- Wide Area Network Communications & FUSE Dedicated Internet

In some cases, [Kenton County Clerk](#) pays for specific hardware and software licensing. For example, [Kenton County Clerk](#) may pay for new personal computers, laptops, printers, and software licensing for personal computers and laptops. In these cases, the specifications for these items are provided to [Kenton County Clerk](#)

by KCFC Technology Services to ensure compatibility with the KCFC computing environment (see section 4.2 Hardware and Software Supported).

6.1 Cost Allocation Methodology

KCFC Technology Services uses the following guidelines when allocating costs to [Kenton County Clerk](#):

Personnel Costs

To buffer for personnel changes and to accommodate cost of living wage increases, personnel costs will be allocated with a 2% increase per year. This increase will be reflected in the annual allocation matrix.

- Software Maintenance and Development
 - 50% of the salary costs of the KCFC Technology Services Software Developers are allocated in 2 equal parts to the Kenton County Sheriff, and Kenton County Property Valuation Administrator
- Network & Desktop Support
 - 20% of the salary costs of both the KCFC Technology Services Network Administrator and Technology Administrator are allocated in 7 equal parts to the Kenton County Clerk, Kenton County Sheriff, Kenton County Property Valuation Administrator, Kenton County Detention Center, Kenton County Attorney, Northern Kentucky Drug Strike Force, and Kenton County Fiscal Court
 - 75% of the salary and benefits costs of the KCFC Technology Services Network Administrator and Technology Administrator are allocated to the Kenton County Dispatch – 911 Center
- Management & Administration
 - 15% of the salary costs of the KCFC Technology Services Director and Network Engineer are allocated in 7 equal parts to the Kenton County Clerk, Kenton County Sheriff, Kenton County Property Valuation Administrator, Kenton County Detention Center, Kenton County Dispatch – 911 Center, Kenton County Attorney, and Northern Kentucky Drug Strike Force

Non-Personnel Costs

- Costs based upon number of servers per [Kenton County Clerk](#) as a percentage of total servers multiplied by annual costs for the following:
 - Managed Backup and Disaster Recovery
- Costs based upon number of end users per [Kenton County Clerk](#) as a percentage of the total end users on the network multiplied by annual costs for the following:
 - Anti-Virus, Anti-Spam, Anti-Malware Systems and Licensing
 - Network Performance Monitoring and Updates
 - Data Communications and Internet
- Costs based upon use of specific software applications
 - Annual COBOL licensing - divided equally between three agencies (PVA, Sheriff, Fiscal Court)
 - Software used solely by a single agency but managed, installed, and supported by Kenton County Fiscal Court – fully allocated to single agency (Kenton County Dispatch – 911 Center)

The Total annual budget for the KCFC Technology Services Department is approximately \$1.6 million dollars. The data presented in the following matrix includes salaries (and in some cases, benefits) for individuals in the department who interact most often with agencies supported by the KCFC Technology Services department. The matrix also includes costs associated with non-personnel items including network-wide disaster recovery, anti-virus, anti-spam, anti-malware, network performance and updates, data communications, and software licensing. Credits are included for contracts paid by an agency where the Kenton County Fiscal Court bears financial responsibility per KRS.

There are costs in the KCFC Technology Services annual budget that are not allocated to supported agencies. These costs include additional KCFC Technology Services personnel [Kenton County Clerk](#), software maintenance renewals for KCFC specific applications, project costs specific to KCFC, miscellaneous supplies and KCFC cell phone charges.

Costs used in the matrix are based upon the FY2022 Fiscal Court budget. The number of servers and number of users in the matrix are based upon extracts from the KCFC Networking environment as performed annually and validated by the [Kenton County Clerk](#) elected or appointed official.

6.2 Cost Allocation Matrix

Cost Type	Annual Cost	Clerk	Sheriff	PVA	Detention Center	Dispatch	County Attorney	NKY DSF	Fiscal Court
Personnel - Base w/out Benefits									
Software Maintenance & Development	\$138,435	\$0	\$34,609	\$34,609	\$0	\$0	\$0	\$0	\$69,217
Network & Desktop Support	\$141,192	\$4,034	\$4,034	\$4,034	\$4,034	\$171,404	\$4,034	\$4,034	\$4,034
Management & Administration	\$175,405	\$3,759	\$3,759	\$3,759	\$3,759	\$3,759	\$3,759	\$3,759	\$149,094
Non- Personnel									
Managed Backup & Disaster Recovery	\$48,000	\$3,600	\$1,200	\$2,400	\$3,600	\$19,200	\$2,400.00	\$1,200	\$14,400
Anti-Virus, Anti-Spam, Anti-Malware	\$4,560	\$200	\$630	\$170	\$1,420	\$450	\$0.00	\$140	\$1,410
Network Monitoring & Updates	\$33,252	\$1,458	\$4,594	\$1,240	\$10,355	\$3,281	\$1,020.89	\$1,021	\$10,282
Data Communications & Internet	\$119,100	\$5,224	\$16,455	\$4,440	\$37,088	\$11,753	\$3,656.58	\$3,657	\$36,827
Software Expenses									
Annual COBOL Licensing	\$10,000	\$0	\$3,333	\$3,333	\$0	\$0	\$0	\$0	\$3,333
Dispatch Software	\$22,680	\$0	\$0	\$0	\$0	\$22,680	\$0	\$0	\$0
Subtotal:	\$692,624	\$18,275	\$68,613	\$53,985	\$60,256	\$232,527	\$14,870	\$13,810	\$288,598
Credits:		\$15,967							
Totals:	\$692,624	\$2,308	\$68,613	\$53,985	\$60,256	\$232,527	\$14,870	\$13,810	\$288,598

Servers & Users Supported										Totals
Number of Servers Per Agency		3	1	2	3	16	2	1	12	40
Number of Users Per Agency		20	63	17	142	45	14	14	141	456

Per KRS, Fiscal Court responsible for leased printers used by County Clerk for Voter Registration

Agreement Signatures

By signing below, all approvers, each as duly authorized Agents on behalf of their respective Agencies, agree to all terms and conditions in this Service Level Agreement.

Submitted to: [Kenton County Clerk](#)
Gabrielle Summe
1840 Simon Kenton Way, Ste 1100
Covington, KY 41011
Gabrielle.Summe@kentoncounty.org

Submitted by: Kenton County Fiscal Court
Office of Technology Services
1840 Simon Kenton Way, Ste 3200
Covington, KY 41011
Jessica.Ramsey@KentonCounty.org

Kris Knochelmann
Kenton County Judge Executive

Gabrielle Summe
[Kenton County Clerk](#)

Date

Date

Appendix A: Core Services

Core Service	Description
Advice, Guidance, Information	Kenton County Clerk staff can request Advice, Guidance, and Information on technology services, software applications, projects and initiatives as needed.
Audio Visual Services	Kenton County Clerk can request assistance when using audio visual equipment available to them. For example, assistance and training is available for using LCD projectors.
Desktop Hardware and Software Services	KCFC Technology Services supports, manages, installs, troubleshoots, upgrades, and otherwise maintains desktop computer hardware and software for Agency Name.
Email Services	Network infrastructure that provides the ability to send and receive written messages including anti-virus and anti-malware protection
File Management Services	Network infrastructure that provides file storage for electronic files
Image Management Services	Network infrastructure that provides file storage for scanned images
Internet Services	Network infrastructure that provides access to the Internet including anti-virus and anti-malware protection
IT Procurement Services	Procurement services supplied to Kenton County Clerk to ensure hardware and software purchases are made for supported products
Network Services	Network infrastructure that provides fast and secure network connectivity to the internal Local Area Network (LAN) and the Wide Area Network (WAN) via Ethernet cabling and/or wireless access points as appropriate
Print Services	Network infrastructure that enables workstations connected to the Local Area Network, via Ethernet cabling or wireless access points, to print to laser printers and multi-function devices (copier/scanner/printer/fax)
Remote Access Services	Network infrastructure that provides services that allow secure access to email, electronic files and core software applications from any computer or mobile device connected to the Internet
Telephone Services	Telecommunication services that provide hardware and software that enable Kenton County Clerk to make calls, receive calls, send voicemails, receive voicemails, and perform 3-way conferencing
Website Services	Website development, maintenance and support for multiple websites hosted by Kenton County Fiscal Court
Software Development & Support Services	Onsite full-time staff that performs software development activities including programmatic code additions, changes, and deletions based upon specifications as communicated to the KCFC Technology Services Department by Agency Name

Appendix B: Glossary of Terms and Definitions

Term	Definition
Impact	A measure of the effect of an incident, problem or change on business processes. Impact is often based on how service levels will be affected. Impact and urgency are used to assign priority.
Incident	An unplanned interruption to an IT Service or a reduction in the quality of an IT Service. Failure of a configuration item that has not yet impacted Service is also an Incident.
Peripheral Hardware and Software	Hardware related business functions, such as printers, scanners, or credit card machines, and software enabling their use.
Priority	A category used to identify the relative importance of an incident, problem or change. Priority is based on impact and urgency and is used to identify required times for actions to be taken.
Resolution	Action taken to repair the root cause of an incident or problem or to implement a workaround
Response Time	A measure of the time taken to complete an operation or transaction. Used in capacity management as a measure of IT infrastructure performance and in incident management as a measure of the time taken to respond to the incident or to start diagnosis.
Service Level Agreement	An agreement between an IT service provider and a client. The SLA describes the IT service, documents service level targets and specifies the responsibilities of the IT service provider and the client.
Service Request	A request from a client for information or advice or for a standard change or for access to an IT Service. For example to reset a password or to provide standard IT Services for a new user in the client's agency or department.
Urgency	A measure of how long it will be until an incident, problem or change has a significant impact on the business.