

# Service Level Agreement Information Technology Services

Kenton County Fiscal Court Fiscal Year 2024



**Kenton County Fiscal Court and  
(Supported Agency)**

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# 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 (Supported Agency) 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 (Supported Agency)
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 (Supported Agency) by the KCFC Technology Services Department and (Supported Agency)'s responsibilities for payment of those costs, if any

## 1.3 Period of Agreement

This agreement will commence on the first day of (Supported Agency)'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 (Supported Agency)'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 (Supported Agency) 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.

**(Supported Agency):** 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 (Supported Agency). 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 (Supported Agency) and KCFC Technology Services. In the event of a discrepancy between actual and targeted service levels both (Supported Agency) 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 (Supported Agency) 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 Responsibilities

## 2.1 Overview

The (Supported Agency) 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 (Supported Agency).

## 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 (Supported Agency). 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.

Microsoft products are subject to an end-of-life cycle. Once a product reaches extended end of life, Microsoft will no longer release security updates, and the software then presents a significant security risk for the Kenton County network. KCFC Technology Services works on behalf of agencies to update and upgrade their software pursuant to security requirements.

## **Server Operating Systems**

Windows 2012\*, Windows 2016, Windows 2019

\*Microsoft has issued end-of-life support warranties for the Server 2012 operating system for October 2023. Because this operating system will no longer be 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 2012 operating systems within our responsibility to upgrade.

## **Workstation Operating Systems**

Windows 10, Windows 11

## **Workstation Software**

**Office Suite:** Microsoft Office 2016, 2019 (includes Outlook, Word, Excel, PowerPoint, Access) – Standard & Professional Editions

Due to Microsoft Licensing requirements and auditing measures, KCFC Technology Services does not support Home or Student versions of Office and any installations of these licenses may be uninstalled, or the offending device removed from the County network.

## **Web Browsers**

Mozilla Firefox, Google Chrome, Microsoft Edge

## **Server and Desktop Security**

- Windows Defender 10
- SentinelOne EDR & Antivirus (to be implemented in 2022)

## **Firewall Server Security**

- Sophos Endpoint Protection
- Cisco Meraki

## **Email Anti-virus/Anti-malware**

AppRiver SpamLab

## **Managed Backup and Disaster Recovery (MBDR)**

The County's MBDR Agreement is with C-Forward Technologies, Inc, utilizing COVE backup software. This agreement includes all data on production servers identified as a priority by Technology Services staff 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. The managed backup agreement also includes regular testing of backups to ensure they can be restored properly.

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. As a general rule, 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, and backups are held for 90 days. In some instances, if storage space is limited, backup frequency or retention period may be reduced. Lower priority servers, including test servers, servers used only for storing historic data that does not change, or application servers that do not change, may be backed up using different, lower availability methods (such as once a year backup to external drive).

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

Throughout the term of this Service Level Agreement, new custom applications may be developed, and old ones deprecated. Therefore the below list may not be exhaustive.

- 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
  - All online occupational filing software – including Filing Wizard, Standard Online Filing, City COLT services, and internal COLA tax and license processing
- Kenton County Treasury
  - 911 Fee
  - Fund Accounting

Other Software is supported for specific Agencies on an ad hoc and agreed upon basis, with some limitations (e.g. some versions of QuickBooks and 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 ([Supported Agency](#)) that falls outside of the scope of approved technologies must be reviewed and approved by the KCFC Technology Services Department prior to purchase if ([Supported Agency](#)) 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 (ArcGIS or ArcGIS Online).

## 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](mailto: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 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 Michael Willen at (859) 392-1461
2. For Software issues or building security needs, contact Michelle Foster at (859) 392-1466

If a user requires **after hours support** for a Priority 1 Issue then the appropriate method of contact is as follows:

1. Contact Darrin Gilvin at 859.380.0167. If no answer within 30 minutes, then
2. Contact Jessica Ramsey at 513.304.4059. If no answer within 30 minutes, then
3. Contact Dustin Brown at 859.638.3186.

### 5.2 Information Required When Requesting Service

To ensure the best possible result in the shortest timeframe the KCFC Technology Services Department asks users to provide the following information (if applicable and available) 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 KCFC Technology Services staff can diagnose the problem and 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 the following priority levels have been defined 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 (Supported Agency). The following are the performance service goals established by KCFC Technology Services:

- 85% (Supported Agency) 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 provide annual reports at the request of (Supported Agency) regarding the service metrics outlined in this agreement as well as any special projects underway. Annual reports will also be sent to KCFC senior management leaders as requested.

## Cost Allocations

The costs incurred for managing, implementing, securing, and maintaining the Kenton County network are paid upfront by the Kenton County Fiscal Court. These costs are then billed back out to the various agencies who utilize this network. A shared network and computing environment provides considerable cost savings for all connected agencies, enabling smaller entities to benefit from lower prices.

The annual rate charged to each agency, including (Supported Agency), is determined by dividing up costs incurred to maintain the network and KCFC Technology Services department, and allocating some of these costs to each agency based on their size and utilization. The sole purpose of this cost allocation is to recuperate some portion of the funds spent to the benefit of each partner agency.

Costs incurred directly by KCFC Technology Services 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.)
- IT Maintenance & Management Software Licensing - (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 maintenance & licensing (e.g. switches, routers, data cabling, wireless access points, firewall, 3<sup>rd</sup> party monitoring assistance)
- Wide Area Network Communications & FUSE Dedicated Internet
- Personnel salary and benefits

(Supported Agency) is responsible for funding the purchase of their own users' workstations, printers, agency or workstation specific software, and generally any other technical equipment or software not specifically included in this agreement or allocation. In these cases, the specifications for these items are provided to (Supported Agency) by KCFC Technology Services to ensure compatibility with the KCFC computing environment (see section 4.2 Hardware and Software Supported). KCFC Technology Services may assist in procuring the devices, where vendor relationships or contracts exist that could provide discounted pricing to (Supported Agency). Items purchased under the Kenton County account from a vendor must be paid directly, and promptly, by the agency. If the agency does not pay as required, KCFC Technology Services will charge the agency and immediately cease in assisting with future purchases.

## 6.1 Cost Allocation Methodology

KCFC Technology Services uses the following guidelines when allocating costs to each agency:

### Personnel Costs

To buffer for personnel changes and to accommodate cost of living wage increases, personnel costs will be allocated with a minimum 2% increase per year. This increase will be reflected in the annual allocation matrix. Personnel costs not charged to partner agencies as outlined below are fully paid by Kenton County Fiscal Court.

- 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<sup>1</sup> per agency as a percentage of total servers, multiplied by annual costs for the following services:
  - Managed Backup and Disaster Recovery
- Costs based upon number of kentoncounty.org email addresses utilized by agency as a percentage of total number of kentoncounty.org email accounts, multiplied by annual costs for the following services:
  - Email Anti-Spam & Phishing Protection
- Costs based upon number of end users<sup>2</sup> per agency as a percentage of the total number of end users on the network, multiplied by annual costs for the following:
  - Network Performance Monitoring and Updates
  - Data Communications and Internet
- Costs based upon use of specific applications or services not shared across all agencies
  - Annual COBOL licensing - divided equally between three agencies (PVA, Sheriff, Fiscal Court)
  - Site specific communications improvements and leased equipment
  - Software used solely by a single agency but managed, installed, and supported by Kenton County Fiscal Court – fully allocated to single agency

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<sup>1</sup> The number of servers attributed to each agency includes any server solely used by that agency, and an estimated usage portion of any shared server in the Kenton County Networking environment.

<sup>2</sup> The number of end users is determined by a count of total workstations owned by each agency.

The Total annual budget for the KCFC Technology Services Department is approximately \$1.7 million dollars, and only a portion of these costs are allocated out to partner agencies. The data presented in the following matrix includes all of the items detailed above. 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, 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 FY24 Fiscal Court budget. The number of servers, email addresses, and users in the matrix are based upon extracts from the KCFC Networking environment as performed annually and validated by the [\(Supported Agency\)](#) 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
<b>Personnel - Base w/out Benefits</b>									
Software Maintenance & Development	\$144,028	\$0	\$36,007	\$36,007	\$0	\$0	\$0	\$0	\$72,014.04
Network & Desktop Support	\$146,896	\$4,197	\$4,197	\$4,197	\$4,197	\$171,404	\$4,197	\$4,197	\$4,197
Management & Administration	\$182,491	\$3,911	\$3,911	\$3,911	\$3,911	\$3,911	\$3,911	\$3,911	\$155,118
<b>Non- Personnel</b>									
Managed Backup & Disaster Recovery	\$55,200	\$4,140	\$4,140	\$5,520	\$5,520	\$15,180	\$4,140.00	\$1,380	\$15,180
Email Anti-Spam & Phishing Protection	\$4,830	\$122	\$697	\$151	\$1,648	\$405	\$0.00	\$122	\$1,685
Network Monitoring & Updates	\$57,132	\$5,220.18	\$5,945.21	\$3,480.12	\$13,920.49	\$4,060.14	\$2,465.09	\$2,320.08	\$19,720.69
Site Specific Communications Support	\$55,554	-	-	-	\$34,560	\$8,298	-	-	\$12,696
Data Communications & Internet	\$117,800	\$10,763.45	\$12,258.38	\$7,175.63	\$28,702.54	\$8,371.57	\$5,082.74	\$4,783.76	\$40,661.93
<b>Software Expenses</b>									
Annual COBOL Licensing	\$11,770	\$0	\$3,923	\$3,923	\$0	\$0	\$0	\$0	\$3,923
Dispatch Software	\$45,264	\$0	\$0	\$0	\$0	\$45,264	\$0	\$0	\$0
Subtotal:	\$820,966	\$28,354	\$71,078	\$64,364	\$92,458	\$256,893	\$19,795	\$16,714	\$325,196
Credits:		\$21,654							
<b>Totals:</b>	<b>\$820,966</b>	<b>\$6,700</b>	<b>\$71,078</b>	<b>\$64,364</b>	<b>\$92,458</b>	<b>\$256,893</b>	<b>\$19,795</b>	<b>\$16,714</b>	<b>\$325,196</b>

<b>Servers &amp; Users Supported</b>										<b>Totals</b>
Number of Servers Per Agency		3	3	4	4	11	3	1	11	40
Number of Workstations Per Agency		36	41	24	96	28	17	16	136	394
Number of Emails Per Agency		13	74	16	175	43	0	13	179	513

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:            (Supported Agency)  
                                  (Agency Contact)  
                                  (Agency Address)  
                                  (Agency Address Line 2)  
                                  (Agency Email)

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

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Kris Knochelmann  
Kenton County Judge Executive

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(Agency Contact)  
(Supported Agency)

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Date

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Date

## Appendix A: Core Services

Core Service	Description
Advice, Guidance, Information	(Supported Agency) staff can request Advice, Guidance, and Information on technology services, software applications, projects and initiatives as needed.
Audio Visual Services	(Supported Agency) 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 (Supported Agency).
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 (Supported Agency) 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 (Supported Agency) 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 (Supported Agency)



## 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.