



June 27<sup>th</sup>, 2023

To: Kenton County Fiscal Court

From: Jessica Ramsey

Re: Annual Kenton County Technology Services Service Level Agreements

Requesting approval of our annual Service Level Agreements for Technology Services provided to the following agencies:

- Kenton County Clerk
- Northern Kentucky Drug Strike Force
- Kenton County Detention Center
- Kenton County Sheriff's Office
- Kenton County Dispatch
- Kenton County PVA
- Kenton County Attorney

Included is the template document used as a basis for each separate Service Level Agreement. Once signed by Fiscal Court they will be sent to each Agency Head for signature. The language for each Agency is identical, with an additional MOU with the Kenton County Clerk's office, detailing specific technology items that are the responsibility of the Fiscal Court per KRS 117.345 and KRS 382.205.

The 2022 agreements differ from the 2022 agreements on the following key items:

- Removed support for Office 2013, Internet Explorer,
- Added support for new software products
- Updated contact information for front line IT support staff
- Added language explaining backup cadence and process
- Clarified guidelines on assistance with procuring technology hardware
- Updated cost allocation model to better reflect individual user count

Thank you,

Jessica Ramsey  
Director of Technology Services  
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