

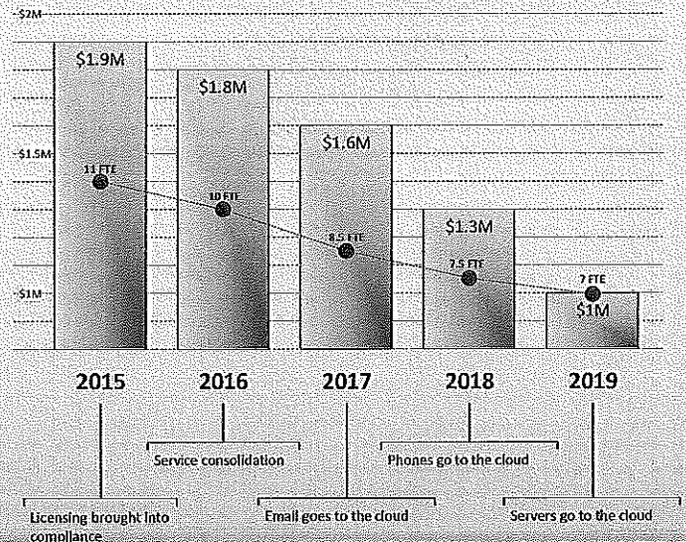
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A of D

Barnstable County IT Department

Creating efficiencies in IT:

- Reduced County server footprint by 70%.
- Reduced IT budget by 50% since 2015; eliminated all major capital expenditures.
- Addressed 100% of outstanding compliance issues, security and disaster recovery needs.
- Simplified support and management within IT.
- Increased the number of services available to users.
- Currently providing IT services to several municipalities; in discussions with many others.
- BCIT is now offering IT assessment services to municipalities to assist in driving efficiency throughout the region.

BCIT: More with Less
5 years of IT funding and staff levels with key initiatives:





Barnstable County

Regional Government of Cape Cod

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508-744-1244



Information Technology Department

Exhibit A BCIT Statement of Work "IT Assessment and Strategic Plan"

INTERMUNICIPAL AGREEMENT FOR INFORMATION TECHNOLOGY SERVICES BETWEEN BARNSTABLE COUNTY AND THE <CUSTOMER>

Executive Summary:

<CUSTOMER> seeks to engage Barnstable County IT Department referred to herein as "BCIT" to provide a full and impartial IT Assessment and IT Strategic Plan for <CUSTOMER>. The process will take place in phases, starting with discovery and information gathering from both technical and non-technical sources and deliver strategic recommendations, based on the requisite services as further defined in this document. The outline of these services and the selection of those chosen by <CUSTOMER> constitute a statement of work and financial obligation between both parties. The services being offered for this assessment and subject to selection and prioritization by <CUSTOMER> include but are not limited to the following selected areas:

- I. Assessment of technical infrastructure and services.
 - a. Assessment of IT security, business continuity, and disaster recovery.
- II. Assessment of IT budget and fiscal planning.
- III. Assessment of IT staffing and responsibilities.
- IV. Assessment of business processes and IT organization.

Statement of Work:

All assessment work will take place in the following phases:

1. Kick-off: Determine priorities and goals, designation of stakeholders.
2. Remote and on-site data gathering.
3. Preliminary review of information with stakeholders.
4. Draft report reviews and revisions.
5. Final report delivered.





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The following details the scope for the various elements of the IT Assessment. Items may include but not be limited to:

I. Assessment of technical infrastructure and services

Report on the technical landscape of an organization using information gathered on services provided and supported by and through that organization's IT department or division.

- i. Network infrastructure.
- ii. Datacenter/server/storage infrastructure.
- iii. Data and telecommunication services.
- iv. End-user devices and systems.

a. Assessment of IT security, business continuity, and disaster recovery

Document risk-exposure related to cyber-security threats as well as IT infrastructure outages and recommend plans to mitigate deficiencies.

- i. Attack surface area, penetration testing and resiliency.
- ii. Threat detection and threat analysis capabilities.
- iii. Encryption, patch management and privileged accounts.
- iv. Outage survivability, fault tolerance, backup and recovery

II. Assessment of IT budget and fiscal planning

Provide assessment of IT operating and capital budget, including shadow-IT spending organization-wide, with projections where applicable.

- i. Review and comparison of annual spending.
- ii. Identify IT expenditures outside of IT department.
- iii. Determine per-division/costs and per-employee costs.
- iv. Identify previous IT spending trends and create projections.

III. Assessment of IT staffing and responsibilities

Outline staffing levels, contractor relationships, responsibilities, areas of specialty, and scope of supported services as well as customer expectations and satisfaction.

- i. Review of staffing and structure for all IT-related functions, across all divisions.
- ii. Identify contractual services and roles.
- iii. Identify opportunities through skill specialization.
- iv. User expectations and satisfaction levels.

IV. Assessment of business processes and IT organization

Deliver an assessment highlighting the level to which technology is utilized and controlled throughout the entire organization and make efficiency-driven recommendations.

- i. IT governance: policies, procedures and standards.
- ii. IT procurement, asset lifecycle, project management and support tracking.
- iii. Digitalization and integration of legacy business processes.
- iv. Integrations between multiple business processes.

Assessment Report Deliverables:

Deliverable shall be assembled as a written report document and may be presented in any reasonable manner or format selected by <CUSTOMER> within (2) weeks after completion of data discovery.





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Recommendations:

BCIT may require information or access to information in order to satisfy the goals of this engagement as indicated and agreed upon. Failure to provide key elements may limit the viability of the overall assessment. Such key elements required may include but are not limited to:

- Access to certain physical locations or facilities.
- Availability with reasonable notice, of contact points and stakeholders.
- Access to key systems and/or services for data discovery.
- Data delivered by contract points for inaccessible systems.

BCIT Project Manager:

BCIT will assign a project manager to manage and further develop details of the IT Assessment. The plan will be expanded to include more specific tasks, resource schedules, and completion criteria based on objectives set by <CUSTOMER>. In addition, the project manager will be responsible for:

- Coordinating and tracking resources during the length of the project.
- Leading regularly scheduled status meetings.
- Tracking and communicating the overall progress and completion of the project.

IT Assessment cost to <CUSTOMER>

\$0.00

Satisfies data discovery prerequisite for Service Level Agreement for IT Support: (Y/N):

N

IN WITNESS WHEREOF, the parties have caused this instrument to be signed by their individual representatives, whose signatures are hereto affixed.

BARNSTABLE COUNTY
Barnstable County Commissioners:

Date: _____

Barnstable County Administrator:

Date: _____

<CUSTOMER>
<CUSTOMER> Select Board:

Date: _____





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Information Technology Department

Exhibit B

BCIT Statement of Work "Network IT Support"

INTERMUNICIPAL AGREEMENT

FOR INFORMATION TECHNOLOGY SERVICES BETWEEN BARNSTABLE COUNTY AND THE <BLANK> OF <CUSTOMER>

Part I Network IT Support:

The <Blank> of <Customer> seeks to engage Barnstable County IT Department referred to herein as "BCIT" to provide IT related services as further defined in this agreement. The outline of these services and the selection of those chosen by <Customer> constitute the entire agreement and financial obligations between both parties. The IT-related Services being offered by BCIT to <Customer> include but are not limited to:

- On-Site IT Support Services
- Remote IT Support Services
- IT Staff Augmentation
- Specialized IT Support Staff Assignment
- Break Fix – IT Support 7X24 Incident Response

BCIT SLA – Service Level Agreement:

Barnstable County IT Department commits to meeting particular standards when providing IT support to our constituents; these standards include:

- 15-minute response for service & support incidents
- Provide estimated time to resolution from trouble & support tickets to critical outages
- On-hand spares for critical network equipment to assure optimum uptime & business continuity
- 4 hour on-site emergency dispatch

BCIT IT Support Prerequisite:

In order for BCIT to properly assume the role of IT Support and meet our Service Level Agreement obligation to <Customer>, we will require data collection on each area of the IT Network Infrastructures we are chartered to support. If the data collection presented by <Customer> is determined to be insufficient, an IT network discovery may be necessary as further described in this document.

BCIT Service & Support Offering

BCIT Support is tracked and monitored through our automated Support Ticketing System, <Customer> will be provided with credentials to access our ticketing system that will allow them 24 hour access to our support desk. All support requests are logged and escalations are based on the critical nature of the service requests as defined below.





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All support and service requests initiated by <Customer> must follow the procedures outlined in their IT Support Welcome Kit that will be distributed electronically to assure proper handling and assignment. <Customer> will be given the opportunity to include the contact names and titles of personnel within their entity that can initiate service request or support tickets. BCIT shall not be bound to drive SLA or event escalations for service or support requests that have not been properly entered into the support portal by <Customer>.

Ticket and corresponding support requests are date and time stamped and will be properly assigned and tracked through resolution and closure. <Customer> will be provided a detailed report of all IT support tickets and time entries monthly. Billing for IT support as requested by <Customer> will accompany these reports and are billed monthly unless otherwise arranged. If the allowance of IT support hours become exhausted, BCIT will initiate the change order process issued to <Customer> to accommodate further IT support funding.

BCIT Resolution Path for Maintenance and Support Issues

Error Severity	*Initial Response Goal	Activity	Resolution Method
Critical (24/7 Support)	15 Minutes	continuous effort	patch/work around
High	1 hours	continuous during business hours	patch/work around
Medium	4 business hours	business hours	patch as required
Low	48 business hours	as required	as needed

Service Level Error/Trouble Classification:

Critical	High	Medium	Low
Means a catastrophic error within the entities environment under areas covered in SLA which causes a complete (100%) loss of service. Example:	Means a non-catastrophic Error within the entities environment under areas covered in SLA that causes significant degradation of	means a non-catastrophic Error within the entities environment under areas covered in SLA that: (i) has an impact on operational but not considered to significantly impact overall delivery of services or	Means an Error within the entities environment under areas covered in SLA that: (i) has minimal current impact on the user; and (ii) causes a malfunction of





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Production Servers are completely down.	business functionality or customer access (50%+ loss of functionality).	performance, and (ii) causes less than 50% percent degradation of performance. Example: Multiple users encountering problems	a non-essential product feature.
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IT Support Engagement Check List:

Sufficient Network IT Data Collection Provided in support of the SLA being requested? Y/N N

IT Network Discovery & Report Required? Y/N Y If selected Yes, the below deliverable is applicable.

BCIT IT Network Discovery:

BCIT, working in concert with <Customer>, will provide remote and on-site network discovery session to provide required insight into to <Customer> 's Network Infrastructures and related supporting equipment to allow us to properly build our internal support processes to meet your IT support needs.

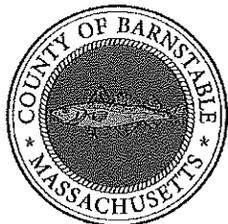
The deliverable of our IT Network Discovery to <Customer> will be a valuable asset and used as a steering guide in evaluating and finalizing the type and level of services <Customer> wishes to engage BCIT.

Upon completion of the IT Discovery, BCIT will provide an overall report of our findings presented to <Customer> in a logical format. Any recommendations made by BCIT based on factual collected data shall be based solely on the collected information without bias towards or against any manufacturer, vendor or entity. It shall be the responsibility and sole decision of <Customer> whether such recommendations are acted upon or implemented. In instances where a pertinent code violation, deviation from or non-compliance with industry standards or regulations, BCIT shall identify such infractions in our report.

Areas of the assessment found to be "Non-Compliant" in allowing BCIT to meet our Service Level Agreement for <Customer> will be clearly called out with definitions on where and why we are unable to take on such responsibilities. These Non-Compliant instances may include but not be limited to:

- Pre-existing network security concerns
- Insufficient or inadequate back-up strategy or restore capabilities
- Inadequate internet access capabilities
- Insufficient network transport resiliency
- Insufficient data or information gathered during discovery process





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The costs for the IT Discovery will be billed hourly based on the agreed upon rate described below.

IT Support Costs:

The <Blank> of <Customer> requests IT on-site support at varying amounts weekly, at billable rate of \$95.00 per normal business hour.

Total Annual Allowance IT On-Site Support Hours Total Deliverable:

BCIT IT Network Discovery Costs:

Data Collection & Reporting of Findings (Exhibit A, Item I, & I.a)

Covered under Exhibit A as IT Assessment engagement? Y/N

Hours Allowance Billable Rate Total Deliverable

Total Costs:

IT Support and Assessment/Discovery: (Assessment paid for separately)

IN WITNESS WHEREOF, the parties have caused this instrument to be signed by their individual representatives, whose signatures are hereto affixed.

BARNSTABLE COUNTY
Barnstable County Commissioners:

Date: _____

Barnstable County Administrator:

Date: _____

<BLANK> OF <CUSTOMER>
<Customer> <Signatories>

Date: _____





Barnstable County

Regional Government of Cape Cod

William Traversé
Director of Information Technology
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508-744-1244



Information Technology Department

Exhibit C

Barnstable County IT Statement of Work: "IT Strategic Project Support"

INTERMUNICIPAL AGREEMENT

FOR INFORMATION TECHNOLOGY SERVICES BETWEEN BARNSTABLE COUNTY AND <CUSTOMER>

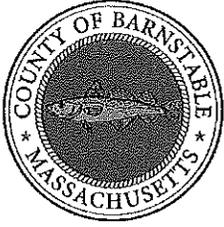
Part I: Strategic IT Project Support Overview

<CUSTOMER> seeks to engage Barnstable County IT Department referred to herein as "BCIT" to provide IT related project support and implementation management services as further defined in this agreement. The outline of these services and the selection of those chosen by <CUSTOMER> constitute the entire agreement and financial obligations between both parties.

The Strategic IT Project Support & Services being offered by BCIT to <CUSTOMER> are based on results from an initial IT Strategic Assessment (Exhibit A) and are made whole or replaced by specific data discovery needs included in the project as listed below.

- Implementation/migration to established as-a-service (cloud) providers
 - Cloud-hosted infrastructure-as-a-service
 - Security and specialized virtual appliances
 - Virtual or physical servers of any kind
 - Cloud-hosted platform-as-a-service
 - Databases
 - System and device management
 - Identity and access management
 - Cloud-hosted software-as-a-service
 - Email service
 - Phone system/service
 - File storage
 - Productivity and collaboration
- Consolidation and optimization
 - Network infrastructure
 - Traffic optimization
 - Server consolidation
- Business Continuity for critical systems and services
 - Internet access failover
 - Service mobility and accessibility
- Integration of users and existing resources with cloud services
 - Business intelligence/systems integration
 - Electronic workflow management
- Training for end-users and/or IT administrators
- IT policy and IT governance plan development
- Other: _____





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Part II: IT Strategic Project Details

ITEM #1

Title: <PROJECT NAME>

Scope:

Discovery work required within this scope? N

Duration – Start: ___/___/___ Estimated Completion: ___/___/___

Costs:

Licenses	\$	Professional Services	\$	Total	\$
Hardware	\$	Professional Services	\$	Total	\$
TOTAL: (ITEM #1)					\$

ITEM #2

Title: <PROJECT NAME>

Scope:

Duration – Start: ___/___/___ Estimated Completion: ___/___/___

Costs:

Licenses	Direct-to-vendor	Professional Services	Direct-to-vendor	Total	Direct-to-vendor
Hardware	Direct-to-vendor	Professional Services	Direct-to-vendor	Total	Direct-to-vendor
TOTAL: (ITEM #2)					Direct-to-vendor

<SUMMARY>

Grand Total IT Strategic Project Support: \$





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Information Technology Department

IN WITNESS WHEREOF, the parties have caused this instrument to be signed by their individual representatives, whose signatures are hereto affixed.

Barnstable County Commissioners:

Date: _____

Barnstable County Administrator:

Date: _____

Date: _____

DRAFT

