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IN REF. ORDER NO 20 Service Level Agreement between Sprocket Technologies and the Adair County Commissioners for Comprehensive IT Labor Services

Service Level Agreement

Between

Sprocket Technologies

and

Adair County Commissioners

For

Comprehensive IT Labor Services
(CITLS)

Submitted to: Stan Pickens
Adair County Commissioners
(hereafter referred to as CLIENT)

Submitted by:
Mike Gunnels
Sprocket Technologies
304 S. Franklin
Suite 400
Kirksville, MO 63501

Purpose

The purpose of this Support Service Level Agreement (SLA) is to formalize an arrangement between Sprocket Technologies (SPROCKET) and CLIENT to deliver specific support services at specific levels of support and at an agreed-upon cost. This document is intended to provide details of the provision of Comprehensive IT Support Services to CLIENT. This SLA may evolve over time with additional knowledge of the CLIENT requirements as well as the introduction of new services into the support portfolio provided to CLIENT.

Scope of Agreement

The following services are provided in response to the transfer of trouble tickets from CLIENT to SPROCKET in accordance with CLIENT's case management process.

Services Automatically Provided Under This Agreement

The following services are provided in response to the transfer of trouble tickets for support from CLIENT to SPROCKET:

1. **Preventative Maintenance**—defined as activities associated with remote and onsite regularly-scheduled preventative maintenance activities. Remote access will be the primary means of providing this support. In the event that CLIENT's network will not support remote monitoring and maintenance, a technician will be dispatched on Regularly Scheduled On-Site visits. These activities may include, but are not necessarily limited to the following:
   a) Download and installation of Windows Updates
   b) Download and installation of non-Windows updates
   c) Defragmentation and checking of Hard Disk space
   d) Scanning for and the removal of viruses and malware
   e) Review of system utilization, event logs and security
   f) Review of backup job logs
   g) Review of software licensing and warranty statuses
   h) Review of passwords and security policies
   i) Review of application performance

2) **Regular Maintenance** – defined as activities associated with normal maintenance activities. Remote access will be the primary means of providing this support. In the event that CLIENT's network will not support remote monitoring and maintenance, a technician will be dispatched on Regularly Scheduled On-Site visits. These activities may include, but are not necessarily limited to the following:
   a) Simple File Restoration — Restoration of a single file or a small group of files from existing healthy backup system
   b) Workstation hard-drive failure — Assistance with workstation hard drive failure including the installation of a replacement hard drive (purchased separately or covered under manufacturer warranty) and re-installation of the operating system and restoration of customer data from a healthy backup system. (Servers specifically excluded)
   c) SiteScan Web Security Scanning Services — This automated service will be conducted every three hours and will scan your website for security threats including malware, malicious JavaScript, drive-by downloads, malicious iframes, and suspicious redirections.

3) **Help Desk Services**—SPROCKET will provide telephone based help-desk services to CLIENT.

4) **Additional 10% Labor Discount**—SPROCKET will discount all non-inclusive labor services by 10% the normal advertised rate.

5) **Priority over Non-Contracted Customers**—SPROCKET will give priority to customers covered under contract.

6) **Regularly Scheduled On-Site Visit**—SPROCKET will schedule and coordinate with the CLIENT representative, a regularly scheduled onsite visit to your main facility to perform regular preventative maintenance and other pre-arranged in-scope Regular Maintenance tasks. This may include no more than one visit per calendar month. Additional visits will incur a travel fee as described in "Distance To Client Site" paragraph of this SLA.

Requests for Support Specifically Covered Under This Agreement

The following services are provided under this agreement:

1. **Remote Support Services**—SPROCKET will provide remote support services for non-exclusionary systems and devices as needed and as available during regular business hours, Monday through Friday from 8:00 a.m. until 5:00 p.m. After-hours work will be billed out separately at 1.5 times our regular rate, and Emergency, Sunday or Holiday labor will be billed out at 2.0 times our regular rate. Remote Support will be the primary and initial method of servicing CLIENT.

2. **Onsite Support and Project Services**—SPROCKET will provide onsite support and new IT project deployment services for non-exclusionary systems and devices as needed and as available during regular business hours. This includes IT projects for non-exclusionary systems, hardware and software purchased through SPROCKET. These services are available Monday through Friday from 8:00 a.m. until 5:00 p.m. After-hours work will be billed out separately at 1.5 times our regular rate, and Emergency, Sunday or Holiday labor will be billed out at 2.0 times our regular rate.

3. **Online Case Management**—SPROCKET will provide an online case management system in the form of a web-based customer portal accessible by CLIENT for the purposes of entering and tracking ongoing support related issues.

4. **Real Time Network and System Monitoring**—SPROCKET will provide real-time network and system monitoring services to CLIENT for the purposes of analyzing system trends in capacity and performance and assisting in making improvements in the systems monitored that maximize investments in time and labor.

5. **Anti-Virus Management**—SPROCKET will provide anti-virus management services to CLIENT supporting and maintaining a SPROCKET approved anti-virus and anti-malware system. This service will be delivered in the form of regular reviews of the Anti-Virus update and license status of all systems covered under this agreement. This review may be passive as part of an overall remote monitoring and management system.

6. **Microsoft Security Patch Management**—SPROCKET will provide Microsoft security patch management services to CLIENT for the purposes of maintaining appropriate and timely Microsoft related patches, service packs, and other updates via Windows Server Update Services (WSUS) or other approved means.

7. **Monthly Reporting**—SPROCKET will provide monthly automated reports to CLIENT for the purposes of reporting various system health status, system capacity, hardware and software inventories, and other types of useful information.

8. **One-Hour Emergency Response Call-Back Time**—SPROCKET will provide a one-hour emergency response time via returned phone call in the event of an emergency reported by CLIENT during regular business hours. After-hours emergency calls will receive a response within 2 hours.

9. **Yearly Customer Services Review Meeting**—SPROCKET will meet with CLIENT no less than on a yearly basis to discuss future needs, past trends, and other issues of importance. CLIENT may work with SPROCKET Sales Department to establish a more frequent review schedule.

10. **Preferred Primary Support Engineer**—SPROCKET will attempt to provide the same support engineer for each case as requested by CLIENT. In the event the Preferred Primary Support Engineer is unavailable, SPROCKET will attempt to provide a Preferred Secondary Engineer with the Preferred Primary functioning in a remote advisory capacity, if available.

11. **Limited Printer and Multifunction Device (MFP) Support**—SPROCKET will provide to CLIENT general and limited support for all HP printers purchased from SPROCKET. This includes recommendations for usage and configuration as well as basic troubleshooting via telephone and / or remote access. SPROCKET will install with basic functionality all Printers and MFPs sold to CLIENT by SPROCKET at no charge. This also includes assistance with installation of toners, cartridges, and HP Laser Printer Maintenance Kits purchased from SPROCKET

12. **Backup Test Services**—SPROCKET will provide to CLIENT, backup solution testing services. This service will be conducted on a bi-annual basis. SPROCKET staff will restore to a test folder, a single test file that is currently included as part of the CLIENT backup set selection list, and test the file for readability.

Requests for Services NOT Covered Under This Agreement

This agreement does not cover the following requests. However, SPROCKET would be pleased to provide a separate statement of work in proposing services to address any of the following:

1. **Moves**—SPROCKET will support any CLIENT system moves on a time and materials basis only. This includes CLIENT office building moves, renovation, or any other task that requires the moving of hardware from one location to another.

2. **Unsupported Line Of Business (LOB) Applications**—SPROCKET will provide support on a time and material basis for any specialized or LOB applications not covered under a third-party support contract or for any specialized or LOB application no longer supported or at End Of Life.

3. **All Telephone Systems (including VoIP)**—SPROCKET will facilitate or provide support on a time and material basis for any telephone system. SPROCKET reserves the right to recommend a third-party or to decline to service any telephone system.

4. **Cabling**—SPROCKET will at our discretion, install or facilitate the installation through a third party, on a time and material basis, any Ethernet, Telephone, or data-related cabling.

5. **Disaster Recovery / Data Recovery**— SPROCKET will provide support or facilitate support through a third party on a time and material basis in the event that restoration of lost or damaged data is required. This service will be billed on a time and materials basis at prevailing rates and may also include associated hardware costs. In the event of a catastrophic issue at the CLIENT's facility that renders the original server hardware useless, or in the event of catastrophic software/hardware failure, replacement hardware and/or software will be provisioned and billed at prevailing rates. Actual time will be billed at prevailing rates for the reinstallation of the base operating system and software applications and for the restoration of applicable CLIENT data to the replacement hardware

   a. Catastrophic Issue or Event: Defined here as any business-affecting act of nature or human-caused accident or malice.

6. **Distance To Client Site**—SPROCKET, at its discretion, will charge for bidirectional drive time from Kirksville, MO, for all customer sites beyond 15 minutes from the closest base of operations. Drive time trip charge will be calculated at ½ the technician's billable role rate (½ of $95.00 or ½ of $130.00 per hour) for all travel time to and from CLIENT's site based on the preferred calculated route as defined in Google Maps. Time to travel is calculated at the speed limit of the preferred calculated route as defined by Google Maps.

7. **Web Services**—SPROCKET will refer to a Trusted Business Partner, on a time and material basis for all websites and related services unless otherwise specifically stated in this SLA.

8. **Printers – In or Out of Warranty**—SPROCKET will refer to a Trusted Business Partner, on a time and material basis, for all Printer warranty and non-warranty work unless otherwise specifically stated in this SLA. This includes any HP Printer sold to CLIENT by SPROCKET and will be at the sole discretion of SPROCKET

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ATTEST: Sandra Colbop
County Clerk

Stanley Pickens
Presiding Commissioner