Advertise Date: Tuesday, December 04, 2018

Lee County Board of County Commissioners
DIVISION OF PROCUREMENT MANAGEMENT

Request for Proposal (RFP) NON-CCNA

Solicitation No.:	RFP190016DLK
Solicitation Name:	**Information Technology Outsourcing Services**
Open Date/Time:	Tuesday, February 05, 2019 Time: 2:30 PM
Location:	Lee County Procurement Management 1500 Monroe Street 4th Floor Fort Myers, FL 33901
Procurement Contact:	Diana Khan Title Manager
Phone:	(239) 533-8881 Email: **dkhan @leegov.com**
Requesting Dept.	County Manager

Pre-Solicitation Meeting:	
Type:	NON-Mandatory
Date/Time:	1/8/2019 10:00 AM
Location:	Procurement: Public Works Building, 1500 Monroe St 4th Floor, Fort Myers, FL 33901

All solicitation documents are available for download at
www.leegov.com/procurement

Electronic bidding is coming! Visit www.leegov.com/bid to stay informed

LEE COUNTY
S O U T H W E S T   F L O R I D A

Notice to Contractor / Vendor / Proposer(s)
RFP#RFP190016 Information Technology Outsourcing Services

REQUEST FOR PROPOSAL (RFP)

Lee County, Florida, is requesting proposals from qualified individuals/firms for

Information Technology Outsourcing Services

Then and there to be publicly opened and read aloud for the purpose of selecting a vendor to furnish; all necessary labor, services, materials, equipment, tools, consumables, transportation, skills and incidentals required for Lee County, Florida, in conformance with proposal documents, which include technical specifications and/or a scope of work.

Those individuals/firms interested in being considered for (RFP) are instructed to submit, in accordance with specifications, their proposals, pertinent to this project prior to

2:30 PM Tuesday, February 05, 2019

to the office of the **Procurement Management, 1500 Monroe Street, 4th Floor, Fort Myers, Florida 33901**. The Request for Proposal shall be received in a sealed envelope, prior to the time scheduled to receive proposals, and shall be clearly marked with the solicitation name, solicitation number, proposer name, and contact information as identified in these solicitation documents.

The Scope of Services for this RFP is available from www.leegov.com/procurement. Vendors who obtain scope of services from sources other than www.leegov.com/procurement are cautioned that the solicitation package may be incomplete. The County's official bidders list, addendum(s) and information must be obtained from www.leegov.com/procurement. It is the proposer's responsibility to check for posted information. The County may not accept incomplete proposals.

A Non-Mandatory Pre-proposal Conference has been scheduled for the following time and location:

10:00 AM Tuesday, January 08, 2019 1500 Monroe Street, 4th FL, Fort Myers, FL 33901

for the purpose of discussing the proposed project. Prospective proposers are encouraged to attend. All prospective proposers are encouraged to obtain and review plans, specifications, and scope of work for this proposal before the pre-proposal so that they may be prepared to discuss any question or concerns they have concerning this project. A site visit may follow the pre-proposal conference. Questions regarding this Request for Proposal are to be directed, in writing, to the individual listed below using the email address list below or faxed to (239) 485 8383 during normal working hours.

Diana Khan   dkhan@leegov.com

Sincerely,

on behalf of Mary Tucker

Laurie Victory, CPPB
Procurement Manager

*www.leegov.com/procurement is the County's official posting site

Terms and Conditions
Request for Proposal

1. DEFINTIONS
   Please note that these definitions are also included in Exhibit 12 (Master Services Agreement, Article 2).
   1.1. "Addendum/Addenda" shall mean a written change, addition, alteration, correction or revision to a bid, proposal or contract agreement. Addendum/Addenda may be issued following a pre-bid/pre-proposal conference or as a result of a specification or work scope change to the solicitation.
   1.2. "Affiliate" means, with respect to any specified person or entity, any other person or entity that directly or indirectly through one or more intermediaries, Controls or is Controlled by, or is under common Control with, the specified person or entity.
   1.3. "Agreement" shall mean the Master Services Agreement and any Schedules, Exhibits, or other written amendments to the Agreement.
   1.4. "Agreement Term" shall mean that period of time beginning with the Effective Date and continuing until the Expiration Date.
   1.5. "Appendices" or "Schedules" means any appendix, schedule, exhibit, agreement, Service Agreement, or other document either (i) attached to the Master Agreement and incorporated by reference therein, (ii) attached and incorporated into a Service Agreement which is incorporated by reference therein; or (iii) executed by the Parties at any time hereafter and incorporated into the Master Agreement, or any Service Agreement, pursuant to the provisions of the Master Agreement or the Service Agreement.
   1.6. "Approved Alternate" shall mean a solicitation documents may make reference of specific manufacturer(s) or product(s). These references serve only as a recommendation and a guide to minimum quality and performance. The references are not intended to exclude approved alternatives of other manufacturer(s) or product(s).
   1.7. "Bid/Proposal Package" shall mean a bid/proposal is a document submitted by a vendor in response to some type of solicitation to be used as a basis for negotiations or for entering into a contract.
   1.8. "Bidder/Responder/Proposer" shall mean one who submits a response to a solicitation.
   1.9. "Business Day" means any day during which County is generally conducting business.
   1.10. "Change Order" means a mutual written agreement between, and executed by, the Parties (1) authorizing changes in the scope of Services and tasks, compensation, methods of payment, time and schedule of performance, or any other project resources; or (2) authorizing the Service Provider to perform additional or supplemental work, with all labor charges outlined. All Change Orders shall be processed in accordance with the Change Order Process defined by the Agreement.
   1.11. "Commencement Date" means upon the issuance of a notice to proceed by the County.
   1.12. "Commercially Reasonable Efforts" means a prompt, diligent, and cost-effective effort, made in a professional manner, using qualified, experienced individuals.
   1.13. "Commercially Reasonable Pricing" means the industry-specific average level of pricing used by other experienced outsourcing companies providing services similar to the Services. Commercially Reasonable Pricing always assumes the use of prompt, diligent, cost-effective efforts, made in a professional manner, using qualified, experienced individuals.
   1.14. "Configure" shall mean to set up hardware or software for operation in a particular way.
   1.15. "Control" and its derivatives means the power to cause, either directly or indirectly, the direction of the management and policies of a person or entity, whether through the ownership of securities, by contract, or otherwise.
   1.16. "County" shall mean the Lee County Board of County Commissioners.
   1.17. "County Data" means all County information, irrespective of where it is stored, such as records, notes, computer files, databases, reports, etc., specifically prepared, developed or managed by the Service Provider, whether in written or electronic form.
   1.18. "County Equipment" means any hardware or equipment owned by County.
   1.19. "County Software" means any Software owned by or licensed to County and used in conjunction with any of the Services.

1.20. "Dedicated Staff" shall mean staff that works exclusively on Lee County Technology Services projects, dedicated to the support of the Lee County enterprise. Please see definition for on-site staff.

1.21. "Defect" shall mean any Defective Performance, excluding events totally beyond Service Provider's control that do not arise, in whole or in part, from the negligence or intentional misconduct of Contractor or any of its agents or employees.

1.22. "Demand Management" shall mean the prioritization and fulfillment of both strategic projects and day-to-day activities.

1.23. "Due Date and Time/Opening" is defined as the date and time upon which a bid or proposal shall be submitted to the Lee County Procurement Management Division. Only bids or proposals received prior to the established date and time will be considered.

1.24. "Effective Date" shall mean the date the County executes the Master Services Agreement.

1.25. "End User" shall refer to the recipient of the services provided by the Service Provider within this Agreement.

1.26. "Exempt Information" refers to the information described in Article 5 of the Master Agreement.

1.27. "Expiration Date" shall mean the date on which the Master Services Agreement expires or is otherwise terminated.

1.28. "Facilitate" shall mean to assist in the fulfillment of a technical solution or goal.

1.29. "Incident" shall mean any situation where any equipment or software normally in operation is no longer in service due to a breakdown.

1.30. "Install, Move, Add and Change (IMAC) New Configuration or Reconfiguration" shall mean to install new equipment, add hardware or software to existing equipment, or cascade PC's from one area to another. Add is defined as adding hardware or software to existing equipment. A move or a change is defined as existing equipment that is moved from one location to another or existing software that is moved from one machine to another. Installations, moves, adds and changes are generally scheduled tasks.

1.31. "Intellectual Property Rights" means patents (and the rights relating thereto), copyrights and copyright registrations (and the rights relating thereto), trade secrets (and the rights relating thereto), trademarks, service marks, and trademark and service mark registrations (and the rights and goodwill relating thereto), and Confidential Information (and the rights relating thereto).

1.32. "Liquidated Damages" shall mean damages paid usually in the form of monetary payment, agreed by the parties to a contract which are due and payable as damages by the party who breaches all or part of the contract. May be applied on a daily basis for as long as the breach is in effect.

1.33. "Local Area Network" (LAN) shall mean a network that connects computers/devices that are close to each other, usually in the same building, linked by a cable or a wireless network connection.

1.34. "Location" means County's data processing facilities, including, but not limited to, the facilities located throughout the County.

1.35. "Losses" means all losses, liabilities, damages and claims, and all related costs and expenses (including any and all reasonable legal fees and reasonable costs of investigation, litigation, settlement, judgment, appeal, interest and penalties).

1.36. "Maintenance" shall mean the upkeep of hardware or software, to keep the hardware or software in an existing state of repair or service.

1.37. "Man-week" means forty hours of time expended by a single individual;

1.38. "Master Agreement" or "Agreement" or "Contract" means the Master Services Agreement for Information Technology Outsourced Services and, where the meaning so requires, all Schedules incorporated by reference herein.

1.39. "Network Infrastructure" shall mean a data communications system, which includes the backbones, routers, switches, wireless access points, access methods and protocols used for connectivity between computing devices.

1.40. "Non-Recurring Initiative" shall mean a discrete unit of non-recurring work that is not described or provided for in any Service Tower, not an inherent, necessary or customary part of the day-to-day Services in any Service Tower and not required to be performed by the Service Provider to meet its obligations under an Agreement for services. All Non-Recurring Initiatives require County written approval before proceeding.

1.41. "Normal Hours of Support" shall mean a working day, Monday through Friday, excluding County holidays, starting at 7:00AM EST and ending at 9:00PM EST Monday through Sunday.

1.42. "On-site" shall refer to Dedicated Staff physically performing work on County premises (Locations), within the boundaries of the County.

1.43. "Operating System" shall mean the master control programs that run the computer system.

1.44. "Parties" means County and Service Provider; "Party" means either County or Service Provider.

1.45. "Pass-Through Expenses" means the actual invoiced amounts charged to Service Provider by third parties that the County has agreed to pay directly or for which it has agreed to reimburse Service Provider. Pass-Through Expenses shall not include any Service Provider profit, administrative fee or overhead charges.

1.46. "Performance Indicators" shall mean the measures defined in the various Towers of Service.

1.47. "Problem Escalation" shall mean the agreed procedure for alerting and notifying increasingly senior members of the Service Provider's management of the non-resolution of problems.

1.48. "Procurement Management" shall mean the Director of Lee County's Procurement Management Department or designee.

1.49. "Repair" shall mean to restore or mend hardware or the functionality of software, including by replacement of a component part or defective software.

1.50. "Response" shall mean technical staff assigned to a support request that arrives On-site, or makes contact with the user via telephone to gather additional information regarding the request, and establishes an estimated time to repair or complete the service.

1.51. "Response Time" shall mean the measurement of time regarding how quickly the Contractor will respond to a technical or non-technical issue created via a service incident, initiated via phone, email or other methods.

1.52. "Responsible" shall mean a vendor, business entity or individual who is fully capable to meet all of the requirements of the bid/proposal solicitation documents and subsequent contract. Must possess the full capability including financial and technical, to perform as contractually required. Must be able to fully document the ability to provide good faith performance

1.53. "Responsive" shall mean a vendor, business entity or individual who has submitted a bid or request for proposal that fully conforms in all material respects to the bid/proposal solicitation documents and all of its requirements, including all form and substance.

1.54. "Service Agreement" shall mean all agreements entered into between the parties pertaining to any of the seven Service Towers referenced in the Master Services Agreement.

1.55. "Service Agreement Commencement Date" means the date on which Service Provider begins providing Services under a Service Agreement.

1.56. "Service Agreement Term" shall refer to both the original term of the applicable Service Agreement and any renewal of the Service Agreement.

1.57. "Service Incident" shall mean any situation where any equipment or software normally in operation is no longer in service due to a breakdown.

1.58. "Service Level Agreement" (SLA) shall mean a contract between a service provider (either internal or external) and the End User that defines the level of service expected from the service provider. SLAs are output-based in that their purpose is specifically to define what the customer will receive.

1.59. "Service Level", "Service Level Measurement", "Service Level Standard", and "Service Level Credits" defined as specifics regarding how the Service Level Agreement commitments are monitored and measured.

1.60. "Service Provider Equipment" means the computer, communications and other equipment owned or leased by Service Provider and used by Service Provider to provide the Services. Equipment includes, without limitation, all associated accessories and peripheral devices used in the provision of Services.

1.61. "Service Provider Facilities" means the facilities owned or leased by Service Provider and from which the Service Provider will provide any Services as specifically identified in a Services Agreement.

1.62. "Service Provider Personnel" means employees of Service Provider and its subcontractors assigned to perform Services or who will have access to County computer systems, either through on-site or remote access.

1.63. "Service Provider Software" means any Software owned by or licensed to Service Provider and used in conjunction with any of the Services.

1.64. "Service Request" shall a request submitted by County to Service Provider for effort related to any activity considered under the scope of services for a particular Service Tower.

1.65. "Service Tower" means a self-contained subset of the technological services to be provided under the Agreement that can be identified, measured, priced and benchmarked.

1.66. "Services" shall mean those services more particularly described in the Master Services Agreement and all associated Service Agreements.

1.67. "Shared Staff" shall mean Service Provider staff that works on projects for other clients in addition to projects for the County.

1.68. "Software" means any computer software and associated documentation that relates to Services provided under a Service Agreement, and includes any County Software, Service Provider Software and Third Party Software.

1.69. "Support" shall mean to provide assistance in using, maintaining or operating information technology systems.

1.70. "Systems" means the Hardware and Software operating together as a system.

1.71. "Service Provider" shall mean a contracted vendor that provides outsourced IT services to the County.

1.72. "Service Provider Equipment" means the computer, communications and other equipment owned or leased by Service Provider and used by Service Provider to provide the Services. Equipment includes, without limitation, all associated accessories and peripheral devices used in the provision of Services.

1.73. "Service Provider Facilities" means the facilities owned or leased by Service Provider and from which the Service Provider will provide any Services as specifically identified in a Services Agreement.

1.74. "Service Provider Personnel" means employees of Service Provider and its subcontractors assigned to performing Services or who will have access to County computer systems, either through on-site or remote access.

1.75. "Service Provider Software" means any Software owned by or licensed to Service Provider and used in conjunction with any of the Services.

1.76. "Service Tower" means a self-contained subset of the technological services to be provided under the Agreement that can be identified, measured, priced and benchmarked.

1.77. "Services" shall mean those services more particularly described in the Master Services Agreement and all associated Service Agreements.

1.78. "Shared Staff" shall mean Service Provider staff that works on projects for other clients in addition to projects for the County.

1.79. "Software" means any computer software and associated documentation that relates to Services provided under a Service Agreement, and includes any County Software, Service Provider Software and Third Party Software.

1.80. "Solicitation" means an invitation to bid, a request for proposal, invitation to negotiate or any document used to obtain bids or proposals for the purpose of entering into a contract.

1.81. "Support" shall mean to provide assistance in using, maintaining or operating information technology systems.

1.82. "Systems" means the hardware and Software operating together as a system.

1.83. "Target Resolution Time" shall mean the measurement of time it takes to resolve a customer's issue or answer their question. It is measured from the time a service incident record is created, until the time that the customer is advised their problem has been resolved.

1.84. "Term" shall refer to both the original term of the Master Agreement and any renewal of the Master Agreement.

1.85. "Termination Date" shall mean the date on which the termination of the Agreement is effective.

1.86. "Third Party" means any party, person, service provider, company or entity not a party to the Master Services Agreement.

1.87. "Third Party Contracts" means any contract that is a Third Party Software License or Third Party Service Contract.

1.88. "Third Party Service Contracts" means, collectively, (i) the agreements between County and a third party pursuant to which the third party is providing to County, immediately before a Service Agreement Effective Date, any services included within the Services, and (ii) the agreements between Service Provider and a third party pursuant to which the third party is providing to County or Service Provider, at any time during the applicable Service Agreement Term, any services included within the Services.

1.89. "Third Party Software" means any Software that is owned by a person other than Service Provider or County and used to provide the Services.

1.90. "Third Party Software License" means a license agreement that authorizes County or Service Provider to use Third Party Software.

1.91. "Tower" means a Service Tower as identified in each Service Agreement. Each Service Agreement will address a Tower.

1.92. "VIP" or "VIP List" shall mean a predefined list of users established by the County for the purposes of establishing elevated service priorities for key County staff.

1.93. "Virus" shall mean files, programs or program code designed to cause any action not authorized including, for example, to affix themselves to, bury themselves within, or send instructions to, other files, programs or program code in order to cause malfunctions, errors or destruction or corruption of data when affixed or at a later time.

1.94. "Wide Area Network" (WAN) shall mean a network in which computers are connected to each other over a long distance.

1.95. "Wireless LAN" shall mean a network in which a mobile user can connect to a local area network (LAN) through a wireless (radio) connection.

1.96. "Work-week" means forty hours of time expended by a single individual.

2. ORDER OF PRECEDENCE
   2.1. If a conflict exists between the "Terms and Conditions" the following order of precedents will apply:
      2.1.1. Florida State Law as applied to Municipal Purchasing in accordance with Title XIX, "Public Business", Chapter 287 "Procurement of Personal Property and Services."
      2.1.2. Lee County Procurement Management Division Policy and Ordinances
      2.1.3. Master Services Agreement for Information Technology Outsourcing Services "Master Services Agreement"
      2.1.4. These Terms and Conditions

3. RULES, REGULATIONS, LAWS, ORDINANCES AND LICENSES
   3.1. It shall be the responsibility of the proposer to assure compliance with all other federal, state, or county codes, rules, regulations or other requirements, as each may apply. Any involvement with the Lee County shall be in accordance with but not limited to:
      3.1.1. Lee County Procurement Policy and Ordinances
      3.1.2. Pursuant to FL § Section 119.071, Public Records, General exemptions from inspection or copying of public records, sealed bids or proposals received by the County. Pursuant to this, solicitation are exempt from public records request (s. 119.07(1) and s. 24(a), Art. I, of the Florida Constitution) until such time as the agency provides notice of a decision or intended decision (pursuant to s. 119.071(2)) or within 30 days after bid or proposal opening, whichever is earlier.
      3.1.3. Florida Statute 218 Public Bid Disclosure Act.
      3.1.4. Florida Statute 337.168 Confidentiality of official estimates, identities of potential bidders, and bid analysis and monitoring.
      3.1.5. FL § Section 607.1501(1) states: A foreign corporation may not transact business in the State of Florida until it obtains a certificate of authority from the Department of State.
   3.2. **Local Business Tax**: If applicable, provide with proposal.
   3.3. **License(s)**: Proposer should provide, at the time of the opening of the proposal, all necessary permits and/or licenses required for this product and/or service.

4. RFP – PREPARATION OF PROPOSAL
   4.1. Proposals must be sealed in an envelope, and the outside of the envelope must be affixed with the label included in the forms section.
   4.2. **Submission Format**:
      4.2.1. Required Forms: complete and return **all** required forms. If the form is not applicable, please return with "Not Applicable" or "N/A" in large letters across the form.

4.2.2. Execution of Proposal: All documents must be properly signed by corporate authorized representative, witnessed, and where applicable corporate and/or notary seals affixed. All proposals shall be typed or printed in ink. The proposer may not use erasable ink. All corrections made to the proposal shall be initialed.

4.2.3. Should not contain links to other Web pages.

4.3. **Preparation Cost**:

4.3.1. The Proposer is solely responsible for any and all costs associated with responding to this solicitation. No reimbursement will be made for any costs associated with the preparation and submittal of any proposal, or for any travel and per diem costs that are incurred by any Proposer.

5. RESPONSES RECEIVED LATE

5.1. It shall be the proposer's sole responsibility to deliver the proposal submission to the Lee County Procurement Management Division prior to or on the time and date stated.

5.2. Any proposals received after the stated time and date will not be considered. The proposal shall not be opened at the public opening. Arrangements may be made for the unopened proposal to be returned at the proposer's request and expense.

5.3. The Lee County Procurement Management Division shall not be responsible for delays caused by the method of delivery such as, but not limited to; Internet, United States Postal Service, overnight express mail service(s), or delays caused by any other occurrence.

6. PROPOSER REQUIREMENTS (unless otherwise noted)

6.1. **Responsive and Responsible**: Only proposals received from responsive and responsible proposers will be considered. The County reserves the right before recommending any award to inspect the facilities and organization; or to take any other necessary action, such as background checks, to determine ability to perform is satisfactory, and reserves the right to reject submission packages where evidence submitted or investigation and evaluation indicates an inability for the proposer to perform.

6.1.1. Proposals may be declared "non-responsive" due to omissions of "Negligence or Breach of Contract" on the disclosure form. Additionally, proposals may be declared "not responsible" due to past or pending lawsuits that are relevant to the subject procurement such that they call into question the ability of the proposer to assure good faith performance. This determination may be made by the Procurement Management Director, after consulting with the County Attorney.

6.1.2. Proposals may be declared "non-responsive" if the proposer does not include a submittal that encompasses all of the Service Towers requested.

6.1.3. Additional sources may be utilized to determine credit worthiness and ability to perform.

6.1.4. Any proposer or sub-proposer that will have access to County facilities or property may be required to be screened to a level that may include, but is not limited to; fingerprints, statewide criminal. There may be fees associated with these procedures. These costs are the responsibility of the proposer or sub-proposer.

6.2. **Requirements**

6.2.1 **Past Performance**: All vendors will be evaluated on their past performance (i.e., failure to meet specifications, poor workmanship, late delivery, etc.) Poor or unacceptable past performance may result in proposer disqualification.

6.2.2 **Financial Stability & Growth:** Demonstrated positive corporate revenue growth over the last three fiscal years.

6.2.3 **Special Risk Mitigation Teams:** Have demonstrated ability to deploy as needed, special teams to assist the County in crisis situations (e.g., disaster recovery, Emergency Operations Center activation, ransomware/malware mitigation etc.).

6.2.4 **On-Site Support:** Have ability to allocate and provide dedicated onsite support at County locations.

6.2.5 **Public Sector Technologies:** Demonstrated expertise for technologies used in a public sector

environment. Working knowledge of Governmental agencies including applicable laws, regulations and statutes.

6.2.6 **On-shore Services:** Proposers staff providing services to the County must be wholly based in the United States; no offshoring of services such as help desk are allowed.

7. PRE-SOLICITATION CONFERENCE
7.1. A pre-solicitation conference will be held in the location, date, and time specified on the cover of this solicitation. The cover will also note if the pre-solicitation conference is Non-Mandatory or Mandatory. All questions and answers are considered informal. All prospective proposers are encouraged to obtain and review the solicitation documents prior to the pre-proposal so they may be prepared to discuss any questions or concerns they have concerning this project. All questions must be submitted formally in writing to the procurement staff noted on the first page of the solicitation document. A formal response will be provided in the form of an addendum (see "County Interpretation/Addendums" for additional information.) A site visit may follow the pre-proposal conference, if applicable.
7.2. **Non-Mandatory**: Pre-solicitation conferences are generally non-mandatory, but it is highly recommended that prospective proposers participate. **If you are unable to attend, you may call in at 1-888-585-9008, and use participant code 742-835-565.**

8. COUNTY INTERPRETATION/ADDENDUMS
8.1. Each Proposer shall examine the solicitation documents and shall judge all matters relating to the adequacy and accuracy of such documents. Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the solicitation shall be **submitted in writing prior to 5:00 PM at least eight (8) calendar days prior to the date when the submission is due.**
8.2. Response(s) will be in the form of an Addendum posted on www.leegov.com/procurement. It is solely the proposer's responsibility to check the website for information. No notifications will be sent by Lee County Procurement Management Division.
8.3. All Addenda shall become part of the Contract Documents.
8.4. The County shall not be responsible for oral interpretations given by any County employee, representative, or others. Interpretation of the meaning of the plans, specifications or any other contract document, or for correction of any apparent ambiguity, inconsistency or error there in, shall be in writing. Issuance of a written addendum by the County's Procurement Management Division is the only official method whereby interpretation, clarification or additional information can be given.

9. QUALITY GUARANTEE/WARRANTY (as applicable)
9.1. Proposer will guarantee their work without disclaimers, unless otherwise specifically approved by the County, for a minimum of twelve (12) months from final completion.
9.2. Unless otherwise specifically provided in the specifications, all equipment and materials and articles incorporated in the work covered by this contract shall be new, unused and of the most suitable grade for the purpose intended. Refurbished parts or equipment are not acceptable unless otherwise specified in the specifications. All warrantees will begin from the date of final completion.
9.3. Unless otherwise specifically provided in the specifications, the equipment must be warranted for twelve (12) months, shipping, parts and labor. Should the equipment be taken out of service for more than forty-eight (48) hours to have warranty work performed, a loaner machine of equal capability or better shall be provided for use until the repaired equipment is returned to service at no additional charge to the County.
9.4. If any product does not meet performance representation or other quality assurance representations as published by manufacturers, producers or distributors of such products or the specifications listed, the vendor shall pick up the product from the County at no expense to the County. The County reserves the right to reject any or all materials, if in its judgment the item reflects unsatisfactory workmanship or manufacturing or shipping damage. The vendor shall refund, to the County, any money which has been paid for same.

10. SUBSTITUTION(S)/APPROVED ALTERNATE(S)
    10.1.   Unless otherwise specifically provided in the specifications, reference to any equipment, material, article or patented process, by trade name, brand name, make or catalog number, shall be regarded as establishing a standard of quality and shall not be construed as limiting competition. If a proposer wishes to make a substitution in the specifications, the bidder shall furnish to the County**, no later than ten (10) business days prior to the solicitation opening date**, the name of the manufacturer, the model number, and other identifying data and information necessary to aid the County in evaluating the substitution.   Such information is submitted through the Procurement Management Division. Any such substitution shall be subject to County approval through the issuance of a written addendum by the County's Procurement Management Division. Substitutions shall be approved only if determined by the County to be an **Approved Alternate** to the prescribed specifications.

    10.2.   A proposal containing a substitution is subject to disqualification if the substitution is not approved by the County.   Items bid must be identified by brand name, number, manufacturer and model, and shall include full descriptive information, brochures, and appropriate attachments. Brand names are used for descriptive purposes only. An **Approved Alternate** product or service may be used.

11. ADDITIONS, REVISONS AND DELETIONS
    11.1.   Additions, revisions, or deletions to the Terms and Conditions, specifications that change the intent of the solicitation will cause the solicitation to be non-responsive and the proposal will not be considered. The Procurement Management Director shall be the sole judge as to whether or not any addition, revision, or deletion changes the intent of the solicitation.

12. NEGOTIATED ITEMS
    12.1.   Any item not outlined in the Scope of Services may be subject to negotiations between the County and the successful Proposer.

    12.2.   After award of this proposal the County reserves the right to add or delete items/services at prices to be negotiated at the time of addition or deletion.

    12.3.   At contract renewal time(s) or in the event of significant industry wide market changes, the County may negotiate justified adjustments such as price, terms, etc., to this contract when the County, in its sole judgment, considers such adjustments to be in the best interest of the County.

13. ERRORS, OMISSIONS, CALCULATION ERRORS (as applicable)
    13.1.   **Errors/Omissions:** Approval by County of the successful proposer's work product for the project shall not constitute nor be deemed a release of the responsibility and liability of the successful proposer for the accuracy and competency of the successful proposer's designs, drawings, specifications or other documents and work pertaining to the project. Additionally, approval by the County of the successful proposer's work product shall not be deemed to be an assumption of drawings, specifications or other documents prepared by the successful proposer for the project. After acceptance of the final plans by the County, the successful proposer agrees, prior to and during the construction of the project, to perform such successful proposer services, at no additional cost to the County, as may be required by the County to correct errors or omissions on the plans prepared by the successful proposer pertaining to the project.

    13.2.   **Calculation Errors:** In the event of multiplication/addition error(s), the unit price shall prevail. Written prices shall prevail over figures where applicable. All proposals shall be reviewed mathematically and corrected, if necessary, using these standards, prior to additional evaluation.

14. CONFIDENTIALITY
    14.1.   Proposers should be aware that all proposals provided are subject to public disclosure and will **not** be afforded confidentiality, unless provided by Chapter 119 Florida Statute.

    14.2.   If information is submitted with a proposal that is deemed "Confidential" the proposer must stamp those pages of the proposal that are considered confidential. The proposer must provide documentation as to validate why these documents should be declared confidential in accordance with Chapter 119, "Public Records," exemptions.

14.3. Lee County *will not* **reveal engineering estimates or budget amounts for a project** unless required by grant funding or unless it is in the best interest of the County. According to Florida State Statute 337.168: A document or electronic file revealing the official cost estimate of the department of a project is confidential and exempt from the provisions of s. 119.07(1) until the contract for the project has been executed or until the project is no longer under active consideration.

15. CONFLICT OF INTEREST

15.1. All proposers are hereby placed on formal notice that per Section 3 of Lee County Ordinance No. 92-22: The County is prohibited from solicitation of a professional services firm to perform project design and/or construction services if the firm has or had been retained to perform the project feasibility or study analysis.

And:

15.2. A professional services firm who has performed or participated in the project feasibility planning, study analysis, development of a program for future implementation or drafting of solicitation documents directly related to this County project, as the primary vendor/consulting team, cannot be selected or retained, as the primary consultant/vendor or named a member of the consulting/contracting team, to perform project design, engineering or construction services for subsequent phase(s) or scope of work for this project. Pursuant to FS. S287.057 (17) the firm will be deemed to have a prohibited conflict of interest that creates an unfair competitive advantage.

15.3. Should your proposal be found in violation of the above stated provisions; the County will consider this previous involvement in the project to be a conflict of interest, which will be cause for immediate disqualification of the proposal from consideration for this project.

15.4. **Business Relationship Disclosure Requirement**: The award hereunder is subject to the provisions of Chapter 112, Public Officers and Employees: General Provisions, Florida Statues. All proposers must disclose with their proposal the name of any officer, director or agent who is also an employee of the Lee County or any of its agencies. Further, all proposers must disclose the name of any County employee who owns directly or indirectly, an interest of five percent (5%) or more in the proposer's firm or any of its branches.

16. ANTI-LOBBYING CLAUSE (Cone of Silence)

16.1. Following Florida Statute Section 287.057(23), Upon the issuance of the solicitation, prospective proposers or any agent, representative or person acting at the request of such proposer shall not have any contact, communicate with or discuss any matter relating in any way to the solicitation with any Commissioner, Evaluation Review Committee, agent or employee of the County other than the Procurement Management Director or their designee. This prohibition begins with the issuance of any solicitation, and ends upon execution of the final contract or when the solicitation has been cancelled. **If it is determined that improper communications were conducted, the Proposer maybe declared non- responsible.**

17. DRUG FREE WORKPLACE

17.1. Lee County Board of County Commissioners encourages Drug Free Workplace programs.

18. DISADVANTAGED BUSINESS ENTERPRISE (DBE's)

18.1. The County encourages the use of Disadvantaged Business Enterprise Proposer(s) as defined and certified by the State of Florida Office of Supplier Diversity.

18.2. Bidder/Proposer is required to indicate whether the Firm and/or any proposed sub-consultants are Disadvantaged Business Enterprises (DBE). Lee County encourages the utilization and participation of DBEs in procurements, and evaluation proceedings will be conducted within the established guidelines regarding equal employment opportunity and nondiscriminatory action based upon the grounds of race, color, sex or national origin. Interested certified Disadvantaged Business Enterprise (DBE) firms as well as other minority-owned and women-owned firms are encouraged to respond.

19. ANTI-DISCRIMINATION/EQUAL EMPLOYMENT OPPORTUNITY
   19.1.   The proposer agrees to comply, in accordance with Florida Statute 287.134, 504 of the Rehabilitation Act of 1973 as amended, the Americans with Disabilities Act of 1990 (ADA), the ADA Amendments Act of 2008 (ADAAA) that furnishing goods or services to the County hereunder, no person on the grounds of race, religion, color, age, sex, national origin, disability or marital status shall be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination.
   19.2.   The proposer will not discriminate against any employee or applicant for employment because of race, religion, color, age, sex, national origin, disability or marital status. The proposer will make affirmative efforts to ensure that applicants are employed and that employees are treated during employment without regard to their race, religion, color, age, sex, national origin, disability or marital status.
   19.3.   The proposer will include the provisions of this section in every sub-contract under this contract to ensure its provisions will be binding upon each sub-contractor. The proposer will take such actions in respect to any sub-contractor, as the contracting agency may direct, as a means of enforcing such provisions, including sanctions for non-compliance.
   19.4.   An entity or affiliate who has been placed on the State of Florida's Discriminatory Vendor List (This list may be viewed by going to the Department of Management Services website at http://www.dms.myflorida.com) may not submit a bid on a contract to provide goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not award or perform work as a vendor, supplier, sub-contractor, or consultant under contract with any public entity, and may not transact business with any public entity.

20. PROPOSER/SUB-PROPOSER/CONSULTANT/CONTRACTOR RELATIONSHIP
   20.1.   The prime proposer on a solicitation may not also be listed as a sub-proposer/consultant/contractor to another firm submitting a proposal for the same solicitation. Should this occur, all responses from the involved/named firms will be considered non-compliant and rejected for award. Sub-proposers/consultant/contractor may be listed on multiple proposals for the same solicitation.

21. SUB-PROPOSER/CONSULTANT
   21.1.   The use of sub-proposer/consultant under this solicitation is not allowed without prior written authorization from the County representative.

22. RFP - PROJECT GUIDELINES
   22.1.   The County has established the following Guidelines, Criteria, Goals, Objectives, Constraints, Schedule, Budget and or Requirements which shall service as a guide to the proposer(s) in conforming the professional services and work to provide pursuant to this Agreement/Contract:
      22.1.1. No amount of work is guaranteed upon the execution of an agreement/contract.
      22.1.2. Hourly rates and all other negotiated expenses will remain in effect throughout the duration of the agreement/contract period.
      22.1.3. This contract does not entitle any firm to exclusive rights to County agreements/contracts. The County reserves the right to perform any and all available required work in-house or by any other means it so desires.
      22.1.4. In reference to vehicle travel, mileage and man-hours spent in travel time, is considered incidental to the work and not an extra compensable expense.
      22.1.5. Lee County reserves the right to add or delete, at any time, and or all tasks or services associated with this agreement.
      22.1.6. Any Single Large Project: The County, in its sole discretion, reserves the right to separately solicit any project that is outside the scope of this solicitation, whether through size, complexity or the dollar value.

23. RFP – EVALUATION
    23.1. **Ranking Method**: Lee County uses the Dense Ranking (1223" ranking). In Dense Ranking, items that compare equal, receive the same ranking number, and the next item(s) receive the immediately following ranking number. This ranking method is used for each individual committee member's scores. Thus if A ranks ahead of B and C (which compare equal) which are both ranked ahead of D, then A is ranked number 1("first"), B is ranked number 2 ("joint second"), C is also ranked number 2 ("joint second") and D is ranked number 3 ("third").
        23.1.1. Each Ranking is derived by the individual committee member's scores being totaled and then ranked with the highest "score" being "ranked" first with each following in the same manner. For example: a score of 100 would rank 1, a score of 75 would rank 2, and continue until all proposals have been ranked.
        23.1.2. Upon completion of this method for each individual committee member the individual rankings are then totaled for an "Over-all Ranking." During the Over-all Ranking process the lowest total would be deemed the highest ranked (1). Example: Proposer A individual rankings totaled 5 and Proposer B individual rankings totaled 7 making "Over-all Ranking" order as Proposer A ranked 1, Proposer B ranked 2.
        23.1.3. In the event of a tie, please refer to the tiebreaker section of this solicitation.)
    23.2. **Evaluation Meeting(s)**:
        23.2.1. Evaluation 1: The first evaluation will rank Proposers based on the scores from the selection criteria point values.
        23.2.2. Evaluation 2: Following the initial evaluation process, the short-listed proposer(s) will be required to provide an on-site interview/presentation.
            23.2.2.1. Such subsequent evaluations will be accomplished by simply ranking the proposers. Proposers will be ranked in sequential order with one (1) being the highest ranking. Proposers' rankings will then be totaled with the total lowest scores receiving final rank order starting with one (1) - the highest ranking.
        23.2.3. Proposed short-list and final selection meeting dates are posted on the Procurement Management web page: www.leegov.com/procurement (Projects, Award Pending.)

24. RFP – SELECTION PROCEDURE
    24.1. The selection will be made in accordance with Lee County Procurement Policy. Some or all of the responding proposer(s) may be requested to provide interviews and/or presentations of their proposal, for the ranking process.
    24.2. The recommendation to award, negotiated rates and agreement/contract(s) will be submitted to the Board of County Commissioners for approval.
    24.3. If a satisfactory agreement/contract(s) cannot be negotiated, in a reasonable amount of time, the County, in its sole discretion, may terminate negotiations with the selected proposer(s) and begin agreement/contract negotiations with the next finalist.
    24.4. The Procurement Management Director reserves the right to exercise their discretion to:
        24.4.1. Make award(s) to one or multiple proposers.
        24.4.2. Waive minor informalities in any response;
        24.4.3. Reject any and all proposals with or without cause;
        24.4.4. Accept the response that in its judgment will be in the best interest of Lee County

25. RFP – TIEBREAKER
    25.1. In the event of a tie, two or more proposers that have the same ranking, the following steps will be taken to determine the highest ranked proposer. This method shall be used for all (RFP) ties.
        25.1.1. Step 1: The proposer that has the highest number of 1st place rankings shall be deemed the first ranked proposer. In the event a tie still exists the proposer with the highest number of 2nd, place rankings shall be the first ranked proposer. Should a tie still remain the method used above will continue with each ranking level, 3rd, then 4th, then 5th , etc. rank, will be counted until the tie is broken.

25.1.2. Step 2: At the conclusion of step 1, if all is equal, the proposer having a drug-free work place program, shall be deemed the first ranked proposer.

25.1.3. Step 3: In the event the tie exists then the highest ranked proposer from the first evaluation committee meeting, in which point values were applied, will win the award. One being the highest.

25.1.4. Step 4: At the conclusion of steps 1, 2, 3, if all are equal, the 1st place proposer shall be determined by the flip of a coin.

25.2. When the tiebreaker is determined the highest ranked proposer shall be awarded the contract or receive the first opportunity to negotiate, as applicable.

25.3. If an award or negotiation is unsuccessful with the highest ranked proposer, award or negotiations may commence with the next highest ranked proposer.

26. RFP – EVALUATION/ SELECTION COMMITTEE

26.1. The selection shall be by a Selection Committee consisting of staff representatives from the appropriate County Departments as approved by the Procurement Management Director or designee.

26.2. The Selection Committee will receive and review written proposals in response to this Request for Proposal (RFP). Responses will be evaluated against a set of criteria to determine those Proposers/Firms most qualified and suited for this project. If applicable, the Selection Committee may choose to short-list Proposers/Firms to be interviewed to determine final selection.

27. WITHDRAWAL OF PROPOSAL

27.1. No proposal may be withdrawn for a period of **180 calendar days** after the scheduled time for receiving proposals. A proposal may be withdrawn prior to the proposal opening date and time. Withdrawal requests must be made in writing to the Procurement Management Director, who will approve or disapprove the request.

27.2. A proposer may withdraw a proposal any time prior to the opening of the solicitation.

27.3. After proposals are opened, but prior to award of the contract by the County Commission, the Procurement Management Director may allow the withdrawal of a proposal because of the mistake of the proposer in the preparation of the proposal document. In such circumstance, the decision of the Procurement Management Director to allow the proposal withdrawal, although discretionary, shall be based upon a finding that the proposer, by clear and convincing evidence, has met each of the following four tests:

27.3.1. The proposer acted in good faith in submitting the proposal,

27.3.2. The mistake in proposal preparation that was of such magnitude that to enforce compliance by the proposer would cause a severe hardship on the proposer,

27.3.3. The mistake was not the result of gross negligence or willful inattention by the proposer; and

27.3.4. The mistake was discovered and was communicated to the County prior to the County Commission having formally awarded the contract/agreement.

28. PROTEST RIGHTS

28.1. Any proposer that has submitted a formal response to Lee County, and who is adversely affected by an intended decision with respect to the award, has the right to protest an intended decision posted by the County as part of the solicitation process.

28.2. "Decisions" are posted on the Lee County Procurement Management Division website. Proposers are solely responsible to check for information regarding the solicitation. (www.leegov.com/procurement)

28.3. Refer to the "Bid/Proposal Protest Procedure" section of the Lee County "Contracts Manual" for the complete protest process and requirements. The Manual is posted on the Lee County website or you may contact the Procurement Management Director.

28.4. In order to preserve your right to protest, you must file a written **"*Notice Of Intent To File A Protest*" with the Lee County Procurement Management Director by 4:00 PM on the 3rd working day after the decision** affecting your rights is posted on the Lee County website.

28.4.1. The notice must clearly state the basis and reasons for the protest.

28.4.2. The notice must be physically received by the Procurement Management Director with in the required time frame. No additional time is granted for mailing.

28.5. To secure your right to protest you will also be required to post a **"Protest Bond"** and **file a written** "*Formal Protest*" document **within 10 calendar days** after the date of "*Notice of Intent to File a Protest*" is received by the Procurement Management Director.

28.6. **Failure to follow the protest procedures requirement within the timeframes as prescribed herein and established by the Lee County Board of County Commissioners, Florida, shall constitute a waiver of your protest and any resulting claims.**

29. AUTHORITY TO UTILIZE BY OTHER GOVERNMENT ENTITIES

29.1. This opportunity is also made available to any government entity. Pursuant to their own governing laws, and subject to the agreement of the vendor, other entities may be permitted to make purchases at the terms and conditions contained herein. Lee County Board of County Commissioners will not be financially responsible for the purchases of other entities from this solicitation.

30. CONTRACT ADMINISTRATION

30.1. **Designated Contact:**

30.1.1. The awarded proposer shall appoint a person(s) to act as a primary contact for all County departments. This person or back-up shall be readily available during normal working hours by phone or in person, and shall be knowledgeable of the terms and procedures involved.

30.1.2. Lee County requires that the awarded proposer to provide the name of a contact person(s) and phone number(s) which will afford Lee County access 24 hours per day, 365 days per year, of this service in the event of major breakdowns or natural disasters.

30.2. **RFP – Term:** The contract term shall be for five (5) years with three (3) one-year renewal options to be exercised at the County's discretion.

30.3. **RFP – Basis of Award:**

30.3.1. Award will be made to the most responsible and responsive proposer based on the evaluation criteria.

30.4. **Agreement/Contract:**

30.4.1. A Master Services Agreement prepared by Lee County will be utilized for the Project. A sample of the Master Services Agreement can be viewed online at http://www.leegov.com/procurement/forms. The contract to be entered into with the Service Provider shall be identical to the Agreement and no changes or modifications shall be allowed.

30.4.2. The service levels set forth in the Service Agreements establish a baseline subject to refinement by proposers. Any refinements should be reflected in the comment cell found in the roles and responsibilities and service level matrix for the applicable Service Tower. At the sole discretion of the County, any changes to the Service Agreement may occur during the contract negotiation phase of this project.

30.5. Public Record: **IF THE VENDOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FL § , TO THE VENDOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THE CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT 239-533-2221, 2115 SECOND STREET, FORT MYERS, FL 33901, http://www.leegov.com/publicrecords.**

30.6. **Indemnification:**

30.6.1 The Proposer acknowledges that by submitting a proposal for this Solicitation, the Proposer explicitly agrees to be bound by the terms of any and all indemnification, liability, and damages provisions as they are stipulated to in the sample contract accompanying this Solicitation and the Proposer accepts that these terms are non-negotiable.

31. LEE COUNTY PAYMENT PROCEDURES

31.1. All vendors are requested to mail an original invoice to:
Lee County Finance Department
Post Office Box 2238
Fort Myers, FL 33902-2238

31.2.   All invoices will be paid as directed by the Lee County payment procedure unless otherwise stated in the detailed specification portion of this project.

31.3.   Lee County will not be liable for requests for payment deriving from aid, assistance, or help by any individual, vendor, proposer, or bidder for the preparation of these specifications.

31.4.   Lee County is generally a tax exempt entity subject to the provisions of the 1987 legislation regarding sales tax on services. Lee County will pay those taxes for which it is obligated, or it will provide a Certificate of Exemption furnished by the Department of Revenue. All proposers should include in their proposal, all sales or use taxes, which they will pay when making purchases of material or sub-contractor's services.

32. MATERIAL SAFETY DATA SHEETS (MSDS/SDS) (if applicable)

32.1.   It is the vendor's responsibility to provide Lee County with Material Safety Data Sheets on bid materials, as may apply to this procurement.

33. DEBRIS DISPOSAL (if applicable)

33.1.   Unless otherwise stated, the Proposer shall be fully responsible for the lawful removal and disposal of any materials, debris, garbage, vehicles or other such items which would interfere with the undertaking and completion of the project. There shall not be an increase in time or price associated with such removal.

34. SHIPPING (if applicable)

34.1.   Cost of all shipping to the site, including any inside delivery charges and all unusual storage requirements shall be borne by the proposer unless otherwise agreed upon in writing prior to service. It shall be the proposer's responsibility to make appropriate arrangements, and to coordinate with authorized personnel at the site, for proper acceptance, handling, protection and storage (if available) of equipment and material delivered. All pricing to be F.O. B. destination.

34.2.   The materials and/or services delivered under the proposal shall remain the property of the seller until a physical inspection and actual usage of these materials and/or services is accepted by the County and is deemed to be in compliance with the terms herein, fully in accord with the specifications and of the highest quality.

35. INSURANCE (AS APPLICABLE)

35.1.   Insurance shall be provided by the awarded proposer.   The insurance coverages, limits and requirements are set forth in Master Services Agreement.

Insurance Guide:

Commercial Liability Insurance. Service Provider shall maintain Commercial General Liability Insurance which shall include coverage on an "occurrence basis" and afford the following coverages:

Premises-Operations;

Products/ Completed Operations Hazard;

Contractual Insurance;

Independent Contractors;

Personal Injury;

Advertising Injury;

Premises Medical Payments;

Broad Form Property Damage;

Additional Insureds; and

Independent Contractors

The Commercial General Liability Insurance to be maintained by Service Provider must be endorsed with a broad form property damage endorsement (including completed operations). The Owner shall be named as an additional insured on the Service Provider's comprehensive general liability policy on a form no more restrictive than ISO Form CG 20 10 (additional insured-owners, lessees, or contractor). The policy must be endorsed to waive the insurer's right to subrogate against the County. The non-negotiable limits of liability associated with the Service Provider's comprehensive general liability insurance shall not be less than the following:

Four Million and No/100 Dollars ($4,000,000.00) each occurrence; and

Six Million and No/100 Dollars ($6,000,000.00) aggregate.

Notwithstanding anything contained herein to the contrary, the insurance coverages under the general liability policy to be furnished by the Service Provider must be afforded on a policy form no more restrictive than the last edition of the commercial general liability policy filed by the Insurance Services Office, Inc. (ISO)

Workers Compensation/Employers Liability Insurance. Such insurance shall be no more restrictive than that provided by the latest edition of the standard Workers Compensation Policy, as filed for use in Florida by the National Council on Compensation Insurance (NCCI), with the exception of endorsements required by NCCI or the State of Florida. The policy must be endorsed to waive the insurer's subrogate rights against the County in the manner which would result from the attachment of the NCCI Form "Waiver of our Right to Recover from Others Endorsement" (Advisor Form WC 00 03 13) with the County scheduled thereon. The employer's liability coverage afforded under the Worker's Compensation/ Employers Liability Insurance shall have minimum limits of:
$500,000.00 per accident
$500,000.00 disease limit
$500,000.00 disease-policy limit

Professional Liability Insurance. Such insurance shall cover Service Provider for those sources of liability arising out of the rendering or failure to render professional services in the performance of the services required under this Agreement. If the policy provides coverage on a claims-made basis, such coverage must respond to all claims reported within at least three (3) years following the period for which coverage is required. The professional liability insurance shall have a $2,000,000.00 combined single limit (CSL).

Cyber Liability, or Technology Errors and Omissions Insurance. Coverage is required for any system connected to, and, or accessible from the internet. Coverage may be included as part of the required Professional Liability Insurance the limits of liability associated with the professional liability insurance shall not be less than Five Million and No/100 Dollars ($5,000,000.00) per occurrence. If the policy provides coverages on a claims-made basis, such coverage must respond to all claims reported within at least three (3) years following the period for which coverage is required. Such policy shall cover, at a minimum, the following:

Data Loss and System Damage Liability;

Security Liability;

Privacy Liability; and

Privacy/ Security Breach Response Coverage including Notification Expenses.

The limits of liability associated with the Service Provider's Cyber Liability, or Technology Errors and Omissions coverage shall not be less than the Five Million and No/100 Dollars ($5,000,000.00) each occurrence. The County shall be included on the Cyber Liability, or Technology Errors and Omissions Insurance as an "additional insured".

Business Automobile Liability Insurance. The Service Provider shall maintain Business Automobile Liability Insurance covering all owned, non-owned, and hired vehicles used by the Service Provider in connection with this Agreement with a combined minimum limit of One Million and No/100 Dollars ($1,000,000.00), single limit for bodily injury and property damage liability for each person/ each occurrence.

Crime and Fidelity Insurance. The Service Provider shall maintain a policy of Crime and Fidelity Insurance in an amount not less than Five Million and No/100 Dollars ($5,000,000.00) per occurrence.

Umbrella (Excess) Liability Insurance. The Service Provider shall maintain an Umbrella (Excess) Liability Insurance policy in an amount not less than Ten Million and No/100 Dollars ($10,000,000.00) combined single limit bodily injury/ property damage, in excess of the commercial general liability insurance and business automobile insurance described above.

Property Insurance. Service Provider shall provide insurance on all property owned by Service Provider and used to perform Services under this Agreement. Such policy shall provide "all risk" perils, including flood, and shall be written on a basis of the lesser of the cost of complete repair or one hundred percent (100%) replacement value of the Property. Coverage shall include all business personal property, tenant improvements, business interruption, property of others, in care, custody, and control of the insured and in transit. Service Provider shall be responsible for any deductible or self-insured retention associated with such insurance coverage.

End of Insurance Guide section

LEE COUNTY, FLORIDA
DETAILED SPECIFICATIONS
FOR
<u>RFP190016</u>

<u>Information Technology Outsourcing Services</u>

1. COUNTY IT BACKGROUND

The Lee County Information Technology Group (ITG) is tasked with providing communication and information services to all Departments and Divisions under the Lee County Board of County Commissioners (BOCC), approximately 2,500 staff. The organizational structure for Lee County's BOCC is shown below.
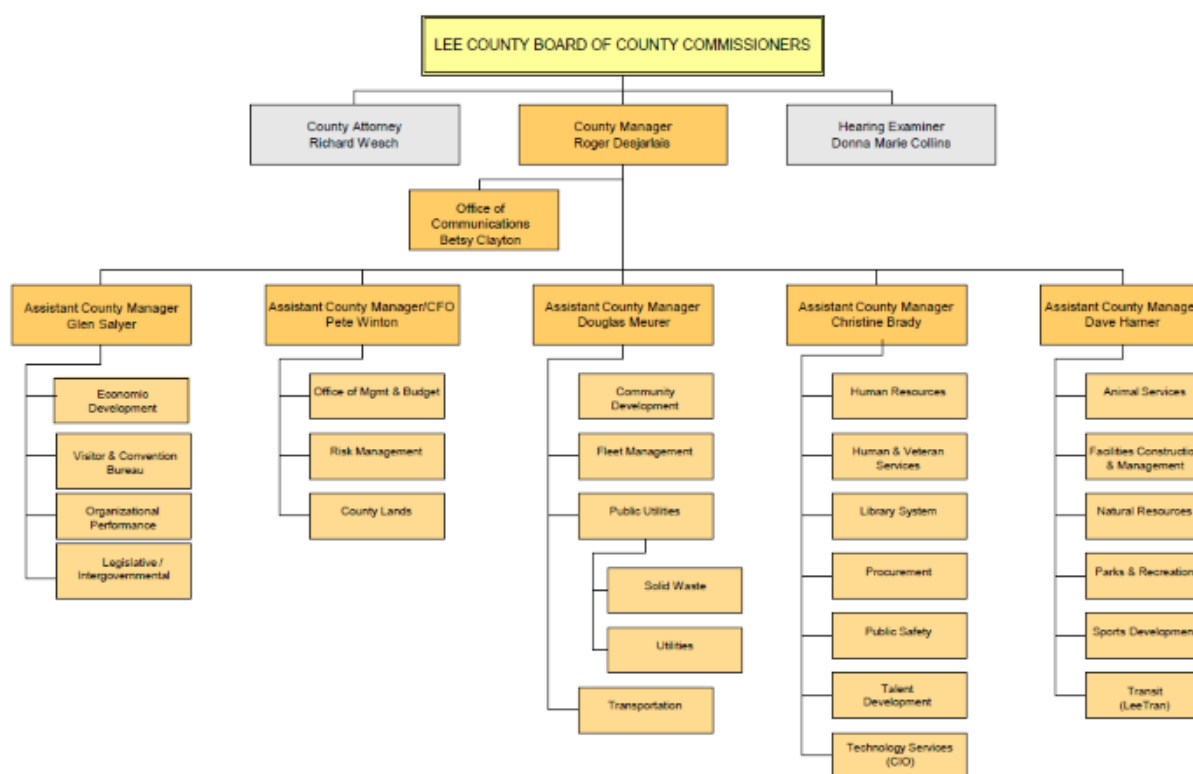
The Board of County Commissioners is one of seven separate but equal sections of Lee County government, called Constitutional Offices. Constitutional Offices provide services and facilities to Lee County residents. The other six "Constitutionals" are the 20th Judicial Circuit, Clerk of Court, Property Appraiser, Sheriff, Supervisor of Elections and Tax Collector. Lee County ITG is primarily responsible for providing services to BOCC but does provide select services to other Constitutional Offices as well.

Lee County is currently contracted with Atos, North America (also referred to as the "Current Service Provider" in this document), an international IT service provider services company, to provide the managed services as noted below (Current Technology Environment). The current contract expires on **August 22, 2019**. To ensure continuity of services the intent and purpose of this Request for Proposal (RFP) is to solicit proposals to establish term contract(s) a more qualified Service Provider for outsourcing Information Technology (IT) functions. The nine services noted below are fully outsourced,

and the County retains and shares certain IT functions such as the IT leadership, IT Governance, GIS application and the Audio/Video environment.

The Service Provider serves as an integrated IT team under the direction of the County Manager or designee. The current Service Provider agreement can be found at this link: https://www.leegov.com/procurement/awarded-annual-contracts/downloads?fid=3913&fn=Project2013-10-17T17_48_21.xml

2. CURRENT TECHNOLOGY ENVIRONMENT

The current technology environment at the County is grouped into the nine (9) formal service areas listed below, and further described in this section:

Current Service Tower	Service Area(s) Addressed
1. Governance	• Administrative & Operational Processes • IT Governance & Strategic Technology Planning • Technology Request Process and Procurement • Project & Change Control Management
2. Data Center Services	• Data Center, Servers, Storage & Backup Systems
3. Help Desk Services	• Help Desk Operations
4. Database Support and Management Services	• Database Systems
5. Disaster Recovery Services	• Data Center & Emergency Operations Center (EOC)
6. Application Support Services	• Applications Software and Database Systems
7. Network Management Services	• Networking Environment
8. Telecommunication Services	• Fiber WAN and Telecommunication Systems
9. Personal Computer Services	• End User Technologies

Cybersecurity is currently a component of all the service towers.

In addition to the narrative provided herein, additional details regarding these service areas is provided in the RFP inventory exhibits. The vast majority of technology assets (hardware and software) are currently owned by the County and it is the County's intention to retain ownership of all technology assets and related maintenance agreements under the new agreement.

2.1.1.Current Tower 1 – Governance

2.1.1.1.   Current Administrative & Operational Processes
Procurement of technology is completed through Lee County Procurement who often calls upon ITG to ensure the standards are maintained and technical requests are supported. The asset lifecycle is managed by the Current Service Provider, from the quote for equipment to the disposal of the asset.

2.1.1.2.   IT Governance & Strategic Technology Planning
No formal governance processes are in place to provide IT operational and strategic technology direction to the County. This is, however, a requirement for the new IT Services contract. The Current Service Provider's Service Delivery Manager participates in efforts to:

• Develop IT budgets, including equipment refreshes and strategic initiatives

- Define, approve, and monitor overall IT Investment priorities
- Develop and address IT strategy and policy for the County
- Work closely with the Departments to identify IT needs and projects
- Define IT priorities across all the Departments
- IT related contract review
- The Current Service Provider's teams serve on a variety of technology RFP committees as Subject Matter Experts and non-voting members.
- The County Manager or designee and staff are responsible for the development of the IT Strategic Plan, which includes establishing guidelines and principles for technology standards, practices and architecture.

2.1.1.3   Within the first 90-120 days of the contract, the service provider will create a project plan/system discovery document/survey that outlines the overall environment of the County's systems to include initiatives that are working, initiatives that need some attention, risks, and opportunities. There are so many moving pieces of County IT, some independent of the contracted service provider, and if there is a document that simply outlines this environment, it would be beneficial in providing a better understanding of the opportunities.

2.1.1.4.   Technology Request Process and Procurement
Technology requests are initiated through a variety of mechanisms including meetings with management, calls to the Help Desk, calls to ITG staff, etc.

In the current process, a Service Now ticket is opened for each of these requests. All requests are first attended to by staff in a remote call-center and escalated back to onsite staff as necessary. As of early 2018, the County logs approximately 460 incidents and 857 tasks per month converted into Service Requests.

Service Now is hosted and managed by the current Service Provider and use of Service Now is not mandated by the County. The Service Provider must provide the necessary product to create tickets and meet County requirements for management of service delivery, as well as train County staff on how to use the system. The County requires access to the vendor's ticketing system in order to perform analysis on contract performance.

The ticketing system should allow the County entities to better manage the specific department's tickets. Designated departmental employees should be able to access all tickets associated with those departments and determine the status of those tickets. This should include tickets that are initiative by that department's employees as well as tickets that are initiated by the Service Provider on behalf of the department. The ticket system should include at a minimum the date initiated, initiated by, initiated for, subject, body, status of ticket, and when closed. The ticketing system should also allow the user that initiates the ticket to receive an email to this portal so that they can monitor the status of their ticket.

A representative sample of current help desk tickets are provide in Attachment A.

2.1.1.5.   Project & Change Control Management
At Lee County, a project is defined when a technology request is reviewed and it is determined that the request is (1) non-recurring and (2) will require requires a defined scope of work. Once a request becomes a project, the Project Management team is responsible for capturing the need and requirements of the request along with an initial project management plan.

A current listing of projects is located in Exhibit 5 (IT Governance and Management, Inventory tab).
There is a formal Change Control Management process in place at Lee County.

2.1.2. Current Tower 2 - Data Center Services (Data Center, Server, Storage, Backup Systems)

The County primarily operates within a virtualized server environment based on VMware Hypervisor software and blade server architecture. There are approximately 500 Microsoft Windows-based servers along with a mixture of other open systems, including various versions of Linux and UNIX operating systems.

To support the server infrastructure the County utilizes enterprise class storage systems located at the primary and secondary data centers. These systems are Dell VNX series arrays with 200-250 TB of capacity. The storage systems are configured for data replication as a component of the Disaster Recovery approach. Server and data backups are accomplished using a combination of Veeam software and Dell Data Domain backup appliances. For archival purposes, magnetic tape media is used and stored at an external vaulting facility.

The database technology is predominately various versions of Microsoft SQL Server. Additionally, Microsoft SharePoint 2013 is used to host the County's web site as well as intranet and extranet collaboration sites.

2.1.3. Current Tower 3 - Help Desk Services (Help Desk Operations)

Help desk services are provided using a combination of remote and onsite resources. The County's Current Service Provider provides call center functionality serving as the first point of contact for technology issues. Issues are triaged, classified and assigned to appropriate resources as necessary for resolution. The County averages approximately 460 incidents and 857 tasks per month. For incidents that cannot be resolved by the call center (level 1 support), they are escalated to resources residing onsite at the County (level 2 support) for further investigation and resolution. Incidents that cannot be resolved by the onsite resources are escalated to the hardware or software vendors.

2.1.4. Current Tower 4 - Database Support and Management Services (Database Systems)

The primary databases currently used by the County are Microsoft SQL, Microsoft Access and Oracle. The Current Service Provider is responsible for providing operational and technical support for all of the County's production, test and development databases. This includes system level (physical support) and database administrator level (logical support) for each database in use. The Current Service Provider works closely with the application staff and County end users concerning issues of database definition and tuning to ensure optimal response times and throughput. The Current Service Provider proactively monitors database performance, log file activity, storage capacity and other vital statistics. The Current provider ensures that all databases backups are performed and can be recovered as needed in the event of a disaster or other processing related errors. The Current Service Provider is responsible for maintaining all procedures, guidelines, and other pertinent database related information.

2.1.5. Current Tower 5 - Disaster Recovery Services (Data Center & Emergency Operations Center (EOC))

The County utilizes two data center facilities and a number of intermediate data frames (IDF) to facilitate the delivery of IT services to its users. The primary data center is at a County-owned facility located at the Emergency Operations Center (EOC) in Fort Myers, FL. The maintenance, operation and support of the primary data center is the responsibility of the County technology and facilities department.

The secondary (disaster recovery) data center is hosted by an external vendor and is located in Miami, FL. The data center vendor is responsible for all aspects of the facility maintenance and operation. The County utilizes colocation services only and has ownership and responsibility for the IT assets located there.

2.1.6. Current Tower 6 - Application Support Services (Applications Software)

The County sets and manages the priority for applications' projects. The County performs three major activities under Applications and Software services:

- Applications Programming and Development: Supporting development for internal projects including GIS and the development of mobile/web applications.
- Applications Support: Supporting largely out-of-the-box software products, the support staff manage the deployment of products, customization as required, acceptance and performance testing, and upgrades.
- Database Support: Including management of the timekeeping software (Kronos), SharePoint sites, and performance monitoring.

2.1.7. Current Tower 7 - Network Management Services (Networking Environment)

ITG supports approximately 176 network connected sites (BOCC and non-BOCC) and provides data, voice and video network services across this network. The County has standardized on Cisco Systems equipment for both wired and wireless networks. The network team works in close conjunction with the Telecommunication services team to facilitate fiber and carrier services based WAN. The County leverages Border Gateway Protocol (BGP) with three internet service providers (ISPs) for Internet routing, and with one extranet vendor (at two locations) using an Autonomous System Number (ASN). On the internal network, Open Shortest Path First (OSPF) is the dominant routing protocol with Enhanced Interior Gateway Routing Protocol (EIGRP) being used sparsely and as needed. There are nineteen OSPF areas; two are NSSA and the remaining 17 are normal OSPF areas. Security in the form of port security (802.1x) and disabling of unused ports is used.

A listing of network monitoring/management systems and tools are identified in **Exhibit 6 (Infrastructure Services, Inventory tab)**. These tools will be made available to the Service Provider providing the managed services. In order to accomplish the defined scope of services and service level agreement, the Service Providers are to review this list and, if deemed inadequate, must propose and include solutions that allow the Service Provider to effectively deliver requested services. Costs for any additional tools must be included in the cost of your proposal, either as a non-recurring cost (NRC) or as part of the monthly recurring cost (MRC).

2.1.8. Current Tower 8 - Telecommunication Services (Fiber WAN and Telecommunication Systems)

There are two major telephone system types deployed in the County today, Avaya (Nortel) and Cisco. The majority of the phones and services used across the County are the Avaya solution originally deployed in (2004). The Cisco solutions were deployed at the EOC in (2013) and Lee Tran (2015). Lee County ITG currently supports and maintains 82 telephone systems - 80 Avaya/Nortel, 2 Cisco Systems and numerous smaller locations, all of which are currently Nortel. Included in these systems there are 5,667 digital telephones, 1,622 IP telephones, 470 Contact Center Agents, and 6,458 voice mailboxes. In addition, the current phone systems support Call Pilot (Voicemail), Auto Attendant Applications (800+ Countywide), Call Center Applications (280+ applications) and IVR Applications (120+ items reported both hourly and daily to departments).

The Current Service Provider is responsible for the architecture, management, monitoring and maintenance of the above telecom systems (analog and VoIP). In addition, the provider is responsible for the operations of the outside fiber plant and Fujitsu fiber transport systems.

It is to be noted that the telecommunications services are unique in that services provided extend beyond BOCC offices; please see **Exhibit 2 (Locations and Future Questionnaire)** for details.

The County is currently in the process of evaluating the current telephone system and will replace the current hybrid phone system (analog and VoIP) with a uniform VoIP system across all constitutional offices in the County. A summary of the telecom, data/voice circuit, fiber transport environment is provided in **Exhibit 8 (Telecommunication Services, Inventory tab)**.

The Current Service Provider's telecommunication team also manages approximately 103 miles of outside fiber plant. Fiber break/fix services are addressed using the County's service contract with a third party provider; the Current Service Provider provides management oversight for all fiber related activities.
The Fujitsu network transport system was recently upgraded to support higher network bandwidths. Network transport services over the fiber network are provided using 27 – Fujitsu 4100 chassis and 10 – Fujitsu 4100. A pictorial representation of the fiber network and Fujitsu network transport system is shown in **Exhibit 8 (Telecommunication Services, Inventory tab)**.

2.1.9. Current Tower 9 - Personal Computer Services (End User Technologies)

The County is highly dependent on Microsoft technologies utilizing Microsoft Windows 10 as the operating system for nearly all desktop machines that totals approximately 2,000. To enable the County's mobile workforce, there are approximately 500 laptops, 300 tablets and 2,100 smartphone devices.
The County has approximately 170 desktop applications in their portfolio; some applications are the same but maybe minor version differences. The office productivity platform is based on Microsoft Office 2016 and Microsoft Exchange 2010.

Approximately one-third of the desktops systems are within the Library System, including devices used by the public. The Library is currently the only business unit in the County that requires regular weekend support and regular after hours on weekdays. The hours of service are specified in Section 3.5 Service Matrix. A majority of the support for end-user technologies is concentrated in the downtown Ft. Myers area; however, Lee County is 785 square miles, with distant locations such as Captiva, Cape Coral and Bonita Springs.

2.2. **Current County IT Staffing and Support Environment**

Lee County's IT Leadership team is tasked with managing the Current Service Provider's contract. Awarded Service Provider will work with County staff to develop an updated five-year strategic plan. The current County IT strategic plan is attached (see Attachment B).

Lee County supports departments that fall under the BoCC and constitutionals. For the most part, support under this contract is for BoCC departments. There are a few instances where ITG provides support for non-BoCC constitutional and this information is provided in **Exhibit 2 (Locations and Future Questionnaire).**

The County data center is housed at the EOC.

2.3. **Intergovernmental Services**

There are two intergovernmental services (IGS) agreement in place – Supervisor of Elections for network services and Guardian Ad Litum (GAL) for workstation support. These two locations are listed in the locations exhibit and the service towers to be supported by the Service Provider.

3. SCOPE OF TECHNOLOGY SERVICES

3.1. **Overview**

Lee County Florida has recognized that strategic sourcing of technology services it provides to its internal and external customers may yield an overall cost savings while improving overall service levels and provide a level of risk mitigation through a cybersecurity and disaster recovery response programs. The County presently utilizes an

external Service Provider, currently Atos, NA, (also referred to as the "Current Service Provider" in this document) to provide Information Technology services. Over time, the technology needs of the County change and so do the economics of strategic outsourcing. Therefore, the County has decided to embark on a process to evaluate the required technology services and service levels and seek competitive proposals from qualified vendors to provide such services to the County going forward.

The Service Provider serves as an integrated IT team under the direction of the County Manager or designee.
The intent and purpose of this Request for Proposal (RFP) is to solicit proposals to establish a multi-year contract with one more qualified service providers (proposers) for outsourcing existing and some new Information Technology (IT) functions performed by the County's Current Service Provider. The County is interested in receiving proposals for qualified providers of Information Technology Services for the following "**Service Towers**". Please note that the structure of the service towers requested vary slightly from the current service tower structure.

1. IT Governance and Management
2. Infrastructure Services
3. Cybersecurity Services
4. Telecommunications Services
5. Application Services
6. End User Technology Services
7. Disaster Recovery & Emergency Operations

GIS is currently staffed by expert personnel who utilize the current Service Provider for project management support. Desktop support for GIS is a component of Tower 6 in the same manner as all County staff.

Within these primary towers, **subtowers** are also defined. **Proposals may be declared "non-responsive" if the proposer does not include a submittal that encompasses all of the Service Towers requested.** Since the County owns nearly all of the hardware and software technology assets, the County does not intend to transfer any IT assets as part of a contract with the selected Service Provider(s).

The County reserves the right to consider bringing some of the towers back under County administration, but a this time, no approach is identified or planned.

At the conclusion of the contract, should Lee County desire, the Service Provider must be willing to position the County to bring IT services in-house, either in part or fully. This implies by transferring knowledge and personnel required to support the account.

The pricing for the services requested should be solely based on the information provided in this RFP document. Any information obtained outside of this RFP document will be considered optional and may not be considered in the review of the RFP.

3.2. **Service Requirements & Staffing**

Considering the highly outsourced nature of the requested IT services in the RFP, it is imperative that Lee County establish a partnership with the Service Provider that is capable of providing experienced, knowledgeable and personable staff capable of upholding the values of the County and commitment to providing quality services for ITG. To that end, it is imperative that the Service Provider's personnel possess not only technical capabilities, but also be able to work collaboratively with the County and the County's users. Given the geographically dispersed level and complexity of the County's technology environment, there is a desire to have a significant number of the Service Provider's personnel wholly dedicated to the County performing their work activities onsite at one or more of the County's facilities.

3.2.1. Service Delivery Roles

For purposes of this RFP and delivery of the services requested herein, the following "Service Delivery Roles" have been established to articulate the key characteristics and qualifications of the Service Provider personnel assigned to delivering IT services to Lee County.

Service Delivery Roles	
Role	**Description**
Service Manager	This individual will have significant supervisory duties of other staff, project management and is accountable for the delivery of services for their assigned Service Tower.
Level 3	This individual serves as the highest level technical resource in the support organization. This individual is often the escalation point for complex issues and works with vendors as necessary to resolve issues and perform root cause analysis where applicable.
Level 2	This individual serves as a skilled technical resource in the support organization. This individual is often the initial escalation point for Level 1 resources and works with Level 1 resources to resolve them without assistance from Level 3 resources.
Level 1	This individual serves as the initial technical resource in the support organization and is often the first point of contact for support. This individual is focused primarily on end user support and as such should have good interpersonal and communication skills.

Addition details (including experience and qualifications) pertaining to the Service Delivery Roles are provided in the **Exhibit 12 (Master Services Agreement)**.

3.2.2. Technical Certifications & Continued Training

It is the County's preference to have technically certified personnel performing the operation, administration and maintenance of the IT environment. Such certifications vary by technology and the manufacturer often requiring recertification on a periodic basis. The table below identifies the minimum desired certifications by area.

Desired Personnel Certifications	
Area	**Related Certifications**
Technology Management	• Information Technology Infrastructure Library (ITIL) • Project Management Professional (PMP)
Networking	• Cisco Certified Network Administrator (CCNA) • Industry standard security certification(s)
Servers & Virtualization	• Dell EMC Certified Professional PowerEdge • VMware Certified Professional 6 – Data Center Virtualization (VCP6-DCV)
Storage & Backup	• Dell EMC Information Storage and Management Associate • Veeam Certified Engineer (VMCE)
Application Services	• Oracle Database Administration (DBA) • Microsoft SQL DBA
Desktop Services	• Microsoft Desktop Certification • Microsoft Certified Solutions Expert (MCSE) • CompTIA A+ Certification

The Service Provider must mandate and provide continued professional development of its staff that is engaged on the County's project. An annual report of professional development activities attended / conducted for the Service Provider's staff must be provided.

3.2.3. Staffing Levels

It is the County's desire to have a considerable number of the Service Provider Personnel exclusively assigned to them to as to retain institutional knowledge promoting a greater level of service continuity and consistency in the IT environment. Preference will be given to service providers (proposers) that can commit qualified personnel being part of the on-site team at the County.

Preference will be given to service proposers who can demonstrate that at the end of the contract they will position the County to bring some, or all, IT services in-house should the County desire.

In an effort to mitigate risk and ease the transition to another service provider, it is the County's desire to the selected Service Provider potentially hire (where feasible) the incumbent service provider's staff assigned to the County. The selected Service Provider will be afforded the opportunity to interview and retain existing (Current Services Provider's) personnel if mutually agreeable by all parties involved.

Service Provider staff will be co-located with County staff as referenced in Section 2.2. Subject to negotiation, currently there is no rental charge for office space, which includes a desk phone, within County buildings. The Service Provider is responsible for providing all desktops, laptops, peripherals and cell phones to their staff. If the County requires special equipment, the County will provide.

The chart below depicts the current staffing level of Service Provider's Personnel. It is the expectation that the Service Provider will allocate at a minimum the number of Full Time Employees (FTE) resources requested and will fully allocate (not shared with the Service Provider's other clients) the quantity of FTEs needed.

The current Service Provider's IT staffing is as follows:

One (1) – Service manager; provides oversight of all services delivered by this service provider.
One (1) – Team Lead for Network and Servers. This position oversees a team of three (3) Server Admins/Engineers, three (3) Network Admins/Engineers, Two (2) Desktop Management staff, and one (1) Database Administrator. There are two (2) vacant positions in this service tower.
One (1) – Team Lead for Desktop Support. This position oversees a team of one (1) Desktop Team and eight (8) Desktop Technicians.
One (1) – Team Lead for Service Desk; this is a remote position and oversees a team of Desk technicians that are also remote positions.
One (1) – Project Manager and one (1) Project Coordinator.
One (1) – Applications Team Lead. This position oversees a team of six (6) Application specialists, Report Writers, and Application Developers.

Any vacancy must be filled within 90 days or service provider will assign resources from within organization to fill that void until the vacancy is filled

Please note that the requested Service Towers and staffing requirements vary slightly from the Service Towers provided today.

Please provide a list of team leads for each of the towers or at least three (3) of the towers, and provide resumes and letter of commitment.

3.3. **Non-Recurring Initiatives (NRI)**

The County or the Service Provider may identify the need for an NRI with the Service Provider responsible for developing the requirements, creating an associated scope of work and completing the work. The Service Provider's Project Management staff oversee all NRI's. The County has requested the Service Provider provide an annual allocation of hours for the completion of NRI's with the option to carry over a portion of unused hours annually.

See Exhibit 12 (Master Services Agreement) for additional requirements regarding Non-Recurring Initiatives.

3.4. **Service Priorities**

To provide consistency across all Towers of Service, the following standard definitions will apply to the services provided under this agreement.

- *Priority One (Critical)* – A problem or issue impacting a significant group of customers or any mission-critical IT issue affecting a single customer with no acceptable workaround to the problem.
- *Priority Two (High)* – Non-critical but significant issue affecting a single user or an issue that is degrading the performance and reliability of supported IT Services; however, the services are still operational. Support issues that could escalate to Critical if not addressed quickly.
- *Priority Three (Medium)* – Priority for routine support requests that impact a single user or non-critical software or hardware error.
- *Priority Four (Low)* – A minor service issue, general inquiry or request to modify or add services.

3.5. **Service Matrix**
The operating and support timeframes are all part of the services contract as shown in the table below:

Operating & Support Timeframes	
Operational Term	**Definition**
County Business Hours	8:00 am – 5:00 pm EST, Monday through Friday.
On-Call Support	24/7/365 on-call support for IT infrastructure.

Attachment C contains a report from the current Service Provider on online availability.

The table below contains the anticipated service priorities, response and target resolution times.

Priority	Definition	Response Time		Follow-Up Time	Target Resolution Time	After Hours Support
		90%	**100%**	**100%**	**95%**	**100%**
One - Critical	A problem or issue impacting a significant group of customers or any mission critical IT issue affecting a single customer with no acceptable workaround to the problem.	15 min.	30 min.	30 min.	2 hours	24x7x365

Priority	Definition	Response Time		Follow-Up Time	Target Resolution Time	After Hours Support
		90%	100%	100%	95%	100%
Two - High	Non-critical but significant issue affecting a single user or an issue that is degrading the performance and reliability of supported IT Services; however, the services are still operational and a workaround is available.	30 min.	1 hour	30 min.	4 hours	24x7x5
Three - Medium	Priority for routine support requests that impact a single user or non-critical software or hardware error. Productivity may be impacted but not impaired. A workaround may or may not be available.	2 hours	4 hours	30 min.	2 business days	None
Four - Low	A minor service issue, general inquiry or request to modify or add services.	8 hours	Next business day	30 min.	5 business days	None

Note: All VIP incidents will be prioritized as "Critical" or "High". There are approximately 45 – 50 VIPs across the County and the list will be provided to the awarded Service Provider.

3.6. **Service Locations**

The Services shall be provided from (1) the County Sites, (2) the Service Provider Service Locations and (3) any other data center or location designated by County or Service Provider provided, however, that any such other data center or location must be Approved by the County in writing and in advance ((1), (2) and (3) collectively, the "Service Locations"). A listing of all County locations that the Service Provider is responsible for providing services, by service tower, is provided in **Exhibit 2 (Locations and Future Questionnaire).**

3.7. **Master Services Agreement**

For convenience and clarity, the following key aspects of the Master Services Agreement (MSA) have been noted. The items below may have a significant impact on service delivery, Service Provider obligations and overall costs. **It is the proposer's responsibility to ensure they have read and understand all the terms set forth in the Exhibit 12 (Master Services Agreement)** and the list below is not to be considered a substitute, replacement or in any way supersedes or alters the terms and conditions defined in the MSA.

i. **Onsite Personnel Requirements.** The Service Provider is to identify Key Personnel (per Staffing Level table shown above) and dedicate employees to provide direct onsite support at the County's sites. The Service Provider is responsible for all expenses associated with the placement of onsite personnel. The Service Provider's staff will be collocated with County personnel and the County will provide reasonable office space accommodations for the Service Provider's on-site staff.

ii. **Service Levels & Service Level Measurements.** Within each of the Service Towers, specific Performance Indicators have been defined. The performance of each individual Service Tower will be monitored and

measured. The Service Provider is responsible for providing all the tools and methodologies necessary to measure and report on the Performance indicators. Each Service Tower will have an SLA state (Achieved, Approaching and Missed) as dependent upon the quantity of violations during the measurement period. The current service levels are not provided in this RFP as they differ from the desired service levels.

iii. **Service Level Credits.** The County will be provided Service Credits based upon the state of the SLA's for each of the measurement and reporting periods. Service Credits are a percentage of the monthly service cost for a particular Service Tower up to a defined maximum.

iv. **Statutes & Regulations.** The Service Provider must understand, acknowledge and support their own obligations and those of the County as it pertains to State of Florida statutes and Federal regulations.

v. **Non-Recurring Initiatives.** The Service Provider is to support Non-Recurring initiatives by providing an annual allocation of hours to be used as mutually agreed upon by the County and the Service Provider.

vi. **Modification to Services.** Either party may propose changes to the scope, nature or time schedule or the Services being performed within a particular Service tower. The parties will mutually agree to any proposed changes, including adjustments to fees and expenses as a result of any changes to the services. Changes are subject to the change control procedures that will be defined in the final agreement and shall be approved in writing by both parties.

vii. **Incident Escalation.** If a problem or request has not been addressed in the specific time frame, if the service received is not satisfactory or there is a disagreement in the classification of requests, scheduling or prioritization, a mutually agreeable escalation process will be followed as defined as part of the final agreement with the selected Service Provider.

viii. **Transition Services.** The Service Provider is expected to provide transition services that must, at a minimum, address the following items: overall transition approach that results in minimal disruption of current and planned services to be provided to the County, transitioning of agreements currently owned by the Incumbent Service Provider, and development and adherence to a formal transition plan.

ix. **Disentanglement Services.** Upon termination of the agreement with the Service Provider, the Service Provider is expected to provide disentanglement services that must, at a minimum, address the following items: overall transition approach that results in minimal disruption of services to be provided to the County, transitioning of agreements owned by the Service Provider, transitioning of any technologies or data owned by the Service Provider and Transferring knowledge and expertise on the various IT technologies being used within the County to the County or future Service Provider.

4. SERVICE TOWERS

The Scope of Technology Services has been segregated into Towers of Service ("Towers") where a Tower is defined as a self-contained set of services that can be identified, measured, priced and benchmarked. Within each of the Service Towers, the following information is provided by the County of Lee:

- **Summary:** A summary of current services performed in the subtower.
- **Objective:** Intended objectives to be achieved by the subtower/tower.
- **Base Scope of Services:** Minimal list of services that the County expects to be performed by the Service Provider.
- **Out of Scope Services:** List of services that are not expected to be performed by Service Provider.
- **Key Assumptions:** Key assumptions relevant to the tower that will have an impact on how proposers respond in terms of pricing, understanding the scope of what is being requested, etc.

The County will consider base and optional services to determine a support structure that will provide the overall best value to the County. The Towers being considered as part of this RFP are as follows:

- **Tower #1:** IT Governance and Management
- **Tower #2:** Infrastructure Services
- **Tower #3:** Cybersecurity Services
- **Tower #4:** Telecommunications Services

- **Tower #5:** Application Services
- **Tower #6:** End User Technology Services
- **Tower #7:** Disaster Recovery & Emergency Operations

Background information provided in Section 2 and referenced in the various exhibits of this document provides information on what services are currently being provided as well as, to some degree, how those services are being provided. The County seeks a partner in strategic planning and the potential respondent should focus on addressing how this will be done. Emerging technologies not called out in this RFP can be answered through an emphasis on the partnership. The County is very interested in understanding the "how" versus the "what" in responding proposer submittals for the towers and associated services being requested, and encourages respondents to focus on the Base Scope of Services.

4.1. **Tower 1: IT Governance and Management**

This tower extends throughout the entire organization and involves strategy and decision making relative to IT. This tower ensures that IT initiatives are aligned with the overall strategy and plans of the organization. This tower also involves tactical planning and execution of specific projects that have been identified in support of the strategy.

Submittal Requirements
- Competed the Roles & Responsibilities for each subtower and SLA for tower
- Pricing for this tower and associated subtowers

4.1.1. Tower Service Level Requirements

The service level requirements for Tower 1 can be found in Exhibit 5 (Tower 1: IT Governance and Management, SLA tab).

4.1.2. Subtower 1A: Technology Management

4.1.2.4.   Summary
The County Manager or designee performs the majority of the IT Strategy and Leadership functions; however, many staff throughout the departments provide additional support in this area. The County does not currently operate a formal Project Management Office (PMO), but coordinates its project portfolio through other strategies including weekly team meetings. Under the County Manager or designee direction, ITG staff and personnel from various departments are primarily responsible to support of this tower of service.

Current services provided under ITG include:

- IT Strategic Planning
- Project Management Office (PMO) Governance
- Change Control Management
- Staff Management
- Career Planning and Development

4.1.2.5.   Objective
Service Provider will provide oversight of the Information Technology (IT) function at the County.

4.1.2.6.   Base Scope of Services
The scope of services for the subtower Technology Management includes the structure for the management of the Service Provider's staff, and coordination with Lee County IT Management.

Lee County expects the presence of an On-site Service Manager to manage day-to-day operations of ITG. The Service Manager is responsible for managing all logistics for governance groups including the development of agendas and distribution of minutes. The Service Manager will also provide routine performance management reports as described in all the Service Level Agreements in Exhibit 5 (Tower 1:IT Governance and Management, SLA tab).

The Service Manager will be supported by executive oversight who will participate in regular meetings (desire in person 3-4 times per year) to review performance metrics and priorities. The Service Manager will be responsible for providing all reports on activities, progress, change control, vulnerabilities, risks, and impacts to Lee County IT Management.

The Service Manager will be responsible for the prioritization and management of the current application-related projects that are included in Exhibit 5 (Tower 1: IT Governance and Management, Project Portfolio tab). In addition, the Service Manager must demonstrate agility to support Demand Management support services to assist the County in the prioritization of IT projects as part of the IT governance structure established across all towers.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 5 (Roles & Responsibilities - 1A - IT Governance & Management: Technology Management Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 5 (Tower 1:IT Governance and Management, Inventory tabs)for any applicable inventory and/or additional background information

4.1.2.7. Assumptions
None identified.

4.1.2.8. Out of Scope Services
None identified.

4.1.3. Subtower 1B: Technology Advancement Services

4.1.3.4. Summary
The Service Manager will be seen as a proactive member of ITG proposing solutions in support of County goals and contributing best practice knowledge to the County in order to maintain a state-of-the- art technology environment.

4.1.3.5. Objective
Increase use of best practices, where appropriate. Use technology to enhance service delivery, improve efficiency in business operations, create new IT services and increase access to data.

4.1.3.6. Base Scope of Services
The scope of services for the subtower Technology Advancement Services include activities that seek ways to increase the use of best practices to increase efficiencies, enhance end user experience, expand services and increase service levels.

The Service Provider will be expected to perform annual reviews of technology, report on the condition of equipment, evaluate user and system needs, and conduct performance analyses on databases. Finally, the Service Provider will be expected to plan and manage the deployment of upgrades to software and equipment. The Service Provider will offer strategic advice for the successful integration of business and technologies, engage all stakeholders in collaborative partnerships, and provide leadership in identifying and deploying next-level, innovative uses of technologies in the government / public sector setting.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 5 (Roles & Responsibilities - 1B - IT Governance & Management: Technology Advancement Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 5 (Tower 1:IT Governance and Management, Inventory tabs)for any applicable inventory and/or additional background information

4.1.3.7.   Assumptions

Technology advancement services will be delivered to departments that fall under the Board of County Commissioners (BoCC) purview only.

The Service Provider will support the County's refresh program duration.

4.1.3.8.   Out of Scope Services

None identified.

4.1.4. Subtower 1C: IT Budgeting Services

4.1.4.4.   Summary

The Service Provider supports Lee County in the preparation and management of the IT budget. Services will include (but are not limited to): budget development, updating, and revision; budget needs identification; monthly plan vs. actual financial reporting and budget analysis.

4.1.4.5.   Objective

Service Provider will provide budgeting services in relation to the Service Provider activities.

4.1.4.6.   Base Scope of Services

The scope of services for the subtower Budgeting Services include activities that involve the development, management and monitoring of the technology budget. The Service Provider is expected to monitor the performance of the budget making recommendations where appropriate to address any issues identified. The budget related to Non-Recurring Initiatives is also included in this subtower.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 5 (Roles & Responsibilities - 1C - IT Governance & Management: Budgeting Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 5 (Tower 1:IT Governance and Management, Inventory tabs)for any applicable inventory and/or additional background information

4.1.4.7.   Assumptions

None identified.

4.1.4.8.   Out of Scope Services

Technology Budget items that are not within the control of the Service Provider.

4.1.5. Subtower 1D: Documentation Services

4.1.5.4.　　Summary

Documentation management includes managing an inventory of the location of information but also involves activities to ensure the documentation pertinent to all service towers that the Service Provider is responsible for remains up-to-date. This requirement is especially necessary with the Service Provider of IT and the potential for contractual events to impact service delivery. Documentation management includes maintaining an inventory of all software products including related licensing and contract documents.

4.1.5.5.　　Objective

Develop standards for management of technology documentation and maintain all documentation to support standards and procedures.

4.1.5.6.　　Base Scope of Services

Activities in this subtower encompass all actions to maintain a comprehensive repository of documents for all technologies managed by and services provided by the Service Provider.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 5 (Roles & Responsibilities - 1D - IT Governance & Management: Documentation Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 5 (Tower 1:IT Governance and Management, Inventory tabs)for any applicable inventory and/or additional background information

4.1.5.7.　　Assumptions

The County currently uses Quicktag to record documentation related to County board business. Support for effort falls under the Applications Tower.

4.1.5.8.　　Out of Scope Services

None identified.

4.1.6.Subtower 1E: Service Delivery Reporting

4.1.6.4.　　Summary

The Service Provider's contract will contain a number of service level agreements (SLA). Staff assigned to this subtower are responsible for monitoring, measuring and reporting the adherence to the established SLAs.

4.1.6.5.　　Objective

Service Provider shall provide information and reports as defined in the Scope, including (but not limited to) project status reports, government agency fund reports, ad-hoc reports, miscellaneous routine reports.

4.1.6.6.　　Base Scope of Services

The scope of services for this subtower is comprised of the activities to collect and report on the performance and delivery of IT services to the County on a basis as defined in the SLA.

The exhibits associated with this subtower are:
- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 5 (Roles & Responsibilities - 1E - IT Governance & Management: Reporting Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 5 (Tower 1:IT Governance and Management, Inventory tabs)for any applicable inventory and/or additional background information

4.1.6.7.   Assumptions
None identified.

4.1.6.8.   Out of Scope Services
None identified.

4.1.7. Subtower 1F: Asset License & Contract Management

4.1.7.4.   Summary
Asset management includes the management of the lifecycle of a technology component (hardware or software) to retirement of any IT asset within the vendor's oversight, or purchase (i.e. Adobe) ~~County~~.

4.1.7.5.   Objective
Service Provider shall be responsible for IT asset management, license management, contract management and third party Service Provider management.

4.1.7.6.   Base Scope of Services
The scope of services in this subtower includes activities surrounding the maintenance of asset inventories, licenses and contracts for all technology components, including:

- Hardware
- Software
- Networking equipment
- Phone system equipment
- AV-related equipment; assets will be provided by the County
- Printers, scanners, copiers, faxes
- Other miscellaneous hardware and software

The exhibits associated with this subtower are:
- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 5 (Roles & Responsibilities - 1.F - IT Governance & Management: Asset License & Contract Management) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 5 (Tower 1:IT Governance and Management, Inventory tabs)for any applicable inventory and/or additional background information

4.1.7.7.   Assumptions
None identified.

4.1.7.8.   Out of Scope Services
None identified.

4.1.8. Subtower 1G: Procurement Services

4.1.8.4.   Summary
Lee County Procurement relies on the IT Procurement Services subtower to provide guidance and expertise for IT acquisitions. Under this subtower, staff participate in the development of RFPs, review purchase requests and ensure that County standards are maintained.

4.1.8.5.   Objective
Ensure County standards are developed and maintained for all IT related procurements.

4.1.8.6. Base Scope of Services

The scope of services within this subtower includes all activities related to requirements gathering and review, providing technical expertise, and reviewing all purchases against County standards. Additionally, the Service Provider is expected to develop and maintain standards, policies and procedures related to technology procurement.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 5 (Roles & Responsibilities - 1.G - IT Governance & Management: Procurement Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 5 (Tower 1:IT Governance and Management, Inventory tabs)for any applicable inventory and/or additional background information

4.1.8.7. Assumptions

None identified.

4.1.8.8. Out of Scope Services

None identified.

4.1.9. Subtower 1H: Project & Change Control Management

4.1.9.4. Summary

Lee County has a variety of projects managed under this subtower and IT involvement is required if any project has an IT component. Project management staff are utilized to develop work plans and oversee application development, infrastructure improvements, County space planning and builds and support for major initiatives. Project management staff are responsible for monitoring configuration management plans to ensure coordination of any changes with all active initiatives at the County.

4.1.9.5. Objective

Ensuring the management and delivery of projects at Lee County on on-schedule and within budget.

4.1.9.6. Base Scope of Services

The scope of services for this subtower encompasses all activities related to the management of a Non-Recurring Initiatives ("projects"). In addition, this subtower contains all activities related to the management of change control documentation and reporting.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 5 (Roles & Responsibilities - 1.H. - IT Governance & Management: Change Control Management) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 5 (Tower 1:IT Governance and Management, Inventory tabs)for any applicable inventory and/or additional background information

4.1.9.7. Assumptions

Staff assigned to this subtower have project management credentials or are overseen by a staff person holding the PMP certification. If assigned staff does not currently hold a PMP certification, they will be required to obtain this certification within 12 months of being assigned to the County.

4.1.9.8. Out of Scope Services

None identified.

4.2. **Tower 2: Infrastructure Services:**

This tower involves operation, maintenance and support of the enterprise technology infrastructure which includes the collection of hardware, software, networks, data centers, facilities and related equipment used to develop, test and deliver information technology services to the County.

Submittal Requirements
- Competed the Roles & Responsibilities for each subtower and SLA for tower
- Pricing for this tower and associated subtowers

4.2.1. Tower Service Level Requirements

The service level requirements for Tower 2 can be found in Exhibit 6 (Service Level Agreements - Tower 2: Infrastructure Services).

4.2.2. Subtower 2A: Network Services

4.2.2.4.   Summary
The County has an expansive network that connects and supports BOCC and some non-BOCC sites. The network (firewalls, routers switches and WLAN) is comprised of Cisco networking equipment as the standard for all wired and wireless equipment. The WAN is a combination of fiber and carrier services connected sites and connects the supported sites to the main Data Center located at the Emergency Communications and Operations Center. The network uses a "best" connection that is possible strategy, factoring in proximity to services and cost effectiveness of the connection. The primary data center has network connectivity to the hosted Disaster Recovery facility in Miami (FL). The network services team works in close conjunction with the telecommunications team to ensure continuity of operations.

4.2.2.5.   Objective
Service Provider will provide qualified staff to operate, maintain, and support all network (wired and wireless) related equipment and associated operating software/systems to ensure network performance, availability, integrity and reliability are met.   Network Availability encompasses management, administration and support for existing equipment for the local area network (LAN). This includes, but may not be limited to, voice and data wiring, data communications equipment such as servers, routers, wireless bridges, switches, and firewalls and other network security systems, wire management in data closets, remote access, and remote site connectivity. The demarcation between the LAN and WAN is the network handoff from the WAN equipment and terminating into a LAN switch at each of the County sites.

4.2.2.6.   Base Scope of Services
The Service Provider is responsible for supporting the necessary hardware and software related to the County's networking requirements. The network infrastructure includes, but is not limited to, the hardware and software necessary to support the County's LAN and connect the LAN to the WAN; Internet, Intranet, and Extranet support; and all maintenance activities necessary to ensure that the network infrastructure has high availability and reliability. Service Provider understands that several of the County's production activities require network access to servers and other connections that cannot be unavailable except for extremely short periods of time and will maintain and manage a network infrastructure and support capability that will ensure the required level of availability and reliability.

The scope of services for this subtower encompasses all activities related to the support, operation and maintenance of the County's wired and wireless networks. Key activities include architecture, design and planning services, engineering, implementation and operational services.

The exhibits associated with this subtower are:
- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided

- Exhibit 6 (Roles & Responsibilities - 2.A - Infrastructure Services: Network Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 6 (Tower 2: Infrastructure Services, inventory) for any applicable inventory and/or additional background information

4.2.2.7. Assumptions

- Service Provider will be responsible for the management of network-related contracts on the County's behalf (including renewals).
- County will maintain ownership of all network-related hardware and software.
- Service Provider is responsible for providing vehicles to transport any hardware to County locations.

4.2.2.8. Out of Scope Services

Some services are delivered from the Clerk of the Courts data center but this facility is managed by others and is outside the scope of this project.

4.2.3. Subtower 2B: Enterprise and Open Systems Management

4.2.3.4. Summary

The Service Provider shall be responsible for the administration, maintenance and support of the Windows-based systems along any UNIX, Linux, and other non-windows operating systems used in the County. In addition to operating system support and administration, the Service Provider shall also administer, maintain and support the server virtualization environment. All support and maintenance of the physical server assets is also under the purview of the Service Provider coordinating with hardware manufacturers as necessary.

4.2.3.5. Objective

Service Provider will provide qualified staff to operate, maintain, and support all server related equipment and associated operating systems including server virtualization platforms.

4.2.3.6. Base Scope of Services

The scope of services for this subtower encompasses all activities related to the support, operation and maintenance of the County's server hardware, software including operating systems and server virtualization infrastructure. Key activities include architecture, design and planning services, engineering, implementation and operational services including proactive monitoring and capability planning tasks. The Service Provider will also be responsible for aspects of business continuity and disaster recovery related to this technology area.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 6 (Roles & Responsibilities - 2.B - Infrastructure Services: Enterprise Systems and Open Systems Management) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 6 (Tower 2: Infrastructure Services, inventory) for any applicable inventory and/or additional background information

4.2.3.7. Assumptions

- Service Provider will be responsible for the management of server and operating system-related contracts on the County's behalf (including renewals).
- County currently plans to maintain ownership of all server-related hardware and software.
- County may choose to procure server-related hardware, software and other service from cloud service provider.
- Service Provider is responsible for providing vehicles to transport any hardware to County locations.

4.2.3.8.   Out of Scope Services
None identified.

4.2.4.Subtower 2C: Storage & Backup Management Services

4.2.4.4.   Summary
Service Provider shall be responsible for the configuration, maintenance, and contract management of any consolidated disk arrays, storage area networks, and other storage services e.g. cloud based storage systems.

4.2.4.5.   Objective
Service Provider will provide qualified staff to operate, maintain and support all storage related equipment.

4.2.4.6.   Base Scope of Services
The scope of services for this subtower encompasses all activities related to the support, operation and maintenance of the County's consolidated and distributed data storage infrastructure and data backup. Key activities include architecture, design and planning services, engineering, implementation and operational services including proactive monitoring and capability planning tasks. The Service Provider will also be responsible for aspects of business continuity and disaster recovery related to this technology area include data backup and replication.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 6 (Roles & Responsibilities - 2.C - Infrastructure Services: Storage & Backup Management Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 6 (Tower 2: Infrastructure Services, inventory) for any applicable inventory and/or additional background information

4.2.4.7.   Assumptions
- Service Provider is responsible for procuring any required storage monitoring tools at their expense if not already owned by the County.
- Service Provider will maintain, operate and support any data (including server) replication technologies.
- Service Provider will be responsible for the management of storage and data backup-related contracts on the County's behalf (including renewals)
- County will maintain ownership of all storage and data backup-related hardware and software.
- Service Provider is responsible for providing vehicles to transport any hardware to County locations.

4.2.4.8.   Out of Scope Services
None identified.

4.2.5.Subtower 2D: Email Services

4.2.5.4.   Summary
Service Provider is responsible for the maintenance, repair, troubleshooting, and replacement of any email system that the County operates. The scope of services includes both locally hosted and potentially cloud-based email solutions along with any email hygiene and security functions. Administration of email services includes, but is not limited to, email, contacts and calendaring functions. Including support and labor to respond to public record requests by providing email and keyword filtering and preparing final data for delivery.

4.2.5.5. Objective

Provide Electronic Mail (email) Services to the County's users while connected to the County network locally or through other remote means.

4.2.5.6. Base Scope of Services

The scope of services for this subtower encompasses the support, operation and maintenance of email services. The Service Provider will be responsible for email security, hygiene and anti-SPAM services. The Service Provider is expected to not only manage the email infrastructure, but also serve as the "administrator" of the email system including the creation and removal of mailboxes and other mail objects (e.g. such as distribution lists) as required.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 6 (Roles & Responsibilities - 2.D - Infrastructure Services: Email Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 6 (Tower 2: Infrastructure Services, inventory) for any applicable inventory and/or additional background information

4.2.5.7. Assumptions

- Service Provider will be responsible for the management of Electronic Email-related contracts on the County's behalf (including renewals)
- Service Provider is responsible for procuring any required electronic mail monitoring tools at their expense if not already owned by the County.
- County will maintain ownership of all Electronic Mail-related hardware and software.

4.2.5.8. Out of Scope Services

None identified.

4.2.6. Subtower 2E: Data Center Operations

4.2.6.4. Summary

Service Provider is responsible for operation, support and aspects of the maintenance for the County's data center facilities. The Service Provider is expected to operate and maintain the data center facilities in a manner that meets or exceeds established service levels. Data center environmental, electrical and security aspects are within the scope of this subtower.

4.2.6.5. Objective

Service Provider will provide qualified staff to provide management services of the data center environment including all equipment with the exception of servers, storage and network devices that are defined in a separate subtower.

4.2.6.6. Base Scope of Services

The scope of services for this subtower encompasses properly monitoring the environmental systems (cooling, de/humidification, and air quality), electrical system (utility power interconnects, uninterruptable power systems, power distribution units) and security systems (door access control). Additionally, the Service Provider is required to evaluate, analyze and propose innovative concepts for the data center facility and/or operations to yield efficiency gains, improve availability and reduce expenditures.

The exhibits associated with this subtower are:
- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided

- Exhibit 6 (Roles & Responsibilities - 2.E - Infrastructure Services: Data Center Operations) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 6 (Tower 2: Infrastructure Services, inventory) for any applicable inventory and/or additional background information

4.2.6.7.   Assumptions

- Service Provider will closely coordinate and work with the County Facilities Department for maintenance and repairs of data center systems as required.
- Service Provider is responsible for procuring any required industry standard data center monitoring tools at their expense if not already owned by the County.
- For third party (non-County) data center facilities, the Service Provider's responsibility encompasses all systems and components not supported, operated or maintained by the data center vendor as defined in the County-data center vendor agreement.
- Service Provider is responsible for providing vehicles to transport any hardware to County locations.

4.2.6.8.   Out of Scope Services

- Performing repairs of data center facility environmental or electrical equipment.
- Performing repairs to the data center facility structure or connected structures.

4.2.7. Subtower 2F: Smart County Technology Management

4.2.7.4.   Summary
Lee County is invested in becoming a smart County, and seeks to integrate technologies, and bring networking and security to the forefront of delivering services to the citizens.

Lee County management expects the Service Provider to bring proactive insight in educating the County on emerging smart County technologies.

4.2.7.5.   Objective
Proactive and sustained support to assist Lee County integrate emerging technologies to support a Smart County framework.

4.2.7.6.   Base Scope of Services
The scope of activities in this subtower focuses on the role of the Service Provider to work with the County in identifying opportunities and managing projects to develop a Smart City strategy. This may include the need to work with other Counties to understand initiatives and identify economies of scale.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 6 (Roles & Responsibilities - 2.E - Infrastructure Services: Smart Government Technology Management) for the full scope of services for this subtower and required SLAs for this tower

4.2.7.7.   Assumptions
None identified

4.2.7.8.   Out of Scope Services
None identified

4.3. **Tower 3: Cybersecurity Services:**

This tower encompasses cybersecurity controls and systems, along with the development and ongoing administration of a cybersecurity framework. This tower spans the entirety of the technology environment helping to secure a proper security posture that reduces risk and provides for appropriate countermeasures and mitigation approaches.

Submittal Requirements
- Competed the Roles & Responsibilities for each subtower and SLA for tower
- Pricing for this tower and associated subtowers

4.3.1. Tower Service Level Requirements

The service level requirements for Tower 3 can be found in **Exhibit 7 (Tower 3: Cybersecurity Services, SLA tab).**

4.3.2. Subtower 3A: Cybersecurity Controls, eDiscovery & Litigation

4.3.2.4. Summary
Service Provider is responsible for the proactive monitoring, operation, maintenance and support of Cybersecurity controls and mitigation systems to appropriately and effectively reduce risk to the County. Additionally, the Service Provider is expected to assist the County in eDiscovery (e.g. Public Records Requests) activities that are a result of legal action or other statutory requirements (e.g. Freedom of Information Act) and may encompass a large and diverse set of systems and data points.

4.3.2.5. Objective
Effectively operate, administer and maintain Cybersecurity-related systems, controls and mitigating factors as to adequately protect the County from Cybersecurity threats and reduce risk.

4.3.2.6. Base Scope of Services
The scope of services for this subtower encompasses comprehensive administration, operation and support of all Cybersecurity control systems including (but not limited to): network firewalls, intrusion prevention & detection systems, auditing systems, logging systems, vulnerability assessment tools and other services that may be procured by the County in the future. The Service Provider is expected to proactively monitor the Cybersecurity systems, respond to threats and mitigate or resolve threats as necessary. Additionally, the Service Provider is expected to function as the "administrator" of the County's identity management system facilitating system access and revocation. The scope of services in this subtower (3A) applies to all Service Towers within this RFP.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 7 (Roles & Responsibilities - 3.A - Cybersecurity Services: Cybersecurity Controls, eDiscovery & Litigation) for the full scope of services for this subtower and required SLAs for this tower

4.3.2.7. Assumptions
- Service Provider will be responsible for the management of Cybersecurity-related contracts on the County's behalf (including renewals)
- County will maintain ownership of all Cybersecurity-related hardware and software.
- Service Provider is responsible for procuring any required Cybersecurity monitoring tools at their expense if not already owned by the County.

- Service Provider will provide the tools necessary to perform routine security vulnerability testing.
- Service Provider will participate in and support the efforts of external vendors as it relates to independent audits and testing of Cybersecurity controls and related policies and/or procedures.
- Service Provider is responsible for providing vehicles to transport any hardware to County locations.

4.3.2.8.   Out of Scope Services
Annual external and internal network penetration testing.

4.3.3. Subtower 3B: Cybersecurity Program Management

4.3.3.4.   Summary
Service Provider is responsible for the development, administration and maintenance of enterprise-class Cybersecurity Program for the County. The program must be based on best practice principles and founded in commonly accepted standards such as National Institute of Standards and Technology Cybersecurity Framework (NIST CSF). The Service Provider is expected to develop and maintain policies and procedures necessary and present to the County Manager or designee for review and approval.

4.3.3.5.   Objective
Develop, administer and maintain a flexible, robust and effective Cybersecurity program that helps to mitigate Cybersecurity threats and reduces risk.

4.3.3.6.   Base Scope of Services
The scope of services for this subtower encompasses the development of a Cybersecurity Management Framework (CMF) that adequately addresses the needs of the County, mitigates Cybersecurity threats and reduces risk for the County. The Service Provider is expected to develop and maintain any required Cybersecurity policies necessary for the CMF. A component of this service includes the vendor serving as the primary point of contact for Cybersecurity matters closely coordinating activities and reporting to the County Manager or designee. The CMF scope is County-wide and applies to all towers of service.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 7 (Roles & Responsibilities - 3.B - Cybersecurity Services: Cybersecurity Program Management) for the full scope of services for this subtower and required SLAs for this tower

4.3.3.7.   Assumptions
None identified.

4.3.3.8.   Out of Scope Services
None identified.

4.4. Tower 4: Telecommunication Services

This tower involves the maintenance and support of the telephone services and Wide Area Network (WAN) environment. Within this tower is the support and maintenance of the fiber network owned and leased by the County. This tower is responsible for the project management oversight to ensure delivery of services to the County, especially during outages.

Telecommunication Services for Lee County supports the Board of County Commissioners (BoCC) and all other constitutional offices in the County.

Submittal Requirements
- Completed the Roles & Responsibilities for each subtower and SLA for tower

- Pricing for this tower and associated subtowers

4.4.1. Tower Service Level Requirements

The service level requirements for the Telecommunications Tower can be found in Exhibit 8 (Tower 4: Telecommunication Services, SLA tab).

4.4.2. Subtower 4A: Fiber Infrastructure Services

4.4.2.4.   Summary
Lee County operates and maintains an optical fiber infrastructure using FLASHWAVE technologies. The fiber network supports the interconnectivity of the entire County and is critical to the delivery of emergency services.

4.4.2.5.   Base Scope of Services
There are three major service areas in this subtower:

- Architecture, design and planning services: the scope of this service area encompasses responsibilities for activities to ensure continuity of service and increase the reliability and scalability of the current environment.
- Engineering, implementation and operational services: the activities in this service area focus on the communication of needs to management address architecture needs. Developing presentations, network diagrams and reporting on the service delivery areas are the focus of this service area.
- Maintenance and support services: The activities in this service area are comprised of tasks related to monitoring of network performance, provide oversight for break-fix and general maintenance work of the fiber network, and 24 hour/7 day a week support for outages. The County has a separate contract with third party to perform all break/fix and new installation activities related to the wide area fiber network.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 8 (Roles & Responsibilities - 4.A - Telecommunication Services: Fiber Infrastructure Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 8 (Tower 4: Telecommunication Services, inventory) for any applicable inventory and/or additional background information

4.4.2.6.   Assumptions
- As the fiber network supports 911 communications and other communications related to public safety, network monitoring for 24 hours a day, 7 days a week is required.
- Service Provider is responsible for procuring any required industry standard fiber infrastructure monitoring tools at their expense if not already owned by the County.
- Service Provider is responsible for providing vehicles to transport any hardware to County locations.

4.4.2.7.   Out of Scope Services
- Leasing of the lines
- Splicing and other fiber work is performed by a subcontractor for the County.

4.4.3. Subtower 4B: Telecommunication Systems Management

4.4.3.4.   Summary

Lee County operates and maintains a number of phone systems (makes, models, and technologies). The Telecom Systems Management service supports the operations and maintenance of these phone systems and is critical to the delivery of emergency services. It is to be noted that the County is currently in the process of evaluating the current telephony environment and plans to migrate to a common platform with unified communication system features. The Service Provider will be responsible for identifying a third-party provider for the support of telecom systems.

4.4.3.5. Objective
The Service Provider will provide staff to support the Telecommunication Services for the County telephones and Time Division Multiplexing (TDM), Centrex and VoIP systems.

4.4.3.6. Base Scope of Services
There are three major service areas in the Telecommunication Systems Management subtower:

- Architecture, design and planning services: This service area contains activities to support the maintenance of telecommunications management, including Service Provider coordination, monitoring of service delivery and call-center support.
- Engineering, implementation and operational services: this service area supports the Cisco system and associated functionality. Operational services supported include County-wide voice mail, and mobile devices. Activities in this service area include all tasks associated with the design and deployment of telecommunications within the County.
- Maintenance and support services: The activities in this service area are comprised of tasks to monitor and maintain continuity of services for County-wide telecommunications and transmittal of data.
- Service Provider is responsible for procuring any required industry standard telecommunications monitoring tools at their expense if not already owned by the County.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 8 (Roles & Responsibilities - 4.B - Telecommunication Services: Telecommunications Systems Management) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 8 (Tower 4: Telecommunication Services, inventory) for any applicable inventory and/or additional background information

4.4.3.7. Assumptions
None identified.

4.4.3.8. Out of Scope Services
- Leasing of the lines.
- Splicing and other fiber work is performed by a subcontractor for the County.

4.4.4. Subtower 4C: Installation, Moves, Adds, Changes (IMAC)

4.4.4.4. Summary
Lee County has locations throughout the 785 square miles and as the County seeks to support the movement and concentration of increasing populations, new County buildings are being added. In addition, as the County seeks to streamline services overall, office space requirements may evolve. The activities in the subtower focus on managing the movement of telecommunications equipment, update E911 / Automatic Location Identification (ALI) databases, as well as accounting for the equipment in inventory.

4.4.4.5. Objective

Maintain inventory of telecommunications equipment; support the deployment of new or renovated sites where County services are delivered.

4.4.4.6. Base Scope of Services

The scope of services for this subtower encompasses all activities related to the installation and movement of telecommunications equipment. This would include ensuring that locations are fully supported and operational. As devices are moved to new locations, another activity includes maintaining equipment inventory.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 8 (Roles & Responsibilities - 4.C - Telecommunication Services: Installations, Moves, Adds, and Changes (IMAC)) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 8 (Tower 4: Telecommunication Services, inventory) for any applicable inventory and/or additional background information

4.4.4.7. Assumptions

None identified

4.4.4.8. Out of Scope Services

- Leasing of the lines.
- Splicing and other fiber work is performed by a subcontractor for the County.

4.4.5. Subtower 4D: Provisioning & Management (Carrier & Cellular)

4.4.5.4. Summary

Service Provider is responsible for provisioning cellular and carrier services as necessary to meet the needs of the County. In addition, the Service Provider is expected to manage all related agreements on the County's behalf.

4.4.5.5. Objective

Work with the County's telecommunications carriers/providers to provision and decommission cellular devices and accessories for the County's employees.

4.4.5.6. Base Scope of Services

The scope of this subtower encompasses activities that include the delivery of mobile device service plan administration, coordination of the provisioning and maintenance of data circuits and the negotiation of network carrier and services contracts. Additionally, the Service Provider is expected to manage the lifecycle of cellular devices and actively manage devices in an effort to maintain security and accountability of such devices. The scope of this service applies to County issued and owned devices only.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 8 (Roles & Responsibilities - 4.C - Telecommunication Services: Installations, Moves, Adds, and Changes (IMAC)) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 8 (Tower 4: Telecommunication Services, inventory) for any applicable inventory and/or additional background information

4.4.5.7.   Assumptions
None identified.

4.4.5.8.   Out of Scope Services
- Leasing of the lines.
- Splicing and other fiber work is performed by a subcontractor for the County.

4.5. **Tower 5: Application Services**

This tower involves the deployment, maintenance and support of software applications which enable business and data management processes. Application development, application maintenance and application support are the three subtower components.

Lee County prefers to use commercial-off-the-shelf (COTS) applications in lieu of in-house developed applications where COTS meets County requirements and can achieve economy of scale for use throughout the County.

Exhibit 9 (Tower 5: Application Services, Inventory tab) contains the inventory of current applications in use at Lee County. The list contains applications developed in-house, COTS and enhancements to COTS. The list is valid to the date of publication of this RFP, as some legacy applications may be retired or replaced during and after the award of this procurement.

Submittal Requirements
- Competed the Roles & Responsibilities for each subtower and SLA for tower
- Pricing for this tower and associated subtowers

4.5.1. Tower Service Level Requirements

The service level requirements for the Applications Services Tower can be found in **Exhibit 9 (Tower 6: Application Services, SLA tab).**

4.5.2. Subtower 5A: Application Maintenance and Support Services

4.5.2.4.   Summary
The back-end maintenance and administration of the County's application portfolio is performed by ITG. Maintenance and support for applications developed in-house is largely provided by the staff who were responsible for application development, and are not performed by the department in which the application was developed.   Upgrades and enhancements of COTS applications are completed by ITG staff including installing upgrades, managing system security, and providing interface support.   ITG staff also predominately perform on-going maintenance for custom applications.

4.5.2.5.   Objective
Selected Service Provider will coordinate and, where necessary, work as a team with other County contracted vendors to install, maintain, upgrade, support, repair, and replace the County's application portfolio.

4.5.2.6.   Base Scope of Services
The scope of services in this subtower encompasses the activities for managing releases and, maintaining applications and providing support within the Lee County infrastructure. Activities include maintaining documentation for change control, managing workflows, and monitoring performance.

The exhibits associated with this subtower are:

- Exhibit 9 (Roles & Responsibilities - 5.A - Application Services: Application Maintenance and Support Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 9 (Tower 5: Application Services, Inventory) for any applicable inventory and/or additional background information

4.5.2.7.   Assumptions

Staff performing maintenance and support carry the appropriate educational degree or certificates for the applications supported.

4.5.2.8.   Out of Scope Services

ITG is not responsible for any application in which the vendor is contractually required to perform the maintenance.

4.5.3. Subtower 5B: Application Deployment Services

4.5.3.4.   Summary

The Software Inventory in Exhibit 9 (Tower 5: Application Services, Inventory) identifies current software and applications in use at Lee County.

ITG provides support services for the acquisition and management of business applications to address both department-specific and enterprise requirements. Application deployment staff provide: project management, requirements definition, business analysis, application configuration, report development. Staff in this subtower are also the first level of support for service requests involving application use. There is a consistent high volume of work due to the significant number of projects currently being implemented and the applications which require on-going support.

4.5.3.5.   Objective

Application deployment services are comprised of the activities to acquire, deploy, support and manage the business applications.

4.5.3.6.   Base Scope of Services

The scope of services in this subtower encompass the activities for managing the configuration and release of applications within the Lee County infrastructure.

The exhibits associated with this subtower are:

- Exhibit 9 (Roles & Responsibilities - 5.B - Application Services: Application Deployment Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 9 (Tower 5: Application Services, Inventory) for any applicable inventory and/or additional background information

4.5.3.7.   Assumptions

- Staff will be required to be on call 24 hours a day/7 days a week.

4.5.3.8.   Out of Scope Services

ITG is not responsible for any application in which the vendor is contractually required to perform the maintenance.

4.5.4. Subtower 5C: Application Development Services

4.5.4.4.   Summary

The County has an application portfolio which includes both Commercial-Off-The-Shelf (COTS) and custom-developed systems. Further, some of the County's COTS applications have been modified by in-house and external developers to meet business requirements.

Application development within the County is performed by multiple functional teams and no current staff are completely dedicated to solely application development activities. All staff within the department are expected to "wear multiple hats" and, accordingly, many application developers are also fulfilling business analysis, application support, and project management functions. Finally, several applications have been developed by decentralized technical staff within other County departments
.

4.5.4.5. Objective

Contractor will work with end users to determine any new applications that need to be developed, as well as modify, troubleshoot, expand, re-write, and support any existing in-house written application from all of the various platforms and languages that the County employs.

4.5.4.6. Base Scope of Services

The scope of services in the Applications Development subtower includes the coding and customization of applications within a timely manner, with no impact to County operations. Staff in this subtower will be responsible for managing requests for report writing, application testing and validation, managing the code repository and versioning, and documenting the business cases for development.

The exhibits associated with this subtower are:
- Exhibit 9 (Roles & Responsibilities - 5.C - Application Services: Application Development Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 9 (Tower 5: Application Services, Inventory) for any applicable inventory and/or additional background information

4.5.4.7. Assumptions

Application development is performed by staff located onsite at Lee County Florida.

Staff engaged in any application development adhere to laws and statutes surrounding privacy and protection of citizen data.

It is understood and agreed that all documents, including detailed reports, plans, original tracings, specifications and all data prepared or obtained by the successful proposer in connection with its services hereunder, include all documents bearing the professional seal of the successful proposer, and shall be delivered to and become the property of Lee County, prior to final payment to the successful proposer or the termination of the agreement. This includes any electronic versions, such as CAD or other computer aided drafting programs. Staff performing application development are properly credentialed, and are qualified.

Primary responsibilities for application development are for staff primarily assigned to this project in a full-time manner.

4.5.4.8. Out of Scope Services

None identified.

4.5.5. *Subtower 5D:* **Database Administration & Support Services**

4.5.5.4. Summary

Database administration is managed by the Applications Team manager. A primary function under this subtower is the monitoring of database performance and availability, which currently uses software written by the Current Service Provider vendor.

The County uses KRONOS for time management and is in the middle of a number of initiatives to extend the functionality: including: establishing biometric logins, and an online leave request system.

The County is in the process of transitioning from Tidemark to Accela as the licensing and permitting solution. Other significant database centric applications include Accela, Cartegraph, QuickTag, Internet, Intranet, Extranet, SharePoint, and GIS.

4.5.5.5. Objective

Service Provider shall install, configure, maintain, troubleshoot, and upgrade all of the County's MS-SQL and Oracle database infrastructure.

4.5.5.6. Base Scope of Services

The scope of services for this subtower encompasses all activities related to the management, administration and the monitoring of databases. Activities include monitoring and reporting on database performance and availability, providing recommendations for performance improvement, installing and configuring databases and troubleshooting systems. There are approximately 380 databases in production at Lee County. Support for Kronos, the time keeping software, is a significant responsibility of this subtower. Other systems include Quicktag (document retention), NOVIS (agenda development), AIM (Asset Inventory Management) and the internal Microsoft SharePoint. This subtower also works closely with the Lee County GIS office. Some databases integrate with the County financial ERP system to provide name, title position information and location, which is not managed by the BoCC. The Service Provider is expected to coordinate with the entity hosting the ERP system to address any integrations. System administration and upkeep of the ERP system is out of scope for this RFP; the ERP system is managed by the Clerk of the Courts department.

The exhibits associated with this subtower are:

- Exhibit 9 (Roles & Responsibilities - 5.D - Application Services: Database Administration & Support Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 9 (Tower 5: Application Services, Inventory) for any applicable inventory and/or additional background information

4.5.5.7. Assumptions
- Oracle experience is required.
- Database administration requires 24/7 support from the Service Provider for critical and severity 1 issues
- Service Provider is responsible for procuring any required database monitoring tools at their expense if not already owned by the County.

4.5.5.8. Out of Scope Services

None identified.

4.5.6. Subtower 5E: Web Site Management & Support Services

4.5.6.4. Summary

Lee County maintains internal and external websites, which is technically managed by the Service Provider. All content for the external website is generated and provided by Lee County staff. The County also utilizes a Microsoft SharePoint server solution for internal collaboration and website hosting.

4.5.6.5. Objective

Provide services in accordance with Scope described below for the County's external web site including implementing approved service requests to the County.

4.5.6.6. Base Scope of Services

Using project management, execute pre-approved tasks in response to service ticket requests, maintain all documentation and report on web use statistics. Operate and maintain the County's Microsoft SharePoint environment.

The exhibits associated with this subtower are:

- Exhibit 9 (Roles & Responsibilities - 5.E - Application Services: Web Site Management & Support Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 9 (Tower 5: Application Services, Inventory) for any applicable inventory and/or additional background information

4.5.6.7.   Assumptions
None identified.

4.5.6.8.   Out of Scope Services
None identified.

4.6. **Tower 6: End User Technology Services**

This tower involves direct end user support and support of end user computing devices such as desktops, laptops and tablets, potentially desktop assistants. Key aspects of this tower include helpdesk, field services and asset management.

Submittal Requirements
- Completed the Roles & Responsibilities for each subtower and SLA for tower
- Pricing for this tower and associated subtowers

4.6.1. *Tower Service Level Requirements*

The service level requirements for the End User Technology Services Tower can be found in Exhibit 10 (End User Technology Services, SLA tab).

4.6.2. *Subtower 6A: Service Desk*

4.6.2.4.   Summary
A high level of Customer Service skills is a must. The Service Provider will serve as the primary point of contact for which end users will be able to communicate with the service desk by telephone, online chat, email, or through a submission in the on-line support portal. The Service Provider is expected to perform incident triage, resolution and escalation as necessary to meet the established service level requirements.

4.6.2.5.   Objective
Service Provider will provide qualified, personable and communicative staff to provide Service Desk personnel assigned to the County along with an Information Technology Service Management (ITSM) based service desk solution for the resolution and reporting of IT incidents.

4.6.2.6.   Base Scope of Services
The scope of services for this subtower encompasses all services necessary to meet the established SLA for issue response and resolution to provide an exceptional end user experience. All initial IT service desk calls will be directed to the Service Provider to log the information provided into the provided IT Service Management solution, resolve and close incidents that are First Call Resolvable, and escalate incidents that are not First Call Resolvable. The Service Provider is expected to develop and maintain standard operating procedures, escalation procedures and a common repository of knowledge to facilitate the resolution of IT incidents. The expectation is that the Service Desk will be structured in a manner whereby the initial end user contact will be handed by "Level 1" personnel with incidents being escalated to "Level 2" or "Level 3" up to and including escalation to external vendors, providers and manufacturers as necessary.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 10 (Roles & Responsibilities - 6.A - End User Technology Services: Service Desk) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 10 (Tower 6: End User Technology Services, Inventory) for any applicable inventory and/or additional background information

4.6.2.7.   Assumptions

- Service Provider will provide a single IT Service Management (ITSM) solution for the purposes of incident resolution and reporting. County IT along with County end users must have access to this system.
- Service Provider will import minimum of three (3) years of historical service incident information from the County's current ITSM system to the one provided by the Service Provider.
- Service Provider is responsible for providing vehicles to transport any hardware to County locations.

4.6.2.8.   Out of Scope Services
None identified.

4.6.3. Subtower 6B: End User Device Support Services

4.6.3.4.   Summary
The Service Provider is responsible for the management, support and maintenance of the County's end user devices (desktops, laptops, tablets and smartphones). The expectation is that the Service Provider will be responsible for the complete asset lifecycle from procurement through asset disposal. Additionally, there is a significant focus on break/fix activities to reduce downtime and productivity loss for the County's end users.

4.6.3.5.   Objective
Service Provider will provide qualified, personable and communicative staff to end user device support services.

4.6.3.6.   Base Scope of Services
The scope of services for this subtower encompasses the complete lifecycle of end user devices including, but not limited to procurement, deployment, asset management (CMDB), break/fix and disposal. The Service Provider is expected to support the County's key application software and operating systems which includes the deployment of software, patches and updates as necessary. The use of remote tools such as existing Dameware application is required to expedite service. There will also be a significant need for onsite support of the devices across the large geography of Lee County.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 10 (Roles & Responsibilities - 6.B - End User Technology Services: End User Device Support Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 10 (Tower 6: End User Technology Services, Inventory) for any applicable inventory and/or additional background information

4.6.3.7.   Assumptions

- Service Provider will provide asset management configuration management software necessary to maintain an accurate asset inventory.
- Service Provider will import any existing asset information from the County's current system to the one provided by the Service Provider.
- Service Provider is responsible for providing vehicles to transport any hardware to County locations.

4.6.3.8.   Out of Scope Services
None identified.

4.6.4. Subtower 6C: Printer & Fax Services

4.6.4.4.   Summary
The County employs a wide variety and vast number of printing devices that must be maintained. The Service Provider is not responsible for the purchase of consumables for the printing devices.

4.6.4.5.   Objective
Support and maintain printing and fax services and associated devices.

4.6.4.6.   Base Scope of Services
The scope of services for this subtower encompasses maintenance and support Fax, Copy and Print Services including, installation, configuration, and support of approved printers. Additionally the Service Provider shall coordinate with external vendors as necessary to facilitate the repair or replacement of printing and faxing devices.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 10 (Roles & Responsibilities - 6.C - End User Technology Services: Printer & Fax Services) for the full scope of services for this subtower and required SLAs for this tower
- Exhibit 10 (Tower 6: End User Technology Services, Inventory) for any applicable inventory and/or additional background information

4.6.4.7.   Assumptions
- The multifunction (print/scan/fax) devices (MFD's) are managed by an external vendor. The Service Provider is expected to coordinate and track repairs of MFD's with external vendors.

4.6.4.8.   Out of Scope Services
- Repair of printing, faxing or multifunction devices.
- Replenishment of printing consumables such as paper, toner and ink.

4.7. Tower 7: Disaster Recovery & Emergency Operations

This tower encompasses disaster recovery and business continuity for all or most of the County's critical business applications and related infrastructure. Included in this tower is the support of the Emergency Operations Center (EOC) in the event of a disaster scenario.

Submittal Requirements
- Competed the Roles & Responsibilities for each subtower and SLA for tower
- Pricing for this tower and associated subtowers

4.7.1. Tower Service Level Requirements

The service level requirements for Disaster Recovery and Emergency Operations Tower can be found in Exhibit 11 (Tower 7: Disaster Recovery & Emergency Operations, SLA tab)

4.7.2. Subtower 7A: Disaster Recovery Services

4.7.2.4.   Summary

Multiple divisions within the County have established and routinely test disaster recovery plans to ensure each specific technology function (e.g. database, server, network, and application) can be restored in an emergency. Additionally, several teams have informal Business Continuity Plans (BCP) and/or Disaster Recovery Plans (DRP's). The Service Provider is expected to assist the County in the development, maintenance and execution (including testing) of comprehensive Technology-related Business Continuity and Disaster Recovery Plans.

4.7.2.5.   Objective

Service Provider shall develop and maintain business continuity documentation and procedures to ensure continuous delivery of services to citizens, as well as manage the execution of recovering the use of technology assets in the event of system outages of a minor or major scale.

4.7.2.6.   Base Scope of Services

The scope of services for this subtower encompasses the development of a comprehensive and actionable information technology focused Business Continuity (BCP) and Disaster Recovery Plans (DRP). The Service Provider is expected to lead the BCP and DRP efforts for the County ensuring the developed plans are routinely updated and tested to validate their alignment with the County's needs. Additionally, the Service Provider is expected to manage and execute the recovery of systems as detailed in the developed BCP and DRP.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 11 Roles & Responsibilities - 7.A - Disaster Recovery & Emergency Operations: Disaster Recovery Services) for the full scope of services for this subtower and required SLAs for this tower

4.7.2.7.   Assumptions

- The Service Provider will perform testing and validation of the Business Continuity and Disaster Recovery Plans.
- Service Provider is responsible for providing vehicles to transport any hardware to County locations.

4.7.2.8.   Out of Scope Services

None identified.

4.7.3. Subtower 7B: Emergency Operations Center Services

4.7.3.4.   Summary

In certain and infrequent circumstances the County activates the Emergency Operations Center (EOC) to provide a facility for Public Safety and other County officials to conduct business and ensure the safety of the County's residents. The EOC facility itself contains the County's primary data center along with a substantial amount of other emergency related equipment computer equipment. In the event of the declaration of an emergency and with activation of the EOC, the expectation is that the Service Provider will provide continuous onsite support during the duration of the EOC activation. Failure to perform activities to effectively manage IT operations during declaration of an emergency will be considered as a breach of contract.

4.7.3.5.   Objective

The Service Provider is expected to support the County's technology environment in the event of a disaster scenario (e.g. Hurricane) in which the County activates the Emergency Operations Center (EOC).

4.7.3.6.   Base Scope of Services

The scope of services for this subtower encompasses providing 24x7 continuous onsite IT support services at the EOC facility for the duration of a disaster event. The Service Provider shall perform necessary modifications to the County's IT environment to maintain continuous operation as defined in the DRP and BCP and other duties as necessary to maintain technology services for County.

The exhibits associated with this subtower are:

- Exhibit 2 (Locations and Future Questionnaire) for the locations where these services are provided
- Exhibit 11 (Roles & Responsibilities - 7.B - Disaster Recovery & Emergency Operations: Emergency Operations Center Services) for the full scope of services for this subtower and required SLAs for this tower

4.7.3.7.   Assumptions
- The Service Provider shall provide the County a staffing plan that addresses 24x7 continuous coverage during an EOC activation.
- Service Provider is responsible for providing vehicles to transport any hardware to County locations.

4.7.3.8.   Out of Scope Services
None identified.

5.   SAMPLE CONTRACT AND MSA

See **Exhibit 12 (Master Services Agreement) - Sample**

6. LISTING OF EXHIBITS

#	Exhibit
I	**INFORMATIONAL & SUBMITTAL REQUIRED**
1	**Comply Exceptions & Pricing Forms**
Worksheet-1	Submittal Checklist
Worksheet-2	Vendor Profile & References
Worksheet-3	RFP Comply Exception
Worksheet-4	MSA Comply Exception
Worksheet-5	Price Response Forms
Worksheet-6	Price Summary Form
2	**Locations and Future Questionnaire**
Worksheet-1	Future Questionnaire
Worksheet-2	Locations - Current Services
Worksheet-3	Locations - Future Services
3	**Staffing Levels / Composition**
4	**Legend for Roles & Responsibilities and SLA Matrices**
5	**Tower 1: IT Governance and Management**
Worksheet-1	Roles & Responsibilities - 1A - IT Governance & Management: Technology Management Services
Worksheet-2	Roles & Responsibilities - 1B - IT Governance & Management: Technology Advancement Services
Worksheet-3	Roles & Responsibilities - 1C - IT Governance & Management: Budgeting Services
Worksheet-4	Roles & Responsibilities - 1D - IT Governance & Management: Documentation Services
Worksheet-5	Roles & Responsibilities - 1E - IT Governance & Management: Reporting Services
Worksheet-6	Roles & Responsibilities - 1.F - IT Governance & Management: Asset License & Contract Management
Worksheet-7	Roles & Responsibilities - 1.G - IT Governance & Management: Procurement Services
Worksheet-8	Roles & Responsibilities - 1.H. - IT Governance & Management: Change Control Management
Worksheet-9	Service Level Agreements - Tower 1: IT Governance & Management
Worksheet-10	Inventory - 1.H.1 Project Portfolio
6	**Tower 2: Infrastructure Services**
Worksheet-1	Roles & Responsibilities - 2.A - Infrastructure Services: Network Services
Worksheet-2	Roles & Responsibilities - 2.B - Infrastructure Services: Enterprise Systems and Open Systems Management
Worksheet-3	Roles & Responsibilities - 2.C - Infrastructure Services: Storage & Backup Management Services
Worksheet-4	Roles & Responsibilities - 2.D - Infrastructure Services: Email Services
Worksheet-5	Roles & Responsibilities - 2.E - Infrastructure Services: Data Center Operations

Worksheet-6	Roles & Responsibilities - 2.E - Infrastructure Services: Smart Government Technology Management
Worksheet-7	Service Level Agreements - Tower 2: Infrastructure Services
Worksheet-8	Inventory - 2.A.1 - Network Inventory
Worksheet-9	Inventory - 2.A.2 - OSPF Network Map
Worksheet-10	Inventory - 2.B.1 - Server Inventory
Worksheet-11	Inventory - 2.C.1 - Storage Inventory
7	**Tower 3: Cybersecurity Services**
Worksheet-1	Roles & Responsibilities - 3.A - Cybersecurity Services: Cybersecurity Controls, eDiscovery & Litigation
Worksheet-2	Roles & Responsibilities - 3.B - Cybersecurity Services: Cybersecurity Program Management
Worksheet-3	Service Level Agreements - Tower 3: Cybersecurity Services
8	**Tower 4: Telecommunication Services**
Worksheet-1	Roles & Responsibilities - 4.A - Telecommunication Services: Fiber Infrastructure Services
Worksheet-2	Roles & Responsibilities - 4.B - Telecommunication Services: Telecommunications Systems Management
Worksheet-3	Roles & Responsibilities - 4.C - Telecommunication Services: Installations, Moves, Adds, and Changes (IMAC)
Worksheet-4	Roles & Responsibilities - 4.D - Telecommunication Services: Provisioning & Management (Carrier & Cellular)
Worksheet-5	Service Level Agreements - Tower 4: Telecommunication Services
Worksheet-6	Inventory - 4.A.1 Fiber Network
Worksheet-7	Inventory - 4.A.2 Fiber Transport Topology
Worksheet-8	Inventory - 4.B.1 Telecom Inventory
9	**Tower 5: Application Services**
Worksheet-1	Roles & Responsibilities - 5.A - Application Services: Application Maintenance and Support Services
Worksheet-2	Roles & Responsibilities - 5.B - Application Services: Application Deployment Services
Worksheet-3	Roles & Responsibilities - 5.C - Application Services: Application Development Services
Worksheet-4	Roles & Responsibilities - 5.D - Application Services: Database Administration & Support Services
Worksheet-5	Roles & Responsibilities - 5.E - Application Services: Web Site Management & Support Services
Worksheet-6	SLA - Tower 5 - Application Services
Worksheet-7	Inventory - 5.A.1 Application Portfolio
10	**Tower 6: End User Technology Services**
Worksheet-1	Roles & Responsibilities - 6.A - End User Technology Services: Service Desk
Worksheet-2	Roles & Responsibilities - 6.B - End User Technology Services: End User Device Support Services
Worksheet-3	Roles & Responsibilities - 6.C - End User Technology Services: Printer & Fax Services

Worksheet-4	Service Level Agreements - Tower 6: End User Technology Services
Worksheet-5	Inventory - 6.A.1 Service Desk Summary
Worksheet-6	Inventory - 6.B.1 Desktop Hardware Inventory
Worksheet-7	Inventory - 6.B.2 Laptop & Mobile Device Inventory
Worksheet-8	Inventory - 6.B.3 Desktop Software Inventory
Worksheet-9	Inventory - 6.C.1 Printer Inventory
11	**Tower 7: Disaster Recovery & Emergency Operations**
Worksheet-1	Roles & Responsibilities - 7.A - Disaster Recovery & Emergency Operations: Disaster Recovery Services
Worksheet-2	Roles & Responsibilities - 7.B - Disaster Recovery & Emergency Operations: Emergency Operations Center Services
Worksheet-3	Service Level Agreements - Tower 7: Disaster Recovery & Emergency Operations
12	**Master Services Agreement**

End of Detailed Specifications

SUBMITTAL REQUIREMENTS & EVALUATION CRITERIA

1. <u>SUBMITTAL REQUIREMENTS & EVALUATION CRITERIA</u>

1.1 Interested firms shall include the following information in their submittal responses to this solicitation. The following format and sequence should be followed in order to provide consistency in the firm's responses and to ensure each proposal receives full consideration. Use 8 ½ x 11 sheet pages only with minimum font size of 10 points and with tabs or section dividers to separate sections as defined below. More than one section is permitted on one page unless otherwise indicated below. Undesignated information shall be inserted at the rear of each package. Place page numbers at the bottom of every page, excluding dividers. Proposal documents should not contain links to other web pages; such links will not be reviewed for evaluation purposes.

1.2 Submittal package may not exceed **100 pages** printed single-sided; **page restriction excludes required forms found herein and dividers**. **<u>PLEASE INCLUDE PAGE TABS/SECTION DIVIDERS</u>** so that those evaluating your submittal can easily compare each section with others that are submitted. If any of the information provided by the Proposer is found to be, in the sole opinion of the Evaluation Committee and Procurement Management Director, substantially unreliable their proposal may be rejected.

1.3 Proposers shall submit one (1) original hard copy (clearly marked as such) and eight (8) complete electronic version(s) on a USB flash drive set(s) containing the proposal submittal in an unlocked, searchable Portable Document format (PDF). Any RFP Forms, Exhibits and other content provided in electronic format (e.g. Excel, Word, etc.) **MUST** be submitted electronically in the native format (in addition to hard copy) without modification by the proposer. Any modifications to the electronic documents provided (as from completing the requested information) may render the proposal as Non-Responsive and therefore ineligible for award. The County may request additional files be submitted in specialty format. Vendor shall accommodate such specialty requests as stated within the submittal requirements describe herein. Should files not be provided in the format or quantity as requested Vendor may be deemed Non-Responsive and therefore ineligible for award. In case of any discrepancies, the original will be considered by the County in evaluating the Proposal, and the electronic version is provided for the County's administrative convenience only. Limit the color and number of images to avoid unmanageable file sizes. Your submissions should be organized utilizing the following divisions.

Introduction
  ➢ Project RFP Number & Name

  ➢ Firm's Name & Address

  ➢ Firm's Contact Person & Information (phone, fax and email address)

  ➢ How many years has Proposer been in business under present name?

  ➢ Under what other former names has your organization operated?

TAB 1: Legal Entity and Company Information
  ➢ Provide the full legal name of your Company and any fictitious names.
  ➢ Provide the date of your Company's incorporation and the state of incorporation.
  ➢ If your Company is an out of state corporation authorized to do business in the State of Florida, please provide the date of such authorization.
  ➢ Provide the principal office address for your Company.
  ➢ How many years has your organization been in the business of providing information technology outsourced services?

TAB 2: Qualifications of Company

- ➢ Provide a description of your Company; experience, and underlying philosophy in providing the services as described and requested herein. Description should include details such as: abilities, capacity, skill, strengths, number of years, etc.
- ➢ Provide information which would indicate the size and capacity of your organization, including the number of permanent employees engaged in information technology outsourcing services.
- ➢ Provide a description of your Company's working knowledge of Florida state governmental agencies, including applicable laws, regulations and statutes.
- ➢ Describe your demonstrated expertise in providing IT support and services for emergency operations centers or similar functions.
- ➢ Provide a description of your understanding of international best practices and your Company's ability to provide technology leadership and innovation which considers international perspectives.
- ➢ Provide a description of your demonstrated expertise for technologies used in public sector environment.
- ➢ Provide a description of your Company's services revenue growth over the past three (3) fiscal years.
- ➢ What is the largest contract (dollar cost) ever performed by your organization?
- ➢ What is the dollar value of the largest project which you consider your organization is qualified to undertake?
- ➢ Please describe the total dollar volume of work you currently have under contract or project to have during the anticipated initial term of this contract and your capability to address that volume of work contemplated under the Master Services Agreement.
- ➢ Attach a credit report no older than thirty (30) days from a qualified credit reporting agency.

TAB 3: Company Relevant Experience & References

- ➢ Provide details of a minimum of three (3) projects similar in scope and size to that being requested through this solicitation that your Company has completed recently. Details for each project example provided should include:
  - o Project Name
  - o Project Address
  - o Customer Name
  - o Customer Contact Information
    - ▪ Point of contact Name, Phone, and Email
  - o Brief description of work provided.
  - o Initial costs of work
  - o Final costs of work
  - o Number of change orders
  - o Total length of contract (From Notice to Proceed to Final Invoice payment)

- ➢ A Company will be selected to provide the performance of all goods and services necessary for the successful completion of the project. This will be inclusive of obtaining necessary permits.

TAB 4: Plan of Approach

- ➢ Provide a detailed Plan of Approach that explains how your firm intends to comply with and meet the anticipated Services as detailed within this solicitation.
- ➢ Provide a detailed Transition Plan (migration plan) that explains how firm intends to efficiently and successfully transition IT services from the existing Service Provider to your firm.

TAB 5: Personnel

- ➢ Provide a detailed description of the firm's **specific** project management team that will be assigned to the Lee County contract. Identify the roles and responsibilities of the primary team members as they pertain/apply to the Project Approach and include details that demonstrate individual's

knowledge and understanding of the types of services to be performed as well as previous experience in similar or related work.

➢ Provide a Staffing Plan (Exhibit 3) that identifies the quantity, types, roles and allocation of the proposed personnel that will be directly providing the requested services to the County. The plan should clearly identify the personnel that (1) will be exclusively allocated to the County, (2) will work on-site at County locations, (3) will work remotely (not working at County locations) and (4) are subconsultants or subcontractors.

➢ Firm must identify staff member that will serve as Project Director that shall be authorized and responsible to act on behalf of the Consultant with respect to directing, coordinating and administering all aspects of the services to be provided and performed.

➢ Provide a statement acknowledging your firm's understanding that the project management team/key team members assigned to the Lee County contract, as described above, shall not be substituted without the expressed permission of Lee County.

➢ Provide resumes of proposed **specific** project management team to be assigned to the Lee County contract.
*Resumes are not included within page restrictions, but should be limited to one (1) page per person. *

➢ Provide a description of your ability to deploy, as needed, special teams to assist the County in crisis situations (e.g., disaster recovery, EOC activation, ransomware breakout, etc.).

➢ Describe your ability to allocate and provide dedicated onsite support at County locations.

➢ Describe the location within the United States that your staff providing services to the County will be based.

➢ Describe any anticipated locations for data stored or maintained on behalf of the County not residing at County facilities.

➢ Note that Exhibit 2 contains a future questionnaire form that is NOT required at time of submission. This form will be required for shortlisted proposers only.

TAB 6: **Price Scoring**: (if applicable) The Proposer with the lowest Price Proposal will be awarded the maximum score as listed in the scoring criteria section. All other proposals will be scored according to the following formula: (Lowest Price Proposal/ Proposer's Price Proposal) x Maximum points. Score For example, the maximum score available for price is 25. If the lowest proposed Price Proposal is $150,000.00 that Proposer will receive the full 25 points. Another Proposer with a Price Proposal of $160,000.00 will receive points calculated as follows: $ 150,000.00/ $160,000.00 = .9375 * 25 = 23.44 points.

The above Price Scoring formula will be applied against the total five (5) year cost of service which includes any one-time (non- recurring) cost plus the annual (recurring) costs.

TAB 7: Litigation and Dispute.
➢ Has your organization ever failed to complete any work awarded to it? If so, please provide details regarding that event.
➢ Are there any judgments, claims, arbitrations, proceedings or lawsuits pending or outstanding against your organization or its officers? If so, please provide a description of the same on the alleged negligence or breach of contract disclosure form.
➢ Has your organization ever been refused registration by any federal, state or municipal agency on any contract? If so, please provide the details.

TAB 8: Proposed Subconsultants and Subcontractors.

➢ Identify any subconsultants or subcontractors you contemplate using in connection with this Project. A narrative of the use of Non-Service Provider resources shall be provided in this tab, along with the appropriate identification by Service Tower in the response forms provided.

➢ Describe the insurances maintained by the subconsultant or subcontractor, the subconsultant or subcontractor's proximity to Lee County, and projects similar to the present Project on which the subcontractor or subconsultant has performed services in the past.

TAB 9: Insurance Information.

➢ Provide the following insurance information:

- The names of all insurance carriers.
- The types of insurance coverage provided by each carrier.
- The limits associated with coverages maintained by your organization.
- Any special endorsements maintained by your organization which would be particularly relevant to the scope of services contemplated in this Request for Proposal.
- The policy periods associated with insurances maintained by your organization.
- The rating assigned to each carrier by A.M. Best TK Rating Service.

TAB 10: Additional Information.

➢ Provide any additional information which you believe would assist the County in evaluating your proposal. You should limit the information provided under this category to 25 pages or less.

TAB 11: Required Forms

➢ Completion of forms one through nine.

➢ Note that a proposer's submittal is considered non-responsive if all forms are not completed.

➢ It is the proposer's sole responsibility to obtain all forms, exhibits and other materials related to this RFP prior to submission.

➢ Note that Exhibit 2 contains a future questionnaire form that is NOT required at time of submission. This form will be required for shortlisted proposers only.

2. **SCORING CRITERIA & WEIGHT**

CRITERIA	CRITERIA DESCRIPTION	MAX. POINTS AVAILABLE
1	QUALIFICATIONS OF COMPANY (TAB 2) AND PERSONNEL (TAB 5 & TAB 8)	20
2	COMPANY RELEVANT EXPERIENCE & REFERENCE (TAB 2)	20
3	PLAN OF APPROACH (TAB 4) AND COMPLIANCE WITH SERVICE TOWER REQUIREMENTS (Roles & Responsibilities for each service tower)	50
5	PRICE SCORING (TAB 6)	10
TOTAL POINTS		**100**
Additional details and documents found within submittal package, although not located within tabs as listed above, may be reviewed and considered by evaluation committee when scoring Proposers.		

3. RFP SUBMISSION SCHEDULE

Submission Description	Date(s)	Time
Advertise Request for Proposal (RFP)	Tuesday, December 4, 2018	N/A
Pre-Proposal Meeting	Tuesday, January 8, 2019	10:00 AM *
Proposal Question Deadline	8 Calendar days prior to submission deadline	Prior to 5:00 PM
Submission Deadline	Tuesday, February 5, 2019	Prior to 2:30 PM
First Committee Meeting Short list discussion	TBD	TBD
Notify Shortlist Selection via e-mail	TBD	N/A
Final Scoring/Selection Meeting	TBD	TBD
Commission Meeting	TBD	

**Additional notes on Submission Schedule*:*

- *Submission Schedule is provided as a guideline only and is subject to change at the discretion of Lee County authorized personnel.*

- *Changes in closing date or other parameters may occur and will be posted to the Lee County Procurement website. It shall be the responsibility of Contractor to verify all dates through County website.*

Unless otherwise stated, location of all openings and meetings will take place at 1500 Monroe Street, Fort Myers, FL 33901 – 4th Floor Procurement Management.

End of Section

FORMS DESCRIPTION & INSTRUCTIONS
REQUEST FOR PROPOSAL (NON-CCNA)

This table provides a brief list, description, and instructions regarding the standard requested forms that should be submitted with all bids or proposals. This is not intended to be an all-inclusive list of forms required for your submission, but rather a guide to assist in completion of the County's standard forms. Bidders/Proposers should utilize the Lee County Document Management Form for a complete list of all forms required for project submission.

WITH THE EXCEPTION OF THE REQUESTED FORMS, ALL OTHER MATERIALS INCLUDED IN YOUR RESPONSE SHOULD BE LIMITED TO A MAXIMUM OF 100 PAGES.

Forms can be found in:

- Exhibit 1a Lee County IT Sourcing Exhibits and Forms
- Exhibit 1b Comply Exceptions and Pricing

Please print and insert all forms into the final hard copy for delivery.

Form #	**Title/Description**
1	*Form 1 - Solicitation Response Form (See Exhibit 1a)* – not included in max. 100 page limit. All signatures must be by a corporate authorized representative, witnessed, and corporate and/or notary seal (if applicable.) The corporate or mailing address must match the company information as it is listed on the Florida Department of State Division of Corporations. Attach a copy of the web-page(s) from http://www.sunbiz.org as certification of this required information. Sample attached for your reference. Verify that all addenda and tax identification number have been provided.
1a	*Forms 1.a (See Exhibit 1a)* – not included in max. 100 page limit. Form 1.a Proposal Form
1b	*Business Relationship Disclosure Requirement (if Applicable) (See Exhibit 1a)* – not included in max. 100 page limit. Sections 112.313(3) and 112.313(7), FL §, prohibit certain business relationships on the part of public officers and employees, their spouses, and their children. If this **disclosure is applicable request form** *"INTEREST IN COMPETITIVE BID FOR PUBLIC BUSINESS" (Required by 112.313(12)(b), Florida Statute (1983))* to be completed and **returned with solicitation response. It is the proposer's responsibility to request form and disclose this relationship, failure to do so could result in being declared non-responsive.** NOTICE: UNDER THE PROVISIONS OF FL § #112.317 (1983), A FAILURE TO MAKE ANY REQUIRED DISCLOSURE CONSTITUTES GROUNDS FOR AND MAY BE PUNISHED BY ONE OR MORE OF THE FOLLOWING: IMPEACHMENT, REMOVAL OR SUSPENSION FROM OFFICE OR EMPLOYMENT, DEMOTION, REDUCTION IN SALARY, REPRIMAND, OR A CIVIL PENALTY NOT TO EXCEED $5,000.00.
2	*Affidavit Certification Immigration Laws (See Exhibit 1a)* – not included in max. 100 page limit. Form is acknowledgement that the proposer is in compliance in regard to Immigration Laws.
3	*Reference Survey (See Exhibit 1a, Form 3 "Vendor Profile and Reference")* – not included in max. 100 page limit. Provide this form to reference respondents. This form **will be turned in with the proposal** package. 1. **Section 1**: Bidder/Proposer to complete with reference respondent's information prior to providing to them for their response. (This is **not** the Bidder/Proposer's information.)

2. **Section 2**: Enter the name of the Bidder/Proposer; provide the project information in which the reference respondent is to provide a response.
3. The <u>reference respondent</u> should complete "**Section 3.**"
4. **Section 4**: The reference respondent to print and sign name
5. **Reference responses** are to be **returned with the proposal package**.
6. Failure to obtain reference surveys may make your company non-responsive.

4   *Negligence or Breach of Contract Disclosure Form (See Exhibit 1a, Form 4)* – not included in max. 100 page limit.

The form may be used to disclose negligence or breach of contract litigation that your company may be a part of over the past ten years. You may need to duplicate this form to list all history. If the proposer has more than 10 lawsuits, you may narrow them to litigation of the company or subsidiary submitting the solicitation response. Include, at a minimum, litigation for similar projects completed in the State of Florida. Final outcome should include in whose favor the litigation was settled and was a monetary amount awarded. The settlement amount may remain anonymous.

If you have **no litigation, enter "None" in the first "type of incident" block** of the form. Please do not write N/A on this form.

5   *Affidavit Principal Place of Business (See Exhibit 1a, Form 5)* – not included in max. 100 page limit.

Certifies proposer's location information.

6   *Sub-Contractor List* (if applicable) *(See Exhibit 1a, Form 6)* – not included in max. 100 page limit.

To be completed and returned when sub-contractors are to be utilized and are known at the time of the submission.

7   *Public Entity Crimes Form (See Exhibit 1a, Form 7)* – not included in max. 100 page limit.

Any person or affiliate as defined by statute who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid or a contract to provide any goods or services to the County; may not submit a bid on a contract with the County for the construction or repair of a public building or public work; may not submit bids or leases of real property to the County; may not be awarded or perform works as a contractor, supplier, subcontractor, or consultant under a contract with the County, and may not transact business with the County in excess of $25,000.00 for a period of 36 months from the date of being placed on the convicted vendor list.

8   *Price Summary Form (See Exhibit 1b, "Proposal Summary Form")* – **not included in max. 100 page limit.**

9   *Include any licenses or certifications requested (if applicable)* – not included in max. 100 page limit.

10   *Please include the following (See Exhibit 1b, "Bidder Proposal Submittal Requirements")* – *subject to 100 page limit requirement*
   - ✓ Cover Letter & Introduction
   - ✓ Legal Entity and Company Information
   - ✓ Qualifications of Company
   - ✓ Company Relevant Experience & References
   - ✓ Plan of Approach
   - ✓ Personnel
   - ✓ Litigation and Dispute
   - ✓ Proposed Subconsultants and Subcontractors
   - ✓ Insurance Information

11   *Required forms*– not included in max. 100 page limit.
- ✓ Cost Proposal (Pricing forms) – (See Exhibit 1b)
- ✓ Exceptions and Deviations – (See Exhibit 1b)
- ✓ Staffing Plan – (See Exhibit 3)

Service Levels (R&R and SLA Matrices), for each Tower / subtower (Exhibit 5 – 11)

12   *"Other Required Forms and Attachments - subject to 100 page limit requirement*

NOTE: Throughout the RFP, if other documentation such as Financial Statements, etc. are requested. Bidder should include these items in additional Attachments with separate tabs for each in this section"

13   *Others – Specify - subject to 100 page limit requirement*

14   *Proposal Label (See Exhibit 1a, Form 9 "Sealed Proposal Label")* – not included in max. 100 page limit.

Self explanatory. Please affix to the outside of the sealed submission documents. The mailing envelope MUST be sealed and marked with:
- ✓ Solicitation Number
- ✓ Opening Date and/or Receiving Date
- ✓ Mailing Address:
  Lee County Procurement Management Division

1500 Monroe Street, 4th Floor Fort Myers, FL 33901

It is the Proposer's responsibility to insure the Solicitation Response is mailed or delivered in time to be received no later than the specified opening date and time. (If solicitation is not received prior to deadline it cannot be considered or accepted.)

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-04-27 16:46:21	Incident	2017-05-01 08:03:23	05-2017	Other	Email	Adobe Acrobat - opening at 200% Scale	4 - Low
2017-04-28 17:00:34	Incident	2017-05-01 11:24:38	05-2017	Web	Phone	WebConnect - Unable to Enter Employee ID	3 - Medium
2017-04-24 16:50:09	Incident	2017-05-02 07:16:47	05-2017	Other	Email	E1 can't be reached	3 - Medium
2017-04-25 16:03:38	Catalog Task	2017-05-02 08:47:17	05-2017	Access Request	Phone	(4/16/17) Account Request for Myranda Lindsey	3 - Medium
2017-05-01 16:46:47	Incident	2017-05-02 12:19:50	05-2017	Other	Phone	Envisionware - cannot start on all of the Pulbic Computers at FM Regional Library ***URGENT***	3 - Medium
2017-04-27 12:46:40	Incident	2017-05-02 16:01:20	05-2017	Other	Email	New Update? - "There is a Problem with Adobe Acrobat/Reader"	3 - Medium
2017-05-02 17:55:58	Incident	2017-05-03 07:51:57	05-2017	Other	Email	PC - Odyssey Running Very Slow	5 - Minimal
2017-05-01 09:28:42	Catalog Task	2017-05-03 09:58:25	05-2017	IMAC	Phone	Termination for Alice Farry	3 - Medium
2017-05-01 09:17:04	Catalog Task	2017-05-03 09:58:54	05-2017	IMAC	Phone	(4/29/17) Account Termination for Denford Miller	3 - Medium
2017-05-01 08:35:27	Catalog Task	2017-05-03 09:59:36	05-2017	IMAC	Phone	Termination for Howard Wegis	3 - Medium
2017-05-01 17:01:09	Catalog Task	2017-05-03 10:00:12	05-2017	IMAC	Phone	EOD 5/1/17 Account Termination for Ken Young	3 - Medium
2017-05-02 11:24:40	Incident	2017-05-03 11:05:18	05-2017	Other	Email	Adobe - Editing issue	3 - Medium
2017-05-03 07:11:42	Incident	2017-05-03 11:50:51	05-2017	SharePointIntranet	Phone	Hydrological Monitoring web page - message Only Secured Content Is Displayed	3 - Medium
2017-05-03 08:44:23	Incident	2017-05-03 11:52:03	05-2017	Web	Phone	Web Site - not loading/flashing/'please wait'	3 - Medium
2017-04-24 11:49:24	Catalog Task	2017-05-03 14:05:44	05-2017	Password Reset / Unlock	Phone	AIM - Password Reset / Unlock Account	3 - Medium
2017-04-27 13:23:05	Catalog Task	2017-05-04 08:54:05	05-2017	Access Request	Phone	New Account Request for Kym Kibbe	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-05-02 16:52:18	Incident	2017-05-04 09:27:18	05-2017	Other	Email	PC - Not Connecting to the PC Reservation System	3 - Medium
2017-05-01 10:09:30	Catalog Task	2017-05-04 11:38:57	05-2017	IMAC	Phone	AiM - Update access	3 - Medium
2017-05-04 10:54:28	Catalog Task	2017-05-04 11:41:35	05-2017	IMAC	Phone	Provide Requested Service	3 - Medium
2017-04-10 16:54:08	Incident	2017-05-05 08:35:23	05-2017	Kwiktag	Email	Liza Rollins is unable to access the kwiktag server	3 - Medium
2017-01-18 14:12:06	Catalog Task	2017-05-10 11:30:31	05-2017	Access Request	Phone	Provide Requested Service	3 - Medium
2017-03-30 10:46:33	Catalog Task	2017-05-10 11:38:09	05-2017	Access Request	Phone	Existing user access request - Faustino Morales	3 - Medium
2017-04-25 13:16:45	Catalog Task	2017-05-10 11:51:15	05-2017	IMAC	Phone	Kwiktag - Change permissions/Send Credentials	3 - Medium
2017-05-01 16:31:28	Catalog Task	2017-05-10 11:56:08	05-2017	Access Request	Phone	New Account Request for Kayla Britton	3 - Medium
2017-05-08 11:03:40	Catalog Task	2017-05-10 13:50:59	05-2017	IMAC	Phone	Account Termination for Nancy Cason	3 - Medium
2017-05-08 10:40:13	Catalog Task	2017-05-10 13:51:34	05-2017	IMAC	Phone	Termination for Chelsea Pigott	3 - Medium
2017-05-05 14:16:16	Catalog Task	2017-05-10 15:07:31	05-2017	Password Reset / Unlock	Phone	AD - Password Reset / Unlock Account	3 - Medium
2016-11-07 08:53:09	Incident	2017-05-11 08:58:34	05-2017	AIM	Phone	Aim Email - won't open certain Emails	3 - Medium
2017-05-04 13:24:31	Catalog Task	2017-05-12 08:40:54	05-2017	Access Request	Phone	New Account Request for Daniel Munt	3 - Medium
2017-05-11 10:27:49	Catalog Task	2017-05-12 08:43:07	05-2017	IMAC	Phone	HR Kwiktag - access request	3 - Medium
2017-05-04 12:36:07	Incident	2017-05-12 09:27:34	05-2017	Other	Self-service	Adobe RdrCEF has stopped working.	3 - Medium
2017-05-10 15:59:23	Catalog Task	2017-05-12 10:29:15	05-2017	IMAC	Phone	Account Termination for Daniel Benson	3 - Medium
2017-05-10 12:16:58	Catalog Task	2017-05-12 10:29:43	05-2017	IMAC	Phone	Account Termination for Christopher Peters	3 - Medium
2017-05-11 09:42:16	Catalog Task	2017-05-12 10:30:13	05-2017	IMAC	Phone	Account Termination for Ryan Finn	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-05-11 13:18:33	Catalog Task	2017-05-12 10:30:49	05-2017	IMAC	Phone	Account Termination for Breehan Wilkins	3 - Medium
2017-05-11 18:22:42	Catalog Task	2017-05-12 10:31:12	05-2017	IMAC	Phone	Account Termination for Jason Dalton	3 - Medium
2017-05-11 09:49:23	Catalog Task	2017-05-12 10:31:51	05-2017	IMAC	Phone	Account Termination for Marc Pelletier	3 - Medium
2017-05-10 15:52:30	Catalog Task	2017-05-12 10:32:44	05-2017	IMAC	Phone	Account Termination for Carolyn Weaver	3 - Medium
2017-05-15 12:42:20	Incident	2017-05-16 08:55:24	05-2017	Kwiktag	Email	Files sent to Kwiktag, not showing up in Cabinet	3 - Medium
2017-05-15 13:07:42	Catalog Task	2017-05-17 15:31:14	05-2017	IMAC	Phone	Account Termination for Jonathon Gener	3 - Medium
2017-05-15 14:44:50	Catalog Task	2017-05-17 15:31:42	05-2017	IMAC	Phone	Account Termination for Jenifer Raben	3 - Medium
2017-05-16 14:11:21	Catalog Task	2017-05-17 15:32:13	05-2017	IMAC	Phone	Account Termination for John Kalarovich	3 - Medium
2017-05-16 08:45:05	Catalog Task	2017-05-17 15:34:09	05-2017	IMAC	Phone	Account Termination for Paul Merino	3 - Medium
2017-05-16 12:49:52	Incident	2017-05-17 16:25:25	05-2017	CountyWebsite	Self-service	Lee County Web page not working on public computers	3 - Medium
2017-04-03 06:42:30	Catalog Task	2017-05-18 09:04:20	05-2017	Access Request	Phone	New Account Request for Anthony Rodriguez	3 - Medium
2017-05-18 07:34:33	Catalog Task	2017-05-18 09:41:49	05-2017	IMAC	Phone	Termination for Lyntoria Thomas	3 - Medium
2017-05-18 09:58:20	Catalog Task	2017-05-18 10:25:29	05-2017	IMAC	Phone	Termination for John Siekmann	3 - Medium
2017-05-18 09:44:19	Catalog Task	2017-05-18 10:25:56	05-2017	IMAC	Phone	Termination for Daniel Carvalho	3 - Medium
2017-05-11 13:55:38	Incident	2017-05-18 11:18:53	05-2017	Other	Self-service	Adobe Pro	3 - Medium
2017-04-04 09:30:56	Incident	2017-05-18 13:34:32	05-2017	CountyWebsite	Phone	Lee County Tax Collectors website - spinning and cannot access using IE	3 - Medium
2017-04-25 11:13:12	Incident	2017-05-18 13:36:54	05-2017	Other	Email	Clerks OBIEE Site - cannot be accessed	4 - Low
2017-05-16 11:53:50	Incident	2017-05-18 13:43:44	05-2017	Outlook	Email	Outlook Error on FM Reference Desk 3200	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-04-28 16:03:01	Incident	2017-05-18 13:45:31	05-2017	Other	Phone	Nuuo Client - Unable to Log In	3 - Medium
2017-05-16 08:29:03	Catalog Task	2017-05-18 13:54:17	05-2017	IMAC	Phone	Adoptable Pets Section of web site not loading	3 - Medium
2017-05-17 12:28:09	Incident	2017-05-18 14:22:36	05-2017	CountyWebsite	Phone	'www.leegov.com' - "Page Cannot be Displayed"	3 - Medium
2017-05-16 09:37:15	Incident	2017-05-18 14:24:35	05-2017	CountyWebsite	Email	Problem with internet Website	4 - Low
2017-05-10 11:53:17	Incident	2017-05-18 14:27:34	05-2017	Other	Phone	Adobe - Asking for payment	3 - Medium
2017-05-08 12:29:03	Incident	2017-05-18 14:37:52	05-2017	Other	Email	Chameleon Logon Issues - "Database Error during connection"	3 - Medium
2017-05-02 09:50:58	Incident	2017-05-18 15:18:30	05-2017	SharePointIntranet	Email	Word Application - on LC Sharepoint	3 - Medium
2017-05-12 09:04:41	Incident	2017-05-19 08:32:02	05-2017	Other	Email	online payment	3 - Medium
2017-05-09 16:32:44	Incident	2017-05-19 08:33:41	05-2017	Other	Email	Online Payment - see the attached error message	3 - Medium
2017-05-12 12:38:20	Catalog Task	2017-05-22 08:58:41	05-2017	IMAC	Phone	ccess to Kwik Tag	3 - Medium
2017-05-12 09:40:28	Incident	2017-05-22 09:00:00	05-2017	Tidemark	Phone	Tidemark - cant sign in	3 - Medium
2017-05-22 09:31:07	Incident	2017-05-22 15:10:37	05-2017	Other	Phone	Time card issues	3 - Medium
2017-05-22 15:18:40	Catalog Task	2017-05-23 11:44:25	05-2017	Password Reset / Unlock	Phone	Password Reset / Unlock Account	3 - Medium
2017-05-22 11:59:01	Catalog Task	2017-05-23 14:09:02	05-2017	IMAC	Phone	Account Termination for Yeleni Lopez Torres	3 - Medium
2017-05-19 15:26:35	Catalog Task	2017-05-23 14:09:39	05-2017	IMAC	Phone	Account Termination for Shannon Singleton	3 - Medium
2017-05-18 15:01:21	Catalog Task	2017-05-23 14:10:13	05-2017	IMAC	Phone	Account Termination for Robert Orsini	3 - Medium
2017-05-24 07:47:10	Catalog Task	2017-05-24 13:43:48	05-2017	Password Reset / Unlock	Phone	Kronos Password Reset / Unlock Account	3 - Medium
2017-05-11 15:06:35	Catalog Task	2017-05-24 16:26:03	05-2017	Access Request	Phone	(5/24/17) New Account Request for Cassandra Gomez	3 - Medium
2017-05-11 15:17:55	Catalog Task	2017-05-24 16:31:14	05-2017	Access Request	Phone	(5/24/17) New Account Request for Charmel Peele	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-05-22 14:00:52	Catalog Task	2017-05-24 16:42:48	05-2017	Access Request	Phone	New Account Request for Jonathan Diamond	3 - Medium
2017-05-25 10:26:40	Catalog Task	2017-05-25 12:03:34	05-2017	IMAC	Phone	County Website - Update	3 - Medium
2017-05-20 11:28:39	Incident	2017-05-26 08:22:44	05-2017	Other	Phone	Adobe Flash - not updating	5 - Minimal
2017-05-17 11:50:59	Incident	2017-05-26 10:56:57	05-2017	Other	Phone	the user is able to move email fro one folder to other	5 - Minimal
2017-05-22 11:54:15	Incident	2017-05-26 10:58:58	05-2017	Other	Email	Pop up message **SEE ATTACHMENT**	3 - Medium
2017-05-25 13:02:55	Catalog Task	2017-05-26 11:13:45	05-2017	IMAC	Phone	Account Termination for Cheryl Karwowski	3 - Medium
2017-05-23 14:42:15	Catalog Task	2017-05-26 11:14:19	05-2017	IMAC	Phone	Termination for Neysa Borkert	3 - Medium
2017-05-23 14:33:14	Catalog Task	2017-05-26 11:14:45	05-2017	IMAC	Phone	Termination for Neysa Borkert	3 - Medium
2017-05-22 11:20:17	Incident	2017-05-26 11:17:36	05-2017	Kwiktag	Email	Kwik tag - user no longer able to access Kwik Tag through "print to" or "send to"	3 - Medium
2017-05-12 14:22:05	Catalog Task	2017-05-26 11:21:40	05-2017	Access Request	Phone	(5/12/17) New Account Request for Holly Woods-Hill	3 - Medium
2017-05-12 14:35:19	Catalog Task	2017-05-26 11:24:26	05-2017	Access Request	Phone	(5/11/17) New Account Request for Doug Schwenker	3 - Medium
2017-05-16 15:33:40	Catalog Task	2017-05-26 14:56:15	05-2017	IMAC	Phone	AIM password reset	3 - Medium
2017-05-25 13:07:42	Catalog Task	2017-05-26 15:57:30	05-2017	IMAC	Phone	KwikTag - unable to log on	3 - Medium
2017-05-26 09:59:01	Incident	2017-05-30 14:37:45	05-2017	Other	Email	Error message opening clerk document	3 - Medium
2017-06-01 13:26:41	Catalog Task	2017-06-01 13:34:57	06-2017	IMAC	Phone	Termination for Lisa Lee	3 - Medium
2017-05-31 14:50:42	Catalog Task	2017-06-01 13:36:02	06-2017	IMAC	Phone	Termination for Stephanie Marino	3 - Medium
2017-05-31 16:43:13	Catalog Task	2017-06-01 13:37:51	06-2017	IMAC	Phone	Account Termination for Mary Nye	3 - Medium
2017-06-02 09:34:56	Incident	2017-06-02 09:37:47	06-2017	Other	Phone	please install quick books	5 - Minimal

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-01 09:55:28	Incident	2017-06-02 11:28:09	06-2017	Tidemark	Email	Error Message in Tidemark Advantage	3 - Medium
2017-06-02 13:24:21	Catalog Task	2017-06-02 14:18:35	06-2017	IMAC	Phone	Termination for John Boling	3 - Medium
2017-06-02 13:08:24	Catalog Task	2017-06-02 14:19:11	06-2017	IMAC	Phone	Termination for Anthony Crawford	3 - Medium
2017-06-02 12:31:22	Catalog Task	2017-06-02 14:19:43	06-2017	IMAC	Phone	Termination for Terrence Sullivan	3 - Medium
2017-06-02 09:47:48	Catalog Task	2017-06-02 14:48:26	06-2017	IMAC	Phone	AIM password reset	3 - Medium
2017-06-01 12:10:38	Catalog Task	2017-06-02 14:54:08	06-2017	Access Request	Phone	New Account Request for Casey Cox	3 - Medium
2017-05-30 09:43:50	Incident	2017-06-02 15:50:48	06-2017	Other	Email	Adobe - Error Message	3 - Medium
2017-05-18 09:16:42	Incident	2017-06-03 11:32:40	06-2017	Other	Self-service	Lucity 15.5 Error Code 500	3 - Medium
2017-05-11 15:27:09	Catalog Task	2017-06-06 09:10:56	06-2017	Access Request	Phone	(5/24/17) New Access Request for Michael Laskowski	3 - Medium
2017-05-15 13:08:59	Catalog Task	2017-06-06 09:21:15	06-2017	Access Request	Phone	Provide Requested Service	3 - Medium
2017-05-16 15:24:14	Catalog Task	2017-06-06 09:24:43	06-2017	IMAC	Phone	IMAC	3 - Medium
2017-05-25 12:16:54	Catalog Task	2017-06-06 09:26:45	06-2017	Access Request	Phone	Re-Hire Account Request for Romaine Salgado	3 - Medium
2017-06-02 18:35:48	Incident	2017-06-06 11:05:18	06-2017	Web	Email	Website - Acreage Discrepancy	3 - Medium
2017-06-06 10:31:53	Incident	2017-06-06 11:17:36	06-2017	Other	Email	Chrome Browser - unable to print documents or use flash player	3 - Medium
2017-06-06 08:46:38	Incident	2017-06-06 11:51:00	06-2017	Other	Email	Microsoft Office 2016 Training - login	3 - Medium
2017-06-06 14:11:03	Incident	2017-06-06 14:13:49	06-2017	Other	Phone	install itune for 2 computers	5 - Minimal
2017-05-31 14:58:06	Catalog Task	2017-06-06 14:34:41	06-2017	Service Request Query	Phone	Please send this bluesheet that is in Ashley Fesperman's Sir	3 - Medium
2017-06-01 09:16:01	Catalog Task	2017-06-06 14:36:13	06-2017	Access Request	Phone	New Account Request for Israel Guardarramo Hernandez	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-05 09:36:16	Catalog Task	2017-06-06 14:38:08	06-2017	IMAC	Phone	KwikTag - Access to Development Review in DCD Cabinet for Cassie Gomez	3 - Medium
2017-05-30 16:36:24	Catalog Task	2017-06-06 15:00:58	06-2017	IMAC	Phone	AIM - New Access for Michelle M. Miller	3 - Medium
2017-06-06 08:09:41	Catalog Task	2017-06-06 16:29:52	06-2017	IMAC	Phone	Payroll - Access for Craig Bell	3 - Medium
2017-06-05 10:20:54	Incident	2017-06-06 16:41:00	06-2017	Kronos	Self-service	Kronos Information cross linked	3 - Medium
2017-06-07 10:56:54	Incident	2017-06-07 11:04:50	06-2017	Other	Phone	install software for user	5 - Minimal
2017-06-07 13:32:56	Incident	2017-06-07 14:17:38	06-2017	Kronos	Phone	Kronos - sort still showing Natural Resources/not Library so cannot do payroll	3 - Medium
2017-06-05 10:46:18	Catalog Task	2017-06-07 15:31:24	06-2017	IMAC	Phone	Termination for Renee Hagan	3 - Medium
2017-06-07 10:55:35	Catalog Task	2017-06-07 15:31:55	06-2017	IMAC	Phone	Termination for Suzanne Spana	3 - Medium
2017-05-25 12:21:19	Incident	2017-06-07 15:45:02	06-2017	Kwiktag	Email	Kwiktag - Audio files are exceeding size to post to kwiktag web drawer	3 - Medium
2017-05-24 14:42:10	Catalog Task	2017-06-07 15:51:57	06-2017	IMAC	Phone	Lee County Website - Please change name to Laurie Lancaster where ever listing 'Giarrusso'	3 - Medium
2017-06-05 16:27:53	Incident	2017-06-08 08:10:49	06-2017	Other	Email	Missing Option - Pin Programs to Start Menu or Task Bar	3 - Medium
2017-05-24 15:07:52	Catalog Task	2017-06-08 09:34:11	06-2017	IMAC	Phone	Name Change - in multiple Applications	3 - Medium
2017-06-05 12:34:10	Catalog Task	2017-06-08 09:48:11	06-2017	Access Request	Phone	New Account Request for Celeste Houston	3 - Medium
2017-06-06 08:28:37	Catalog Task	2017-06-08 09:50:44	06-2017	Access Request	Phone	New Account Request for Andrew Riggs	3 - Medium
2017-05-30 12:12:03	Catalog Task	2017-06-08 10:03:47	06-2017	Access Request	Phone	New Account Request for Richard Traczyk	3 - Medium
2017-06-07 13:21:35	Catalog Task	2017-06-08 10:06:11	06-2017	Access Request	Phone	New Account Request for Leanne Olson	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-07 13:42:19	Catalog Task	2017-06-08 10:07:13	06-2017	Access Request	Phone	New Account Request for Tyler Busbee	3 - Medium
2017-06-07 14:47:36	Catalog Task	2017-06-08 10:09:12	06-2017	Access Request	Phone	New Account Request for Linda Estrella Monroy Sarmiento	3 - Medium
2017-06-08 09:45:33	Catalog Task	2017-06-08 10:13:44	06-2017	Access Request	Phone	New Account Request for Jesse Young	3 - Medium
2017-06-08 09:58:31	Catalog Task	2017-06-08 10:16:05	06-2017	Access Request	Phone	New Account Request for Keri Perkins	3 - Medium
2017-06-01 15:21:00	Incident	2017-06-08 13:45:20	06-2017	Other	Self-service	Suzanna Popoca	3 - Medium
2017-05-24 11:27:55	Incident	2017-06-08 15:50:42	06-2017	Other	Phone	Perfect Law - Unable to Open	5 - Minimal
2017-06-02 12:28:13	Incident	2017-06-08 15:52:23	06-2017	Other	Email	Perfectlaw AIM issue	3 - Medium
2017-06-01 11:41:45	Incident	2017-06-09 08:12:47	06-2017	Other	Email	Print station password	3 - Medium
2017-05-31 15:34:20	Incident	2017-06-09 08:58:07	06-2017	Other	Phone	Website - can not access Public Website to add Calendar events	4 - Low
2017-06-03 11:44:44	Incident	2017-06-09 10:38:39	06-2017	Other	Phone	Patron computer - website blocked for the Weather Channel	3 - Medium
2017-06-08 10:16:00	Catalog Task	2017-06-09 11:54:31	06-2017	Access Request	Phone	New Account Request for Kevin Faehnle	3 - Medium
2017-06-08 11:18:27	Catalog Task	2017-06-09 11:55:53	06-2017	Access Request	Phone	New Account Request for Christopher Stanford IV	3 - Medium
2017-04-12 14:36:39	Catalog Task	2017-06-09 12:05:36	06-2017	Access Request	Phone	New Account Request for Michael Taylor	3 - Medium
2017-06-02 09:11:31	Incident	2017-06-09 12:43:47	06-2017	Other	Phone	Leave Request Form	3 - Medium
2017-06-05 14:16:59	Catalog Task	2017-06-09 12:48:44	06-2017	Access Request	Phone	New Account Request for Robert Gibilisco	3 - Medium
2017-06-08 16:09:52	Catalog Task	2017-06-09 15:38:12	06-2017	IMAC	Phone	Account Termination for Patricia Davis	3 - Medium
2017-06-09 09:09:28	Catalog Task	2017-06-09 15:38:46	06-2017	IMAC	Phone	Termination for Johnny Greene	3 - Medium
2017-05-31 10:13:31	Catalog Task	2017-06-12 09:23:31	06-2017	IMAC	Phone	Redirect Request - to send Leelibrary.net/AR to http://www.leegov.com/library/kids/ar	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-09 11:48:26	Catalog Task	2017-06-12 09:26:03	06-2017	IMAC	Phone	Intranet - file restore request	3 - Medium
2017-06-09 12:42:14	Catalog Task	2017-06-12 11:27:16	06-2017	Access Request	Phone	New Account Request for Julie Bensel	3 - Medium
2017-06-09 14:21:35	Catalog Task	2017-06-12 11:28:20	06-2017	Access Request	Phone	New Account Request for Jonathan Souther	3 - Medium
2017-06-12 13:18:12	Catalog Task	2017-06-12 14:01:16	06-2017	IMAC	Phone	New Employee Access for AIM	3 - Medium
2017-06-13 09:03:08	Catalog Task	2017-06-13 09:22:45	06-2017	Access Request	Phone	New Account Request for Michelle Huckeba	3 - Medium
2017-05-24 22:36:59	Incident	2017-06-13 09:25:04	06-2017	Kwiktag	Email	Need to export Kwiktag data into the latest version of an Excel spreadsheet.	3 - Medium
2017-05-09 09:37:36	Incident	2017-06-13 09:39:24	06-2017	GIS	Email	GIS Error: "Operations has been cancelled due to..."	3 - Medium
2017-05-31 16:42:58	Catalog Task	2017-06-13 11:56:37	06-2017	Password Reset / Unlock	Phone	Password Reset / Unlock Account	3 - Medium
2017-06-12 08:21:34	Catalog Task	2017-06-13 14:10:25	06-2017	IMAC	Phone	Termination for James Buck	3 - Medium
2017-06-12 08:48:39	Catalog Task	2017-06-13 14:10:58	06-2017	IMAC	Phone	Termination for Jessica Mroz	3 - Medium
2017-06-12 09:32:15	Catalog Task	2017-06-13 14:11:20	06-2017	IMAC	Phone	Account Termination for Yvette Loera	3 - Medium
2017-06-13 10:38:22	Catalog Task	2017-06-13 14:11:43	06-2017	IMAC	Phone	Account Termination for Kenneth Schumacher	3 - Medium
2017-06-13 11:04:28	Catalog Task	2017-06-13 14:12:10	06-2017	IMAC	Phone	Account Termination for Raeven Tidwell	3 - Medium
2017-06-13 11:11:52	Catalog Task	2017-06-13 14:12:38	06-2017	IMAC	Phone	Account Termination for Rosemary Reid	3 - Medium
2017-06-13 10:54:17	Catalog Task	2017-06-13 14:13:00	06-2017	IMAC	Phone	Account Termination for Alex Hibbein	3 - Medium
2017-06-14 08:36:45	Incident	2017-06-14 08:41:06	06-2017	Other	Phone	update registry for RouteMatch	5 - Minimal
2017-06-13 07:47:34	Incident	2017-06-14 11:32:47	06-2017	SharePointInternet	Self-service	SharePoint	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-05-25 15:48:17	Incident	2017-06-14 13:26:07	06-2017	SharePointIntranet	Email	SharePoint - Emails not being forwarded from CL Sharepoint Intranet site	3 - Medium
2017-06-13 14:49:54	Catalog Task	2017-06-15 10:03:54	06-2017	Access Request	Phone	New Account Request for Megan Harris	3 - Medium
2017-05-30 14:54:57	Catalog Task	2017-06-15 14:49:07	06-2017	IMAC	Phone	Name Change - Kwiktag and SIRE	3 - Medium
2017-06-07 10:07:39	Catalog Task	2017-06-15 14:55:51	06-2017	Access Request	Phone	New Account Request for Soyla Nunez-Blocker	3 - Medium
2017-06-15 09:18:21	Catalog Task	2017-06-15 15:38:08	06-2017	IMAC	Phone	Termination for Mark George	3 - Medium
2017-06-15 09:44:49	Catalog Task	2017-06-15 15:38:30	06-2017	IMAC	Phone	Termination for Thomas Green	3 - Medium
2017-06-15 09:56:56	Catalog Task	2017-06-15 15:38:59	06-2017	IMAC	Phone	Termination for Bradley Nault	3 - Medium
2017-06-15 10:14:33	Catalog Task	2017-06-15 15:39:24	06-2017	IMAC	Phone	Termination for Michael Gangloff	3 - Medium
2017-06-15 10:25:57	Catalog Task	2017-06-15 15:39:52	06-2017	IMAC	Phone	Termination for Troy Dabbondanza	3 - Medium
2017-06-15 12:07:09	Catalog Task	2017-06-15 15:40:20	06-2017	IMAC	Phone	Account Termination for Justin Burner	3 - Medium
2017-06-15 11:35:22	Catalog Task	2017-06-15 15:40:49	06-2017	IMAC	Phone	Account Termination for Elizabeth Humes	3 - Medium
2017-06-15 11:36:05	Catalog Task	2017-06-15 15:41:31	06-2017	IMAC	Phone	Termination for Jodi Goettemoeller	3 - Medium
2017-06-15 11:49:58	Catalog Task	2017-06-15 15:42:03	06-2017	IMAC	Phone	Account Termination for James "Skip" Franklin	3 - Medium
2017-06-15 12:19:15	Catalog Task	2017-06-15 15:42:27	06-2017	IMAC	Phone	Account Termination for Mike Blackman	3 - Medium
2017-06-15 12:12:39	Catalog Task	2017-06-15 15:42:59	06-2017	IMAC	Phone	Account Termination for Troy Trudo	3 - Medium
2017-06-15 09:40:03	Catalog Task	2017-06-16 11:25:25	06-2017	IMAC	Phone	KwikTag & ARM360 - Name change	3 - Medium
2017-06-16 09:57:28	Catalog Task	2017-06-16 11:27:30	06-2017	Access Request	Phone	New Account Request for Luis Mendez Santos	3 - Medium

Opened Date	Task type	Resolved|Closed	<mark>MONTH</mark>	Subcategory 2	Contact type	Short Description	Priority
2017-06-16 12:04:10	Incident	2017-06-16 12:49:20	06-2017	Other	Phone	Remote client cannot log into Citrix - "Cannot complete this Request"	3 - Medium
2017-06-15 15:40:02	Catalog Task	2017-06-16 15:48:34	06-2017	IMAC	Phone	Account Termination for Tiffany Collado	3 - Medium
2017-06-15 15:28:29	Catalog Task	2017-06-16 15:49:00	06-2017	IMAC	Phone	Account Termination for Amanda Carter	3 - Medium
2017-06-16 09:23:19	Catalog Task	2017-06-16 15:49:41	06-2017	IMAC	Phone	Termination for Derek Faust	3 - Medium
2017-06-16 14:21:36	Catalog Task	2017-06-16 15:50:15	06-2017	IMAC	Phone	Account Termination for Elizabeth Moff	3 - Medium
2017-05-23 12:27:36	Catalog Task	2017-06-19 15:34:36	06-2017	IMAC	Phone	CAIN - access request	3 - Medium
2017-06-15 17:11:04	Incident	2017-06-19 15:50:57	06-2017	Other	Phone	Fundbook - corrupt database	3 - Medium
2017-06-20 08:15:35	Incident	2017-06-20 08:33:14	06-2017	Other	Phone	PerfectLaw is not working this morning - "Unable to connect to Database" *URGENT Priority"	3 - Medium
2017-06-12 15:59:52	Incident	2017-06-20 09:12:54	06-2017	GIS	Email	Working in GIS mapping and use the streetview, Prompted to enable Java Scripts to see Google maps.	3 - Medium
2017-06-19 09:34:56	Incident	2017-06-21 08:50:14	06-2017	AIM	Phone	AIM Application - when logging in keeps recycling "Try Again"	3 - Medium
2017-06-21 10:07:02	Catalog Task	2017-06-21 10:43:20	06-2017	IMAC	Phone	Termination for Soyla Nunez-Blocker	3 - Medium
2017-06-22 09:40:34	Catalog Task	2017-06-22 15:56:57	06-2017	IMAC	Phone	Termination for Robert Farmer	3 - Medium
2017-06-22 08:50:16	Incident	2017-06-23 14:20:24	06-2017	Other	Phone	Alatec or EMS Manager Scheduling Application - cannot log in	3 - Medium
2017-06-23 13:13:29	Catalog Task	2017-06-23 15:41:57	06-2017	Access Request	Phone	New Account Request for Michelle Hockman	3 - Medium
2017-06-23 08:16:59	Incident	2017-06-23 15:50:06	06-2017	CountyWebsite	Phone	Web - Leegov.com is down	2 - High
2017-06-21 11:28:51	Incident	2017-06-26 07:02:26	06-2017	Other	Phone	install software for new user	5 - Minimal

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-23 15:38:03	Catalog Task	2017-06-26 09:11:06	06-2017	IMAC	Phone	Kwiktag - Access request - Robert Gibilisco	3 - Medium
2017-06-23 15:18:17	Catalog Task	2017-06-26 09:28:50	06-2017	IMAC	Phone	Provide Requested Service	3 - Medium
2017-06-20 07:03:18	Incident	2017-06-26 09:32:03	06-2017	Kwiktag	Phone	kwik	3 - Medium
2017-06-19 12:47:02	Catalog Task	2017-06-26 09:35:15	06-2017	Access Request	Phone	New Account Request for Danielle Varnadoe	3 - Medium
2017-06-21 19:31:15	Incident	2017-06-26 13:37:38	06-2017	Other	Email	Webinars - Admin Log in Error/Update	3 - Medium
2017-06-27 08:13:15	Incident	2017-06-27 08:58:24	06-2017	AIM	Phone	Password Reset / Unlock Account Unsuccessful	3 - Medium
2017-06-23 08:11:25	Incident	2017-06-27 10:24:53	06-2017	Other	Phone	Printer - printing backwards	3 - Medium
2017-06-21 11:46:42	Incident	2017-06-27 11:19:47	06-2017	Other	Phone	install software for new user	5 - Minimal
2017-06-13 07:35:56	Incident	2017-06-27 13:16:33	06-2017	GIS	Email	Can't print from ARC GIS	5 - Minimal
2017-06-26 11:23:45	Incident	2017-06-27 15:37:00	06-2017	Kwiktag	Email	KwikTag - file opening in tif and disappearing with an error message	3 - Medium
2017-06-27 12:24:04	Catalog Task	2017-06-27 15:48:53	06-2017	IMAC	Phone	kwiktag - Cannot access Folders	3 - Medium
2017-06-27 14:26:27	Catalog Task	2017-06-27 15:49:38	06-2017	IMAC	Phone	Kwiktag - Cannot Login	3 - Medium
2017-06-28 08:17:58	Catalog Task	2017-06-28 08:41:53	06-2017	IMAC	Phone	Termination for Patrick Storck	3 - Medium
2017-06-26 10:23:33	Catalog Task	2017-06-28 08:42:20	06-2017	IMAC	Phone	Termination for Marian Valles	3 - Medium
2017-06-26 10:12:20	Catalog Task	2017-06-28 08:42:42	06-2017	IMAC	Phone	Termination for Summer Gee	3 - Medium
2017-06-26 17:38:22	Catalog Task	2017-06-28 08:43:06	06-2017	IMAC	Phone	Account Termination for Moira Larkin	3 - Medium
2017-06-23 08:38:48	Catalog Task	2017-06-28 08:43:32	06-2017	IMAC	Phone	Termination for Adam Bradford	3 - Medium
2017-06-26 10:37:04	Catalog Task	2017-06-28 08:43:51	06-2017	IMAC	Phone	Termination for Constance Petryszak	3 - Medium
2017-06-27 11:38:01	Catalog Task	2017-06-28 09:02:17	06-2017	IMAC	Phone	AIM password reset	3 - Medium
2017-06-26 17:13:07	Incident	2017-06-28 12:51:27	06-2017	Other	Phone	Datalink - updates	3 - Medium
2017-06-21 12:03:48	Incident	2017-06-28 13:32:29	06-2017	Other	Email	Route Match - Error	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-22 14:40:38	Incident	2017-06-29 15:03:00	06-2017	Other	Email	LeeGROWS - Error	3 - Medium
2017-06-30 11:11:45	Catalog Task	2017-06-30 15:45:55	06-2017	IMAC	Phone	Account Termination for Jorge Calvar	3 - Medium
2017-06-30 11:51:54	Catalog Task	2017-06-30 15:47:31	06-2017	IMAC	Phone	Account Termination for Angel Cruz	3 - Medium
2017-06-30 08:00:03	Catalog Task	2017-06-30 15:48:19	06-2017	IMAC	Phone	Termination for Judith Raye	3 - Medium
2017-06-30 11:55:51	Catalog Task	2017-06-30 15:49:08	06-2017	IMAC	Phone	Account Termination for Anthony Backhurst	3 - Medium
2017-06-28 10:55:18	Incident	2017-07-05 08:49:07	07-2017	Tidemark	Email	Applications - Running Slow	3 - Medium
2017-06-19 08:40:41	Incident	2017-07-05 09:05:51	07-2017	GIS	Phone	GIS Arc Editor - asking to load java	3 - Medium
2017-06-22 15:16:26	Incident	2017-07-05 14:37:01	07-2017	Other	Email	Windows Installer - Pop Up	3 - Medium
2017-07-05 14:27:43	Incident	2017-07-05 14:42:49	07-2017	Other	Email	Service Now - Log In	3 - Medium
2017-06-27 11:31:04	Incident	2017-07-05 14:57:31	07-2017	Other	Phone	Running Visio - trying to 'save as a .pdf' - "Not have "Enough Memory"	3 - Medium
2017-06-13 10:16:17	Incident	2017-07-05 15:14:32	07-2017	Tidemark	Email	Tidemark - errors launching and unable to open case documents	3 - Medium
2017-06-02 15:26:49	Incident	2017-07-05 15:30:14	07-2017	Other	Email	LeeSpins - Unable to Load	3 - Medium
2017-06-28 11:55:12	Incident	2017-07-06 07:54:34	07-2017	Other	Phone	RouteMatch on computer DLL3NBZ8Z1	3 - Medium
2017-06-28 09:38:52	Incident	2017-07-07 08:42:04	07-2017	Other	Phone	Tidemark - unable to print	3 - Medium
2017-07-03 16:33:15	Incident	2017-07-07 12:26:30	07-2017	Other	Phone	Trying to install RouteMatch - getting Mismatch error.	3 - Medium
2017-07-07 12:06:15	Incident	2017-07-07 13:55:38	07-2017	Other	Email	Problem opening electronic link to document - bookmarks not showing	3 - Medium
2017-07-05 12:32:39	Catalog Task	2017-07-07 15:00:17	07-2017	IMAC	Phone	Natural Resources drawers deleted and I need access to the Library.	3 - Medium
2017-07-03 11:02:31	Catalog Task	2017-07-07 15:21:58	07-2017	IMAC	Phone	Termination account for Robyn Florio	3 - Medium
2017-07-06 17:33:51	Catalog Task	2017-07-07 15:22:24	07-2017	IMAC	Phone	Account Termination for Ellen Friewald	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-07-06 08:14:52	Catalog Task	2017-07-07 15:22:45	07-2017	IMAC	Phone	Termination for Gabner Alcime	3 - Medium
2017-07-10 12:33:07	Catalog Task	2017-07-10 13:22:21	07-2017	IMAC	Phone	NovusAGENDA - invalid token contact admin message	3 - Medium
2017-07-10 12:35:39	Catalog Task	2017-07-10 13:23:18	07-2017	Password Reset / Unlock	Phone	Password Reset / Unlock Account	3 - Medium
2017-07-11 08:43:14	Incident	2017-07-11 09:51:50	07-2017	SharePointInternet	Email	I get the working on it….. message when expanding the Annual project type.	3 - Medium
2017-07-07 15:22:33	Catalog Task	2017-07-11 13:44:07	07-2017	IMAC	Phone	Account Termination for Dawn Streeter	3 - Medium
2017-06-27 10:04:39	Catalog Task	2017-07-13 09:21:58	07-2017	Access Request	Phone	New Account Request for Alejandro Vargas	3 - Medium
2017-07-12 09:31:16	Catalog Task	2017-07-13 10:07:07	07-2017	IMAC	Phone	AIM Work Orders - access request	3 - Medium
2017-06-30 10:18:31	Catalog Task	2017-07-13 12:43:38	07-2017	IMAC	Phone	county website megamenu	3 - Medium
2017-07-13 13:39:05	Catalog Task	2017-07-14 09:06:58	07-2017	Access Request	Phone	New Account Request for Dana Taylor	3 - Medium
2017-06-19 09:39:14	Incident	2017-07-14 11:37:49	07-2017	Other	Email	JD Edwards Enterprise One - Need How-To 'Remove the reserve hold.'	3 - Medium
2017-07-13 16:55:51	Incident	2017-07-14 13:15:30	07-2017	Other	Email	AdobeConnect Webinar - Needs Connect Add-In	3 - Medium
2017-06-30 10:08:48	Catalog Task	2017-07-14 13:34:50	07-2017	IMAC	Phone	Library chatbot - changes	3 - Medium
2017-07-16 09:06:20	Incident	2017-07-16 09:10:01	07-2017	Other	Phone	LIMS - problems accessing the application in citrix	3 - Medium
2017-07-14 11:09:23	Incident	2017-07-18 08:05:09	07-2017	Other	Phone	Labsworks did not update	5 - Minimal
2017-07-18 08:19:20	Incident	2017-07-18 09:13:26	07-2017	Kronos	Phone	Change in Kronos	3 - Medium
2017-07-18 08:32:52	Incident	2017-07-18 09:26:21	07-2017	Kronos	Phone	Trouble with Kronos	3 - Medium
2017-07-18 08:10:32	Incident	2017-07-18 10:00:05	07-2017	Kronos	Phone	Kronos - employees will not populate	3 - Medium
2017-07-14 09:10:01	Incident	2017-07-18 11:54:17	07-2017	Kwiktag	Phone	I'm receiving this error today when I try to send documents to Kwiktag.	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-07-18 09:17:44	Incident	2017-07-18 15:22:23	07-2017	Kronos	Email	Can't run Kronos - Getting Java Plug-In message	3 - Medium
2017-07-17 16:38:57	Incident	2017-07-19 10:00:53	07-2017	Other	Phone	Greenshot Application - is locking up	3 - Medium
2017-07-18 08:33:19	Incident	2017-07-19 10:06:15	07-2017	Other	Phone	Can you please come to LCDAS I have two computers one computer ACO not able to access chameleon or sign in and the second computer appears not to have Chameleon	5 - Minimal
2017-07-17 15:54:44	Catalog Task	2017-07-19 15:15:12	07-2017	IMAC	Phone	Kronos Access - Jennifer Perry	3 - Medium
2017-07-19 11:06:11	Catalog Task	2017-07-19 15:59:13	07-2017	IMAC	Phone	Account Termination for Jacqueline Lilley-McCammon	3 - Medium
2017-07-17 15:30:29	Catalog Task	2017-07-19 15:59:38	07-2017	IMAC	Phone	Account Termination for Summer Gee	3 - Medium
2017-07-13 08:08:17	Catalog Task	2017-07-19 16:00:43	07-2017	IMAC	Phone	Account Termination for Jerry Camp	3 - Medium
2017-07-13 13:15:18	Catalog Task	2017-07-19 16:01:08	07-2017	IMAC	Phone	Termination for Patrick Lash	3 - Medium
2017-07-17 13:01:33	Catalog Task	2017-07-19 16:01:36	07-2017	IMAC	Phone	Account Termination for Iman Zekri	3 - Medium
2017-07-14 11:04:39	Incident	2017-07-20 09:37:27	07-2017	Kwiktag	Phone	Kwiktag - Department Information not showing	3 - Medium
2017-07-18 08:46:29	Incident	2017-07-20 09:46:12	07-2017	Kronos	Phone	Kronos Application - Employee list not filling in	3 - Medium
2017-07-20 11:06:42	Incident	2017-07-20 13:38:34	07-2017	Web	Email	Webconnect - cannot access	3 - Medium
2017-07-18 11:37:40	Incident	2017-07-20 13:46:21	07-2017	Web	Phone	Website Directory - Employees in wrong department	3 - Medium
2017-07-19 11:54:11	Catalog Task	2017-07-20 13:55:45	07-2017	Access Request	Phone	New Account Request for Kathleen Dougherty	3 - Medium
2017-07-19 18:25:37	Incident	2017-07-20 15:45:25	07-2017	Other	Email	ABC mouse shortcut icon on kids internet computers (5662-5663) [pfCase:394100, pfTicket:5398403]	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-07-20 20:56:04	Incident	2017-07-21 10:43:13	07-2017	Other	Email	RecTrac Computer - Installer Pop Up	3 - Medium
2017-07-20 06:57:57	Catalog Task	2017-07-21 14:43:27	07-2017	Password Reset / Unlock	Phone	Kronos - Account Credentials for Julie Bensel	3 - Medium
2017-07-24 09:06:20	Incident	2017-07-24 09:11:04	07-2017	Other	Phone	Cisco AnyConnect VPN - Not showing in Taskbar	3 - Medium
2017-07-24 14:33:08	Incident	2017-07-24 16:31:39	07-2017	Other	Email	E1 Issues	3 - Medium
2017-07-24 14:24:42	Incident	2017-07-25 07:56:55	07-2017	Other	Email	E1 - Unable to log in	3 - Medium
2017-07-24 14:22:31	Incident	2017-07-25 11:23:02	07-2017	Other	Email	E1 - Issues with new version	3 - Medium
2017-07-24 14:11:43	Catalog Task	2017-07-25 15:34:40	07-2017	IMAC	Phone	Account Termination for Dana Taylor	3 - Medium
2017-07-24 15:04:58	Catalog Task	2017-07-25 15:35:03	07-2017	IMAC	Phone	Account Termination for Wayne Bartz	3 - Medium
2017-07-24 15:13:05	Catalog Task	2017-07-25 15:35:30	07-2017	IMAC	Phone	Account Termination for James Hall	3 - Medium
2017-07-24 13:38:00	Incident	2017-07-25 15:45:50	07-2017	Other	Phone	Enterprise One 'E1' - calling about a known issue with E1 and Office 2016	3 - Medium
2017-07-17 12:15:40	Catalog Task	2017-07-25 16:02:16	07-2017	Access Request	Phone	New Account Request for Darren Breese	3 - Medium
2017-07-18 15:34:23	Catalog Task	2017-07-25 16:25:37	07-2017	IMAC	Phone	Access Request for AIM	3 - Medium
2017-06-29 17:48:33	Catalog Task	2017-07-25 16:28:39	07-2017	IMAC	Phone	KwikTags - Geoff Thomas	3 - Medium
2017-07-21 16:30:09	Catalog Task	2017-07-25 16:42:16	07-2017	IMAC	Phone	Request new account for AiM Asset Works (Facility MAX) program	3 - Medium
2017-07-25 07:57:38	Incident	2017-07-26 08:21:21	07-2017	Other	Phone	e1 - Cant sign on	3 - Medium
2017-07-19 11:22:04	Incident	2017-07-26 08:22:31	07-2017	Tidemark	Phone	Tidemark - will not open in Citrix	3 - Medium
2017-07-25 08:58:22	Incident	2017-07-26 09:35:21	07-2017	Other	Phone	JD Edwards E1 - Upgrade information	3 - Medium
2017-06-09 10:12:08	Catalog Task	2017-07-26 13:04:31	07-2017	Access Request	Phone	Please list all drawers for this user: Please mirror all drawers that Alise Flanjack uses.	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-07-24 07:59:08	Incident	2017-07-26 13:29:15	07-2017	Other	Phone	RecTrac - cant access household	3 - Medium
2017-07-19 07:29:19	Incident	2017-07-26 13:31:43	07-2017	Other	Phone	RecTrac Response	3 - Medium
2017-07-21 06:55:54	Catalog Task	2017-07-27 11:06:29	07-2017	Password Reset / Unlock	Phone	Password Reset / Unlock Account	3 - Medium
2017-07-24 14:56:00	Catalog Task	2017-07-27 13:51:35	07-2017	IMAC	Phone	Library Public Website - edit access request	3 - Medium
2017-07-25 09:45:53	Catalog Task	2017-07-27 13:52:37	07-2017	IMAC	Phone	Access for Kathleen Dougherty	3 - Medium
2017-05-01 10:38:26	Catalog Task	2017-07-27 14:04:48	07-2017	IMAC	Phone	changes to lee website - KB000010416	3 - Medium
2017-07-27 11:09:13	Incident	2017-07-27 14:48:16	07-2017	Other	Phone	JDEwards Application Froze - Now getting: "Record Locked by User"	3 - Medium
2017-07-27 17:17:46	Incident	2017-07-27 17:22:23	07-2017	Other	Phone	Citrix Issue - Mr. Covert was unable to log into Citrix from home	3 - Medium
2017-07-27 14:13:42	Incident	2017-07-28 09:52:36	07-2017	Other	Phone	Polaris and Polaris Web Application - having intermittent connection issues	3 - Medium
2017-07-27 13:28:53	Incident	2017-07-28 10:00:33	07-2017	Other	Phone	Circulation functions in Polaris	3 - Medium
2017-07-20 12:42:40	Incident	2017-07-28 10:12:21	07-2017	Kronos	Phone	Trying to Access Kronos from iPhone	3 - Medium
2017-07-25 08:54:05	Incident	2017-07-28 12:04:25	07-2017	Tidemark	Phone	Tidemark (in Citrix) - "Cannot start this Application"	3 - Medium
2017-07-26 08:55:11	Incident	2017-07-28 12:28:18	07-2017	Other	Email	E1 - ActiveX Control for Media Objects	3 - Medium
2017-07-26 10:56:42	Catalog Task	2017-07-28 16:02:16	07-2017	IMAC	Phone	Account Termination for Tony Bullock	3 - Medium
2017-07-27 08:39:09	Catalog Task	2017-07-28 16:02:51	07-2017	IMAC	Phone	Termination for Janet Quinn	3 - Medium
2017-07-27 17:29:21	Catalog Task	2017-07-28 16:03:16	07-2017	IMAC	Phone	Account Termination for Howard Spratlin	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-07-27 11:59:22	Catalog Task	2017-07-28 16:04:02	07-2017	IMAC	Phone	Termination for Erika Doupe	3 - Medium
2017-07-27 12:02:50	Catalog Task	2017-07-28 16:04:26	07-2017	IMAC	Phone	Account Termination for Anthony Palermo	3 - Medium
2017-07-27 12:17:59	Incident	2017-07-31 07:34:45	07-2017	Other	Phone	E1- Ticket Created	3 - Medium
2017-07-27 16:40:37	Incident	2017-07-31 09:35:19	07-2017	Other	Self-service	E1 9.2 not working	3 - Medium
2017-07-03 09:40:22	Incident	2017-08-01 09:42:20	08-2017	Kwiktag	Email	KwikTag - Daily Dispatch Reports Drawer	3 - Medium
2017-07-28 16:29:25	Incident	2017-08-01 11:39:26	08-2017	Other	Phone	JD Edwards Sign In error: "An unknown JAS sign in error occurred. "	3 - Medium
2017-07-12 15:43:43	Incident	2017-08-02 07:46:55	08-2017	Access	Phone	Access 2016 - unable to edit part of database: Sources.mdb.	3 - Medium
2017-08-01 14:57:23	Incident	2017-08-02 09:06:03	08-2017	Other	Email	Problem Loading Google Chrome - onto Code Enforcement Laptop.	3 - Medium
2017-07-18 09:04:30	Catalog Task	2017-08-02 09:46:16	08-2017	Access Request	Phone	New Account Request for Casey Marika	3 - Medium
2017-08-01 13:23:20	Incident	2017-08-02 10:29:34	08-2017	Other	Email	Tidemark Printing Error - Advantage .exe application error.	3 - Medium
2017-07-24 12:10:13	Catalog Task	2017-08-02 11:50:04	08-2017	Access Request	Phone	AiM - access	3 - Medium
2017-07-25 15:06:02	Catalog Task	2017-08-02 11:52:53	08-2017	Access Request	Phone	Modify for Raysa Rodruguez - Apps	3 - Medium
2017-08-02 11:37:35	Catalog Task	2017-08-02 16:02:28	08-2017	IMAC	Phone	Account Termination for Kathryn Ball (BALLKP)	3 - Medium
2017-08-02 14:30:55	Catalog Task	2017-08-02 16:03:04	08-2017	IMAC	Phone	Termination for Patricia Arnold	3 - Medium
2017-07-31 17:29:01	Catalog Task	2017-08-03 11:00:28	08-2017	Access Request	Phone	Existing User, Access Request - Schilling, Dora M	3 - Medium
2017-08-02 12:04:32	Incident	2017-08-04 13:20:32	08-2017	Other	Phone	Cant print in adobe reader	3 - Medium
2017-07-25 12:23:19	Incident	2017-08-04 13:21:55	08-2017	Other	Email	JD Edwards issue	3 - Medium
2017-08-03 16:05:43	Catalog Task	2017-08-04 14:17:22	08-2017	IMAC	Phone	Account Termination for Stefan Barnickel	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-08-02 15:59:25	Catalog Task	2017-08-04 14:17:45	08-2017	IMAC	Phone	Account Termination for David Mason	3 - Medium
2017-08-03 14:56:48	Catalog Task	2017-08-04 14:21:36	08-2017	IMAC	Phone	Account Termination for Michelle K. Leute	3 - Medium
2017-08-04 17:24:54	Incident	2017-08-04 17:27:14	08-2017	AccessDatabases	Phone	Test	3 - Medium
2017-08-04 15:32:37	Incident	2017-08-07 07:53:39	08-2017	Crystal	Email	: E1 order attachments	3 - Medium
2017-07-27 17:14:22	Incident	2017-08-07 10:40:44	08-2017	Web	Email	Works - Locked	3 - Medium
2017-08-03 10:11:32	Catalog Task	2017-08-08 09:34:26	08-2017	IMAC	Phone	Redirect request	3 - Medium
2017-08-02 14:38:40	Incident	2017-08-09 07:49:42	08-2017	Other	Self-service	Fix Windows Media Player for Francis.	3 - Medium
2016-12-16 14:53:51	Catalog Task	2017-08-09 08:24:46	08-2017	IMAC	Phone	Create an Access database for Richard Kolk 239-533-8147.	3 - Medium
2017-08-08 15:37:50	Incident	2017-08-09 09:28:48	08-2017	Kwiktag	Phone	Daily work is Scanned - but when pulling up the Scan it shows '0' Pages. **HIGH Priority**	3 - Medium
2017-08-04 16:46:43	Incident	2017-08-09 10:18:44	08-2017	Tidemark	Phone	Donna's Tidemark Advantage 3.5 has disappeared	3 - Medium
2017-06-14 13:55:00	Incident	2017-08-09 10:30:22	08-2017	Web	Email	LeeGov - Submit Button not Submitting	3 - Medium
2017-08-02 10:38:06	Catalog Task	2017-08-09 11:56:04	08-2017	Access Request	Phone	New Account Request for Debra Dupree	3 - Medium
2017-07-12 10:22:57	Incident	2017-08-09 15:09:15	08-2017	Other	Email	VPN not working - in maintenance office	3 - Medium
2017-08-08 09:22:11	Incident	2017-08-09 15:14:32	08-2017	Kwiktag	Email	KwikTag scanning issue	3 - Medium
2017-08-01 12:28:33	Incident	2017-08-09 15:34:41	08-2017	Web	Email	Webconnect - classes are not sending notification	3 - Medium
2017-08-08 15:14:33	Incident	2017-08-09 16:51:29	08-2017	Kwiktag	Self-service	Kwiktag not showing uploaded files	3 - Medium
2017-08-11 07:32:56	Catalog Task	2017-08-11 08:58:46	08-2017	Password Reset / Unlock	Phone	Kronos - Account Disabled - 85420	3 - Medium
2017-08-09 09:38:50	Incident	2017-08-11 08:59:45	08-2017	SharePointInternet	Phone	Sharepoint - PDF uploads	3 - Medium
2017-08-11 07:11:50	Incident	2017-08-11 09:40:56	08-2017	Other	Phone	Home Page is Missing - URGENT	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-02-08 09:52:27	Incident	2017-08-11 09:45:38	08-2017	Other	Email	eConnect - search tool not working for customers	3 - Medium
2017-08-07 12:37:06	Incident	2017-08-11 09:49:42	08-2017	N/A	Email	Error message trying to Upload a specific PDF in E1	3 - Medium
2017-07-17 11:10:26	Incident	2017-08-11 09:51:58	08-2017	Other	Email	SiteImprove - problem with potential misspellings	3 - Medium
2017-08-01 12:24:59	Incident	2017-08-11 09:54:08	08-2017	Tidemark	Email	Tidemark - stops and then requires password	3 - Medium
2017-08-08 16:37:35	Catalog Task	2017-08-11 10:28:36	08-2017	IMAC	Phone	Account Termination for Junco Nelson	3 - Medium
2017-08-07 14:13:34	Catalog Task	2017-08-11 10:29:14	08-2017	IMAC	Phone	Account Termination for Mario Curiel	3 - Medium
2017-07-19 09:11:59	Catalog Task	2017-08-11 15:30:32	08-2017	IMAC	Phone	KwikTag - update/change access to drawers	3 - Medium
2017-08-11 13:45:46	Incident	2017-08-11 16:35:42	08-2017	AIM	Phone	Signing into AIM - "Incorrect User name and Password"	3 - Medium
2017-08-07 13:45:35	Incident	2017-08-15 11:19:35	08-2017	Other	Phone	JDE - unable to complete journaling	3 - Medium
2017-08-14 11:03:53	Incident	2017-08-15 13:19:16	08-2017	Other	Phone	Application - Error when creating Case **ATTACHMENT**	3 - Medium
2017-08-14 11:07:34	Catalog Task	2017-08-15 13:41:02	08-2017	IMAC	Phone	Account Termination for Amy Murphy	3 - Medium
2017-08-15 11:21:10	Catalog Task	2017-08-15 13:41:39	08-2017	IMAC	Phone	Account Termination for Tyler Busbee	3 - Medium
2017-08-14 10:51:26	Catalog Task	2017-08-15 13:41:59	08-2017	IMAC	Phone	Account Termination for Michael Nemetz	3 - Medium
2017-08-14 10:56:43	Catalog Task	2017-08-15 13:42:20	08-2017	IMAC	Phone	Account Termination for Randal Goist	3 - Medium
2017-08-11 12:55:10	Catalog Task	2017-08-15 13:42:48	08-2017	IMAC	Phone	Account Termination for Tecia Burrison	3 - Medium
2017-08-15 11:12:45	Catalog Task	2017-08-15 13:43:12	08-2017	IMAC	Phone	Account Termination for Leanne Olson	3 - Medium
2017-08-08 12:19:04	Catalog Task	2017-08-15 14:08:01	08-2017	Password Reset / Unlock	Phone	AiM - Password Reset / Unlock Account	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-08-07 14:58:38	Catalog Task	2017-08-16 09:22:41	08-2017	IMAC	Phone	kwiktag - export to excel ***STATUS UPDATE*** Please Contact Mr. Schmid	3 - Medium
2017-08-15 14:51:20	Catalog Task	2017-08-16 10:29:24	08-2017	IMAC	Phone	Sharepoint - Library Hours Tracking spreadsheet under the Actions tab, need open with Windows Explorer restored	3 - Medium
2017-08-14 11:25:14	Catalog Task	2017-08-16 11:49:15	08-2017	IMAC	Phone	AIM - unable to log on	3 - Medium
2017-07-24 06:18:00	Incident	2017-08-16 13:39:35	08-2017	Other	Phone	IMMS - Issues	5 - Minimal
2017-08-15 12:54:00	Incident	2017-08-16 15:28:32	08-2017	Other	Email	JD Edwards login issue	3 - Medium
2017-08-17 07:50:44	Incident	2017-08-17 07:55:07	08-2017	Other	Phone	install Data Link on William Burdick computer	5 - Minimal
2017-04-03 17:15:36	Incident	2017-08-17 09:23:19	08-2017	Other	Phone	Polaris - down	3 - Medium
2017-08-17 09:26:19	Catalog Task	2017-08-17 15:39:30	08-2017	IMAC	Phone	Termination for Ronald Derouin	3 - Medium
2017-08-17 11:40:51	Catalog Task	2017-08-17 15:40:11	08-2017	IMAC	Phone	Termination for Clayton Montgomery	3 - Medium
2017-08-15 14:22:31	Incident	2017-08-18 09:07:47	08-2017	Kwiktag	Email	Kwiktag - Pop-up Issue	3 - Medium
2017-08-17 09:20:14	Incident	2017-08-18 11:45:28	08-2017	Web	Phone	VLC Media Player	3 - Medium
2017-08-14 15:31:09	Incident	2017-08-18 14:26:19	08-2017	Other	Phone	Tresspass Database - Error	3 - Medium
2017-07-27 16:05:07	Incident	2017-08-18 14:27:25	08-2017	Other	Email	Trespass Database	3 - Medium
2017-08-18 11:31:38	Catalog Task	2017-08-18 15:46:25	08-2017	IMAC	Phone	Termination for Thomas Hutchinson	3 - Medium
2017-08-18 08:06:28	Catalog Task	2017-08-18 15:46:50	08-2017	IMAC	Phone	Termination for Kenyc McCoy	3 - Medium
2017-08-18 11:15:42	Catalog Task	2017-08-18 15:47:12	08-2017	IMAC	Phone	Termination for Joshua Bazara	3 - Medium
2017-08-18 13:47:04	Incident	2017-08-18 16:00:25	08-2017	Other	Email	Citrix - not working on i-pad	3 - Medium
2017-08-17 11:21:28	Incident	2017-08-18 20:02:54	08-2017	Other	Email	Envisionware server is down.	3 - Medium
2017-08-15 12:50:31	Catalog Task	2017-08-21 11:12:32	08-2017	Access Request	Phone	New Account Request for Thomas Derathe	3 - Medium
2017-08-16 14:26:15	Catalog Task	2017-08-21 11:18:43	08-2017	Access Request	Phone	New Account Request for MARY KAY DITCH	3 - Medium
2017-08-21 12:30:22	Incident	2017-08-21 13:01:22	08-2017	AccessDatabases	Email	Access 2003 vs.2007	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-08-21 17:59:45	Catalog Task	2017-08-23 09:15:31	08-2017	IMAC	Phone	Account Termination for Sarah N. Mirabal	3 - Medium
2017-08-21 09:35:27	Catalog Task	2017-08-23 09:15:48	08-2017	IMAC	Phone	Account Termination for Julia Dombrowski	3 - Medium
2017-08-21 15:47:40	Catalog Task	2017-08-23 09:16:13	08-2017	IMAC	Phone	Account Termination for John Spitzer	3 - Medium
2017-08-23 08:29:15	Catalog Task	2017-08-23 09:16:41	08-2017	IMAC	Phone	Account Termination for Marcos Godoy	3 - Medium
2017-08-21 16:31:30	Incident	2017-08-23 11:57:02	08-2017	Other	Email	Express Scribe Transcription software problems with pedals	3 - Medium
2017-08-23 09:37:06	Incident	2017-08-23 11:59:52	08-2017	Other	Phone	Business Manager	3 - Medium
2017-08-24 07:11:16	Incident	2017-08-24 07:20:35	08-2017	Other	Phone	Firewall notification	3 - Medium
2017-08-23 09:44:15	Incident	2017-08-24 13:35:38	08-2017	Database	Phone	geeting error on Data link	5 - Minimal
2017-08-23 09:05:02	Incident	2017-08-24 13:37:16	08-2017	Other	Email	Data link - ODBC Login pops up	3 - Medium
2017-08-14 10:41:17	Incident	2017-08-24 13:57:05	08-2017	Other	Self-service	Sched21 will not open on Hunter's new computer.	3 - Medium
2017-08-23 09:46:39	Incident	2017-08-24 14:20:36	08-2017	Kronos	Phone	Kronos - Locking up when trying to submit a leave request	3 - Medium
2017-08-17 10:17:51	Catalog Task	2017-08-24 16:19:43	08-2017	IMAC	Phone	Kiwktag access	3 - Medium
2017-08-18 15:49:41	Catalog Task	2017-08-24 16:29:26	08-2017	IMAC	Phone	Update KwikTag access	3 - Medium
2017-08-21 10:58:24	Catalog Task	2017-08-24 16:33:17	08-2017	IMAC	Phone	Kwiktag Drawer Access	3 - Medium
2017-08-15 09:05:08	Incident	2017-08-25 11:49:48	08-2017	Other	Email	Quickbooks Error - "Quickbooks has reached the maximum number of unregistered Hour."	3 - Medium
2017-06-02 11:24:53	Incident	2017-08-25 13:55:47	08-2017	Other	Email	Quickbooks is not working through Citrix. Keep receiving an error when trying to load.	3 - Medium
2017-08-24 16:11:30	Catalog Task	2017-08-25 15:03:27	08-2017	IMAC	Phone	Security Disable Request for Corey Ouellette	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-08-25 10:16:52	Catalog Task	2017-08-25 15:03:52	08-2017	IMAC	Phone	Account Termination for Idolkis Macaya	3 - Medium
2017-08-24 14:15:31	Catalog Task	2017-08-25 15:04:15	08-2017	IMAC	Phone	Account Termination Raymond Woods	3 - Medium
2017-08-24 18:01:10	Catalog Task	2017-08-25 15:04:38	08-2017	IMAC	Phone	Account Termination Olivia Webber	3 - Medium
2017-08-25 11:14:09	Catalog Task	2017-08-25 15:05:08	08-2017	IMAC	Phone	Account Termination for Lizenie Meza	3 - Medium
2017-08-21 15:31:09	Catalog Task	2017-08-28 09:14:53	08-2017	IMAC	Phone	Provide Requested Service	3 - Medium
2017-08-25 09:20:24	Incident	2017-08-28 12:13:07	08-2017	Other	Phone	please install video camera software	5 - Minimal
2017-08-29 07:38:43	Incident	2017-08-29 07:42:08	08-2017	Other	Phone	install software for Doctors	5 - Minimal
2017-08-23 10:22:58	Incident	2017-08-29 10:27:04	08-2017	Kwiktag	Phone	Office Doks - print function no longer getting to import folder on server	3 - Medium
2017-08-16 10:27:30	Incident	2017-08-29 10:53:11	08-2017	Other	Email	Trespass - the "New Trespass" does reappear after saving the previous data	3 - Medium
2017-08-11 10:06:14	Incident	2017-08-29 11:25:04	08-2017	Access	Phone	Access Database	3 - Medium
2017-08-28 15:20:25	Catalog Task	2017-08-30 11:48:18	08-2017	IMAC	Phone	Account Termination for Gabriel Mitchell	3 - Medium
2017-08-28 11:03:24	Catalog Task	2017-08-30 11:48:41	08-2017	IMAC	Phone	Account Termination for Ronald Evans	3 - Medium
2017-08-24 16:28:29	Catalog Task	2017-08-31 09:43:44	08-2017	Access Request	Phone	(8/2/17) Modify Request for Lynn St Amant	3 - Medium
2017-08-31 07:33:27	Catalog Task	2017-08-31 09:51:01	08-2017	IMAC	Phone	Contact Updater - Create Super User	3 - Medium
2017-08-15 10:23:02	Incident	2017-08-31 13:18:00	08-2017	Other	Email	E1 - Unable to view items attached to entries during a GL Inquiry	3 - Medium
2017-08-29 08:25:13	Incident	2017-08-31 15:44:43	08-2017	Other	Self-service	RouteMatch locks up after exporting reports.	3 - Medium
2017-08-01 18:41:16	Catalog Task	2017-09-01 09:12:41	09-2017	IMAC	Phone	Sharepoint - Access	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-09-01 09:41:35	Incident	2017-09-01 13:48:31	09-2017	Kronos	Email	kronos - will not open due to java issue	3 - Medium
2017-09-04 10:42:47	Incident	2017-09-04 12:40:10	09-2017	Kronos	Phone	Kronos - database offline - Ongoing issue from the weekend	2 - High
2017-08-31 08:20:35	Catalog Task	2017-09-05 15:58:39	09-2017	IMAC	Phone	Account Termination for Kelley Schaefer	3 - Medium
2017-09-05 07:15:19	Catalog Task	2017-09-05 15:59:15	09-2017	IMAC	Phone	Termination for Josiah Arizmendi	3 - Medium
2017-09-06 09:14:52	Incident	2017-09-06 09:18:06	09-2017	Other	Phone	Data Link is getting an error message	5 - Minimal
2017-08-31 17:26:01	Incident	2017-09-06 13:03:29	09-2017	Other	Phone	Client has to Edit many Pictures - Since Office 2016 that function Missing	3 - Medium
2017-09-18 09:09:37	Incident	2017-09-18 11:13:15	09-2017	Other	Phone	PERMITTING ERROR MESSAGE	3 - Medium
2017-09-06 13:52:03	Incident	2017-09-18 13:56:06	09-2017	Other	Email	Application DataLink - getting error Message.	3 - Medium
2017-08-14 16:34:55	Incident	2017-09-18 15:58:31	09-2017	N/A	Email	Intranet - Persistent login box	3 - Medium
2017-09-19 12:44:55	Incident	2017-09-19 14:28:13	09-2017	Other	Email	Security camera not working	3 - Medium
2017-09-13 08:06:13	Catalog Task	2017-09-19 15:39:27	09-2017	IMAC	Phone	Account Termination for Sherri Malkinson	3 - Medium
2017-09-07 12:14:22	Catalog Task	2017-09-19 15:39:55	09-2017	IMAC	Phone	Account Termination for Christopher Schardt	3 - Medium
2017-09-18 17:00:01	Catalog Task	2017-09-19 15:40:21	09-2017	IMAC	Phone	Account Termination for Stephen G. Johnson	3 - Medium
2017-09-18 13:48:59	Catalog Task	2017-09-19 15:40:50	09-2017	IMAC	Phone	Account Termination for Bobby Flournah Jr	3 - Medium
2017-09-07 12:24:18	Catalog Task	2017-09-19 15:41:44	09-2017	IMAC	Phone	Account Termination for Jeffery Halcomb	3 - Medium
2017-09-19 08:25:42	Catalog Task	2017-09-19 15:42:16	09-2017	IMAC	Phone	Termination for Terri Crawford	3 - Medium
2017-09-19 13:47:36	Catalog Task	2017-09-19 15:51:28	09-2017	IMAC	Phone	Account Termination for Elaine Weissborn	3 - Medium
2017-09-19 13:52:53	Catalog Task	2017-09-19 15:51:56	09-2017	IMAC	Phone	Account Termination for Janet Calkins	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-09-19 14:42:53	Catalog Task	2017-09-19 15:52:24	09-2017	IMAC	Phone	Termination for Kyle Waltemyer	3 - Medium
2017-09-18 14:08:08	Incident	2017-09-20 14:27:15	09-2017	Other	Phone	activeX error in E1 (oracle)	3 - Medium
2017-09-18 09:15:21	Incident	2017-09-21 09:33:22	09-2017	Tidemark	Email	Tidemark csv error - Error creating "c:\tidemarkcvs\tmcase.cvs"	3 - Medium
2017-08-29 15:36:37	Catalog Task	2017-09-21 10:32:24	09-2017	Access Request	Phone	(9/14/17) Re-Hire Account Request for Chelsea A Pigott	3 - Medium
2017-08-29 11:35:49	Incident	2017-09-22 09:09:08	09-2017	Other	Phone	Lee County Citrix - unable to log onto.	3 - Medium
2017-09-20 09:40:49	Catalog Task	2017-09-22 15:52:20	09-2017	IMAC	Phone	Account Termination for Matthew Friedman	3 - Medium
2017-09-21 10:12:09	Catalog Task	2017-09-22 15:52:50	09-2017	IMAC	Phone	Termination for Andrew Hallihan	3 - Medium
2017-09-22 16:30:41	Incident	2017-09-23 15:21:36	09-2017	Kronos	Phone	Kronos Issue - getting Error Msgs. which prevent getting to Employees Time	3 - Medium
2017-09-25 10:23:49	Incident	2017-09-25 14:52:48	09-2017	Other	Email	ePLAN computer issues - Open Form Error	3 - Medium
2017-09-25 09:42:17	Incident	2017-09-25 14:55:05	09-2017	Tidemark	Phone	Computer - locked up and booted user - now unable to access application	3 - Medium
2017-08-18 09:35:00	Incident	2017-09-26 13:07:51	09-2017	Other	Phone	Logger Net - Unable to log inm	3 - Medium
2017-09-23 17:13:00	Incident	2017-09-27 08:30:33	09-2017	Other	Phone	Polaris - crashing	3 - Medium
2017-09-28 07:07:51	Incident	2017-09-28 08:55:19	09-2017	Kwiktag	Phone	Kwiktag - connectivity	5 - Minimal
2017-09-22 08:49:15	Incident	2017-09-28 09:48:32	09-2017	Other	Email	Cannot Access Neogov - from Station 9558	3 - Medium
2017-09-22 15:47:58	Incident	2017-09-29 08:20:30	09-2017	Other	Phone	E-plan suddenly freezes, loses all work - happening too Often	3 - Medium
2017-08-29 15:54:56	Catalog Task	2017-09-29 08:58:54	09-2017	Access Request	Phone	(8/31/17) New Account Request for Claudia Roncoroni	3 - Medium
2017-09-28 11:21:41	Catalog Task	2017-09-29 09:52:48	09-2017	IMAC	Phone	Account Termination for Shane Bergmark	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-09-27 08:10:38	Catalog Task	2017-09-29 09:53:23	09-2017	IMAC	Phone	Account Termination for Danny Lockard	3 - Medium
2017-09-25 12:41:04	Catalog Task	2017-09-29 09:53:56	09-2017	IMAC	Phone	Account Termination for Cheryl Ann Miller	3 - Medium
2017-09-28 14:05:57	Catalog Task	2017-09-29 09:54:20	09-2017	IMAC	Phone	Account Termination for Arghero Koumparakis	3 - Medium
2017-09-28 15:10:12	Catalog Task	2017-09-29 09:54:45	09-2017	IMAC	Phone	Account Termination for Juliana Silva	3 - Medium
2017-09-28 10:31:39	Incident	2017-09-29 13:47:13	09-2017	Tidemark	Phone	New Employee does not have Tidemark installed for her FAX'es to come into	3 - Medium
2017-09-20 15:11:57	Catalog Task	2017-09-29 14:30:30	09-2017	IMAC	Phone	AIM Account - password reset	3 - Medium
2017-08-31 12:39:31	Catalog Task	2017-09-29 14:51:50	09-2017	Access Request	Phone	Existing User, Access Request - Thompson, Josh	3 - Medium
2017-09-18 16:04:15	Catalog Task	2017-09-29 14:58:28	09-2017	IMAC	Phone	Kwiktag - Account creation for Laurie Victory	3 - Medium
2017-09-28 12:09:22	Catalog Task	2017-09-29 14:59:18	09-2017	Access Request	Phone	New Account Request for Jessy Zukaitis	3 - Medium
2017-09-21 13:35:37	Catalog Task	2017-09-29 15:00:13	09-2017	Access Request	Phone	New Account Request for Zena Hamilton	3 - Medium
2017-03-21 11:17:29	Incident	2017-09-29 16:35:41	09-2017	Other	Phone	please add Fax to email option to our Printer SW-Q01-SAVINC4040	5 - Minimal
2017-09-28 18:04:53	Catalog Task	2017-10-02 11:21:49	10-2017	IMAC	Phone	Please assist Cindy Carter with her AIM logon credentials	3 - Medium
2017-10-02 08:46:34	Incident	2017-10-03 10:29:19	10-2017	Other	Phone	Cannot log into Polaris - Talking Books Library	3 - Medium
2017-10-02 11:54:32	Incident	2017-10-03 10:30:21	10-2017	Other	Phone	Polaris - Sign in issue	3 - Medium
2017-10-02 08:44:49	Incident	2017-10-03 11:51:29	10-2017	Other	Self-service	Polaris did not update. Giving error message.	3 - Medium
2017-10-02 12:13:03	Incident	2017-10-03 11:58:26	10-2017	Other	Email	Unable to log into Polaris - NF Station 7535	3 - Medium
2017-09-28 16:09:19	Incident	2017-10-03 12:03:03	10-2017	Other	Phone	Polaris - Unable to Access On One Specific Computer	3 - Medium
2017-09-29 19:59:40	Incident	2017-10-04 08:31:08	10-2017	Other	Phone	Citrix - error	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-02 12:38:04	Incident	2017-10-04 11:56:48	10-2017	Other	Email	Library 'Pacs' - little Icons are missing	3 - Medium
2017-10-02 12:15:10	Catalog Task	2017-10-06 10:23:17	10-2017	Access Request	Phone	New Account Request for Paola Trejos	3 - Medium
2017-10-03 10:52:35	Catalog Task	2017-10-06 10:28:59	10-2017	Access Request	Phone	New Account Request for John R Meyer	3 - Medium
2017-10-05 08:22:45	Catalog Task	2017-10-06 11:14:54	10-2017	IMAC	Phone	Kwiktag - Expand access for "SLANEFJ"	3 - Medium
2017-10-02 13:56:01	Catalog Task	2017-10-06 11:21:38	10-2017	IMAC	Phone	Account Termination for Keri Perkins	3 - Medium
2017-10-02 09:58:14	Catalog Task	2017-10-06 11:22:06	10-2017	IMAC	Phone	Account Termination for James McFee	3 - Medium
2017-10-02 12:15:04	Catalog Task	2017-10-06 11:22:32	10-2017	IMAC	Phone	Account Termination for Shaun Kalarovich	3 - Medium
2017-10-02 09:45:55	Catalog Task	2017-10-06 11:23:01	10-2017	IMAC	Phone	Account Termination for Fernando Zavala	3 - Medium
2017-10-06 08:57:46	Catalog Task	2017-10-06 11:23:41	10-2017	IMAC	Phone	Termination for Amie Lemire	3 - Medium
2017-10-03 17:12:26	Catalog Task	2017-10-06 11:29:09	10-2017	Access Request	Phone	Re-Hire Request for Jerry M Camp	3 - Medium
2017-10-05 11:03:38	Catalog Task	2017-10-06 11:29:32	10-2017	IMAC	Phone	Procurement Kwik Tag Files	3 - Medium
2017-10-05 11:07:16	Catalog Task	2017-10-06 11:31:07	10-2017	Access Request	Phone	(9/14/17) New Account Request for Jonathan W Garcia	3 - Medium
2017-10-06 13:31:15	Catalog Task	2017-10-09 09:44:14	10-2017	IMAC	Phone	Account Termination for Tracy DePasquale	3 - Medium
2017-10-06 14:40:30	Catalog Task	2017-10-09 09:44:50	10-2017	IMAC	Phone	Account Termination for Jane Guerrero	3 - Medium
2017-10-06 17:59:23	Catalog Task	2017-10-09 09:45:22	10-2017	IMAC	Phone	Account Termination for Brad Carpenter	3 - Medium
2017-10-06 16:36:28	Catalog Task	2017-10-09 09:45:42	10-2017	IMAC	Phone	Account Termination for Tim Kabel	3 - Medium
2017-10-06 15:24:41	Catalog Task	2017-10-09 09:46:27	10-2017	Access Request	Phone	Account Termination for Corris L. McIntosh, Jr.	3 - Medium
2017-10-04 16:53:00	Incident	2017-10-09 15:51:29	10-2017	Other	Email	Webpage - Error	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-09 10:17:13	Incident	2017-10-11 13:30:07	10-2017	Kwiktag	Phone	Kwiktag giving Scanning error Msg. - "Authentication with the Destination has Failed" *HIGH*	3 - Medium
2017-10-05 10:58:39	Incident	2017-10-12 10:40:48	10-2017	Other	Email	Unable to get leave request for employee	3 - Medium
2017-09-12 09:41:52	Incident	2017-10-12 11:26:28	10-2017	Other	Self-service	WasteWorks program is not accessible	3 - Medium
2017-10-09 12:14:50	Catalog Task	2017-10-12 17:06:22	10-2017	Access Request	Phone	(10/02/17) New Account Request for Gianna Reese	3 - Medium
2017-10-10 14:47:32	Catalog Task	2017-10-12 17:07:23	10-2017	Access Request	Phone	(10/12/17) New Account Request for Wayne A Schubert	3 - Medium
2017-10-11 10:36:37	Catalog Task	2017-10-12 17:07:59	10-2017	Access Request	Phone	(10/12/17) New Account Request for Richard M Stubbe	3 - Medium
2017-10-11 10:58:07	Catalog Task	2017-10-12 17:08:39	10-2017	Access Request	Phone	New Account Request for Kevin E Kipker	3 - Medium
2017-10-11 11:04:03	Catalog Task	2017-10-12 17:09:16	10-2017	Access Request	Phone	Re-Hire Account Request for Clyde L Deitz	3 - Medium
2017-10-11 16:18:40	Catalog Task	2017-10-12 17:09:50	10-2017	Access Request	Phone	New Account Request for Santiago Gonzalez	3 - Medium
2017-10-12 12:26:52	Catalog Task	2017-10-12 17:10:57	10-2017	Access Request	Phone	New Account Request for Haywood Cook	3 - Medium
2017-10-12 13:51:30	Catalog Task	2017-10-12 17:12:01	10-2017	Access Request	Phone	New Account Request for James C Greenwood	3 - Medium
2017-10-12 14:03:47	Catalog Task	2017-10-12 17:13:14	10-2017	Access Request	Phone	New Account Request for Dillion W Traurig	3 - Medium
2017-10-12 14:49:33	Catalog Task	2017-10-12 17:14:16	10-2017	Access Request	Phone	New Account Request for Andreali Moron	3 - Medium
2017-10-12 15:11:59	Catalog Task	2017-10-12 17:15:35	10-2017	Access Request	Phone	New Account Request for Janice Watson	3 - Medium
2017-10-13 07:48:09	Incident	2017-10-13 07:59:05	10-2017	Other	Phone	i can not print and scan to my folder	3 - Medium
2017-09-20 10:35:05	Incident	2017-10-13 09:58:55	10-2017	SharePointIntranet	Phone	My FMLA sharepoint documents will not open.	3 - Medium
2017-10-12 15:41:37	Incident	2017-10-13 10:42:26	10-2017	Other	Phone	Desktop - cannot print	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-13 07:46:57	Catalog Task	2017-10-13 14:19:43	10-2017	IMAC	Phone	Account Termination for Craig Angel	3 - Medium
2017-10-12 09:05:17	Catalog Task	2017-10-13 14:20:11	10-2017	IMAC	Phone	Account Termination for Michael Blackman	3 - Medium
2017-10-10 15:01:23	Catalog Task	2017-10-13 14:20:59	10-2017	IMAC	Phone	Account Termination for Margie Byers	3 - Medium
2017-10-12 08:37:35	Catalog Task	2017-10-13 14:22:04	10-2017	IMAC	Phone	Termination for Jill Brown	3 - Medium
2017-10-13 10:23:08	Catalog Task	2017-10-16 16:34:05	10-2017	Access Request	Phone	New Account Request for Alexia Mitchell	3 - Medium
2017-10-13 12:33:26	Catalog Task	2017-10-16 16:35:25	10-2017	Access Request	Phone	(10/16/17) New Account Request for William L Wagner	3 - Medium
2017-10-13 12:43:24	Catalog Task	2017-10-16 16:36:01	10-2017	Access Request	Phone	New Account Request for Jose R Vega	3 - Medium
2017-10-13 11:32:12	Catalog Task	2017-10-17 08:32:35	10-2017	IMAC	Phone	Kwiktag - Drawer access for Lisa Lauture	3 - Medium
2017-10-06 16:24:40	Catalog Task	2017-10-17 08:42:57	10-2017	Access Request	Phone	AIM access for William P Wood	3 - Medium
2017-10-18 15:10:11	Incident	2017-10-19 09:38:07	10-2017	Kwiktag	Phone	Kwiktag - cannot open file number 981445199	3 - Medium
2017-10-19 15:12:22	Catalog Task	2017-10-20 09:15:56	10-2017	IMAC	Phone	Kwiktag - Records	3 - Medium
2017-10-13 16:26:57	Incident	2017-10-20 09:26:25	10-2017	Other	Phone	Hachwims Program - cannot log into	3 - Medium
2017-10-13 10:54:18	Catalog Task	2017-10-20 11:28:35	10-2017	Access Request	Phone	New Account Request for Mark Sautter	3 - Medium
2017-10-13 12:32:46	Incident	2017-10-20 11:30:57	10-2017	Other	Email	Error Code 500 while working in Lucitidy	3 - Medium
2017-10-20 10:45:24	Catalog Task	2017-10-20 14:31:47	10-2017	IMAC	Phone	Account Termination for Kevin Delaney	3 - Medium
2017-10-18 08:36:28	Catalog Task	2017-10-20 14:32:21	10-2017	IMAC	Phone	Account Termination for Jeovanni Tejeda	3 - Medium
2017-10-17 08:52:17	Catalog Task	2017-10-20 14:32:46	10-2017	IMAC	Phone	Account Termination for David Sechrest	3 - Medium
2017-10-19 11:14:49	Catalog Task	2017-10-20 14:33:06	10-2017	IMAC	Phone	Account Termination for Ariel Bates	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-16 17:33:38	Incident	2017-10-23 09:42:56	10-2017	Other	Email	PerfectLaw - Unable to record settings	3 - Medium
2017-10-13 12:13:33	Catalog Task	2017-10-24 09:06:20	10-2017	Access Request	Phone	(10/12/17) New Account Request for Gary J Griffey	3 - Medium
2017-10-23 16:45:47	Catalog Task	2017-10-24 09:16:10	10-2017	Access Request	Phone	New Account Request for Darell M Nipper	3 - Medium
2017-10-12 14:08:40	Catalog Task	2017-10-24 10:21:57	10-2017	IMAC	Phone	Webconnect	3 - Medium
2017-10-19 13:29:30	Incident	2017-10-24 11:10:21	10-2017	Kronos	Self-service	Java plugin in failure when using Kronos	3 - Medium
2017-10-25 09:50:33	Catalog Task	2017-10-25 11:22:40	10-2017	Password Reset / Unlock	Phone	Kronos - password unlock/reset	3 - Medium
2017-09-26 12:49:02	Incident	2017-10-25 11:27:30	10-2017	SharePointInternet	Email	Sharepoint issues / Outlook - credentials popup issue	3 - Medium
2017-10-04 14:38:58	Incident	2017-10-25 11:29:48	10-2017	N/A	Email	Error when creating Leave Request	3 - Medium
2017-10-26 07:57:19	Incident	2017-10-26 08:04:05	10-2017	Other	Phone	can not print from photo program	5 - Minimal
2017-09-05 10:15:27	Catalog Task	2017-10-26 10:16:52	10-2017	IMAC	Phone	Query - Removing unneeded web pages	3 - Medium
2017-10-12 15:27:32	Catalog Task	2017-10-26 10:22:35	10-2017	Service Request Query	Phone	ITG Status Report is available on the intranet	3 - Medium
2017-10-17 10:21:38	Catalog Task	2017-10-26 10:23:44	10-2017	IMAC	Phone	Admin Rights to Cusic Team page on Extranet	3 - Medium
2017-10-24 14:20:37	Catalog Task	2017-10-26 10:29:23	10-2017	IMAC	Phone	VCB Staff Directory - Contact Updater on Leegov.com	3 - Medium
2017-08-11 11:23:36	Catalog Task	2017-10-26 10:31:20	10-2017	IMAC	Phone	Ticket request database	3 - Medium
2017-08-16 15:43:30	Incident	2017-10-26 10:34:36	10-2017	Other	Phone	Ranger Citations (Nancy Kilmartin)	3 - Medium
2017-10-25 16:58:27	Incident	2017-10-26 10:40:58	10-2017	Web	Email	Website - Access to manuals	3 - Medium
2017-10-25 16:49:18	Catalog Task	2017-10-26 10:53:45	10-2017	IMAC	Phone	Account Termination for Jeffery Bock	3 - Medium
2017-10-25 16:54:26	Catalog Task	2017-10-26 10:54:06	10-2017	IMAC	Phone	Account Termination Request for Ronald Penoyer	3 - Medium
2017-10-24 08:25:52	Catalog Task	2017-10-26 10:54:37	10-2017	IMAC	Phone	Account Termination for Joshua Holman	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-24 12:59:40	Catalog Task	2017-10-26 10:55:10	10-2017	IMAC	Phone	Account Termination for Cassie Gomez	3 - Medium
2017-10-27 10:55:41	Incident	2017-10-27 11:38:24	10-2017	Kwiktag	Self-service	Kwiktag	3 - Medium
2017-08-29 10:34:37	Catalog Task	2017-10-27 15:31:50	10-2017	IMAC	Phone	Provide Requested Service	3 - Medium
2017-04-17 02:07:34	Incident	2017-10-30 07:20:35	10-2017	Other	Phone	Citrix - Issues	5 - Minimal
2017-03-24 09:43:57	Incident	2017-10-30 08:32:40	10-2017	Other	Self-service	Little Green Button License Expire	3 - Medium
2017-10-27 10:17:14	Incident	2017-10-30 08:55:36	10-2017	Tidemark	Phone	Tidemark – Program is already running, cannot open.	3 - Medium
2017-10-30 08:07:12	Catalog Task	2017-10-30 09:04:25	10-2017	Password Reset / Unlock	Phone	Tidemark - Unlock Account	3 - Medium
2017-08-29 11:52:34	Catalog Task	2017-10-30 09:11:15	10-2017	IMAC	Phone	Update information in Tidemark/Eplan	3 - Medium
2017-10-16 13:07:26	Catalog Task	2017-10-30 09:27:16	10-2017	Access Request	Phone	Existing user account request - Sandra Bridges	3 - Medium
2017-10-24 14:27:55	Catalog Task	2017-10-30 09:28:53	10-2017	Access Request	Phone	New Account Request for Anthony Bellorin	3 - Medium
2017-10-24 14:48:54	Catalog Task	2017-10-30 09:29:37	10-2017	Access Request	Phone	New Account Request for Herbert Brown	3 - Medium
2017-10-24 15:06:03	Catalog Task	2017-10-30 09:30:28	10-2017	Access Request	Phone	New Account Request for Brett Hadu	3 - Medium
2017-10-24 16:13:01	Catalog Task	2017-10-30 09:32:01	10-2017	Access Request	Phone	(6/26/14) New Account Request for Mike R Castilla	3 - Medium
2017-10-24 16:30:46	Catalog Task	2017-10-30 09:33:05	10-2017	Access Request	Phone	(7/10/14) New Account Request for Greg K Cross	3 - Medium
2017-10-24 16:55:21	Catalog Task	2017-10-30 09:33:49	10-2017	Access Request	Phone	(7/6/17) New Account Request for Jeffrey L Shreiner	3 - Medium
2017-10-25 10:51:17	Catalog Task	2017-10-30 09:34:32	10-2017	Access Request	Phone	(12-13-2012) New Account Request for Toni D Potter	3 - Medium
2017-10-25 10:55:21	Catalog Task	2017-10-30 09:35:15	10-2017	Access Request	Phone	(7/6/17) New Account Request for Laura A Malicoate	3 - Medium
2017-10-25 11:02:40	Catalog Task	2017-10-30 09:35:57	10-2017	Access Request	Phone	(09-20-2012) New Account Request for Julie K Peterson	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-25 11:12:53	Catalog Task	2017-10-30 09:36:55	10-2017	Access Request	Phone	(06-08-2017) New Account Request for Anthony M Pasquali	3 - Medium
2017-10-25 11:22:39	Catalog Task	2017-10-30 09:37:43	10-2017	Access Request	Phone	(07-24-2014) New Account Request for Nathan C Ojibway	3 - Medium
2017-10-25 11:58:55	Catalog Task	2017-10-30 09:38:32	10-2017	Access Request	Phone	(10-27-2016) New Account Request for Ronald F Niebuhr	3 - Medium
2017-10-25 12:23:51	Catalog Task	2017-10-30 09:39:13	10-2017	Access Request	Phone	New Account Request for Caitlyn Eck	3 - Medium
2017-10-25 12:28:37	Catalog Task	2017-10-30 09:40:03	10-2017	Access Request	Phone	(10-12-2017) New Account Request for Emily Ann Murphy	3 - Medium
2017-10-25 12:41:32	Catalog Task	2017-10-30 09:40:39	10-2017	Access Request	Phone	(10-12-2017) New Account Request for Hayden P Meyers	3 - Medium
2017-10-25 12:42:27	Catalog Task	2017-10-30 09:41:15	10-2017	Access Request	Phone	New Account Request for James Mackey	3 - Medium
2017-10-25 13:15:50	Catalog Task	2017-10-30 09:42:03	10-2017	Access Request	Phone	(06-28-2012) New Account Request for Joseph H McDaniel	3 - Medium
2017-10-25 13:22:30	Catalog Task	2017-10-30 09:42:40	10-2017	Access Request	Phone	New Account Request for Giancarlo Romano	3 - Medium
2017-10-25 13:33:44	Catalog Task	2017-10-30 09:43:21	10-2017	Access Request	Phone	New Account Request for Ronald Geis	3 - Medium
2017-10-25 13:37:16	Catalog Task	2017-10-30 09:44:01	10-2017	Access Request	Phone	(05-16-2013) New Account Request for Joseph A McDaniel	3 - Medium
2017-10-25 13:46:42	Catalog Task	2017-10-30 09:46:17	10-2017	Access Request	Phone	New Account Request for Livan Perez	3 - Medium
2017-10-25 13:47:58	Catalog Task	2017-10-30 09:46:53	10-2017	Access Request	Phone	(05-24-2007) New Account Request for Debbie Martin	3 - Medium
2017-10-25 13:59:24	Catalog Task	2017-10-30 09:47:29	10-2017	Access Request	Phone	(05-28-2013) New Account Request for Aissa S Lee	3 - Medium
2017-10-25 14:00:51	Catalog Task	2017-10-30 09:48:02	10-2017	Access Request	Phone	New Account Request for Anthony Ficarro	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-25 14:12:48	Catalog Task	2017-10-30 09:48:37	10-2017	Access Request	Phone	(07-08-1999) New Account Request for Sandtra MacDonald	3 - Medium
2017-10-25 14:13:36	Catalog Task	2017-10-30 09:49:10	10-2017	Access Request	Phone	New Account Request for Alexa Galewski	3 - Medium
2017-10-25 14:24:33	Catalog Task	2017-10-30 09:49:43	10-2017	Access Request	Phone	New Account Request for Haley Galewski	3 - Medium
2017-10-25 14:31:21	Catalog Task	2017-10-30 09:50:20	10-2017	Access Request	Phone	(10-12-2017) New Account Request for Robert A Kump	3 - Medium
2017-10-25 14:37:48	Catalog Task	2017-10-30 09:50:53	10-2017	Access Request	Phone	New Account Request for Michelle Hamstra	3 - Medium
2017-10-25 14:54:07	Catalog Task	2017-10-30 09:51:25	10-2017	Access Request	Phone	(06-27-2013) New Account Request for Ken Krivas	3 - Medium
2017-10-25 15:11:20	Catalog Task	2017-10-30 09:51:55	10-2017	Access Request	Phone	(09-20-2012) New Account Request for Richard E Hendrix	3 - Medium
2017-10-25 15:53:11	Catalog Task	2017-10-30 09:52:34	10-2017	Access Request	Phone	(02-15-2007) New Account Request for Richard Kermendy	3 - Medium
2017-10-25 16:07:35	Catalog Task	2017-10-30 09:53:11	10-2017	Access Request	Phone	(06-26-2014) New Account Request for Tyler R Kinney	3 - Medium
2017-10-25 17:04:54	Catalog Task	2017-10-30 09:53:37	10-2017	Access Request	Phone	(03-02-2017) New Account Request for Jose R Perez Pena	3 - Medium
2017-10-25 17:20:29	Catalog Task	2017-10-30 09:54:24	10-2017	Access Request	Phone	(03-02-2017) New Account Request for Julian Montealegre	3 - Medium
2017-10-25 17:44:38	Catalog Task	2017-10-30 09:55:00	10-2017	Access Request	Phone	(10/27/17) New Account Request for Francisco Reyes	3 - Medium
2017-10-25 17:54:36	Catalog Task	2017-10-30 09:55:37	10-2017	Access Request	Phone	(10/12/17) New Account Request for Daniel S Kasian	3 - Medium
2017-10-25 18:14:49	Catalog Task	2017-10-30 09:56:17	10-2017	Access Request	Phone	(8/31/17) New Account Request for Jared R Blake	3 - Medium
2017-10-26 18:05:54	Catalog Task	2017-10-30 09:57:22	10-2017	Access Request	Phone	New Account Request for Brian Foss	3 - Medium
2017-10-27 13:22:37	Catalog Task	2017-10-30 09:58:09	10-2017	Access Request	Phone	(10/12/17) New Account Request for Mark A Smolka	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-27 16:12:32	Catalog Task	2017-10-30 09:58:50	10-2017	Access Request	Phone	(10/26/17) New Account Request for Amy Cavanaugh	3 - Medium
2017-10-30 09:34:48	Catalog Task	2017-10-30 09:59:47	10-2017	Access Request	Phone	(11/28/16) New Account Request for Benjamin Rummans	3 - Medium
2017-06-07 09:27:38	Incident	2017-10-30 11:44:40	10-2017	Other	Phone	Lucity User	3 - Medium
2017-06-05 13:06:02	Incident	2017-10-30 12:03:16	10-2017	Other	Phone	Cannot use Citrix Applications from home - not accepting login	3 - Medium
2017-06-23 12:42:23	Incident	2017-10-30 13:34:27	10-2017	Other	Phone	Cant access NeoGov	3 - Medium
2017-10-30 12:05:25	Catalog Task	2017-10-31 08:15:53	10-2017	Access Request	Phone	New Account Request for Karen Sourek	3 - Medium
2017-10-30 12:08:12	Catalog Task	2017-10-31 08:16:54	10-2017	Access Request	Phone	New Account Request for Rosario Chellie	3 - Medium
2017-10-30 12:17:31	Catalog Task	2017-10-31 08:17:26	10-2017	Access Request	Phone	New Account Request for Emily Schnars	3 - Medium
2017-10-30 12:30:20	Catalog Task	2017-10-31 08:18:12	10-2017	Access Request	Phone	New Account Request for James A Williams	3 - Medium
2017-10-30 12:50:50	Catalog Task	2017-10-31 08:18:39	10-2017	Access Request	Phone	New Account Request for Wayne Sanfilippo	3 - Medium
2017-10-30 13:11:38	Catalog Task	2017-10-31 08:19:08	10-2017	Access Request	Phone	New Account Request for Shayla M Reighter	3 - Medium
2017-10-30 13:12:21	Catalog Task	2017-10-31 08:19:40	10-2017	Access Request	Phone	New Account Request for Peter Sisk	3 - Medium
2017-10-30 13:21:03	Catalog Task	2017-10-31 08:20:32	10-2017	Access Request	Phone	New Account Request for Nicole D Tyre	3 - Medium
2017-10-30 13:23:08	Catalog Task	2017-10-31 08:21:33	10-2017	Access Request	Phone	New Account Request for Jesse Sumasky	3 - Medium
2017-10-30 13:29:17	Catalog Task	2017-10-31 08:22:03	10-2017	Access Request	Phone	New Account Request for Roderick D Wilson	3 - Medium
2017-10-30 13:33:38	Catalog Task	2017-10-31 08:22:29	10-2017	Access Request	Phone	New Account Request for Taylor Smith	3 - Medium
2017-10-30 13:41:15	Catalog Task	2017-10-31 08:22:55	10-2017	Access Request	Phone	New Account Request for Jennie L Vogelbach	3 - Medium
2017-10-30 13:44:25	Catalog Task	2017-10-31 08:23:22	10-2017	Access Request	Phone	New Account Request for Tracy Thomas	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-30 13:49:21	Catalog Task	2017-10-31 08:24:03	10-2017	Access Request	Phone	New Account Request for Theodore P Sanders	3 - Medium
2017-10-30 13:57:11	Catalog Task	2017-10-31 08:24:30	10-2017	Access Request	Phone	New Account Request for Todd I Dusenberry	3 - Medium
2017-10-30 13:58:36	Catalog Task	2017-10-31 08:25:05	10-2017	Access Request	Phone	New Account Request for Tresia Thomas	3 - Medium
2017-10-30 14:12:11	Catalog Task	2017-10-31 08:25:36	10-2017	Access Request	Phone	New Account Request for George R Hillier	3 - Medium
2017-10-30 14:14:38	Catalog Task	2017-10-31 08:26:08	10-2017	Access Request	Phone	New Account Request for Juan Toscano Trimboli	3 - Medium
2017-10-30 14:23:00	Catalog Task	2017-10-31 08:26:42	10-2017	Access Request	Phone	New Account Request for Ryan M Vance	3 - Medium
2017-10-30 14:35:02	Catalog Task	2017-10-31 08:27:21	10-2017	Access Request	Phone	New Account Request for Gabriel A Trank	3 - Medium
2017-10-30 14:47:13	Catalog Task	2017-10-31 08:27:56	10-2017	Access Request	Phone	New Account Request for Bridget Townsend	3 - Medium
2017-10-13 10:21:34	Incident	2017-10-31 08:54:15	10-2017	AIM	Email	Aim Issues	3 - Medium
2017-10-31 09:20:54	Incident	2017-10-31 11:47:23	10-2017	Kronos	Phone	Kronos - certificate error message	3 - Medium
2017-10-26 13:43:51	Incident	2017-11-01 09:34:08	11-2017	Web	Phone	Webconnect - not showing staff supervised	3 - Medium
2017-10-31 18:06:51	Incident	2017-11-01 11:08:04	11-2017	Kronos	Phone	Kronos - not launching	3 - Medium
2017-11-01 08:50:59	Incident	2017-11-01 11:36:27	11-2017	Kronos	Self-service	Fred Denoon receiving error message "application blocked: by security settings" when trying to access Kronos.	3 - Medium
2017-10-25 12:44:28	Incident	2017-11-01 13:17:59	11-2017	Kronos	Phone	Kronos - unable to load	3 - Medium
2017-10-30 07:51:31	Catalog Task	2017-11-01 15:45:32	11-2017	IMAC	Phone	Termination for Thomas Mamott	3 - Medium
2017-10-30 14:34:07	Catalog Task	2017-11-01 15:46:31	11-2017	IMAC	Phone	Account Termination for Douglas Schwenker	3 - Medium
2017-10-30 12:11:30	Catalog Task	2017-11-01 15:47:11	11-2017	IMAC	Phone	Account Termination for Armando Perez	3 - Medium
2017-11-01 10:22:01	Catalog Task	2017-11-01 15:47:32	11-2017	IMAC	Phone	Account Termination for Sidney Vargas	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-26 12:01:57	Catalog Task	2017-11-01 15:47:50	11-2017	IMAC	Phone	Account Termination for Marie Jaslanek	3 - Medium
2017-11-01 10:16:50	Catalog Task	2017-11-01 15:48:16	11-2017	IMAC	Phone	Account Termination for Oscar Williams	3 - Medium
2017-10-31 14:04:02	Incident	2017-11-02 08:41:40	11-2017	Kronos	Phone	kronos - problem	3 - Medium
2017-10-20 09:09:46	Catalog Task	2017-11-02 08:59:49	11-2017	IMAC	Phone	KwikTag - Access	3 - Medium
2017-10-23 08:27:23	Catalog Task	2017-11-02 09:01:51	11-2017	Access Request	Phone	(10/23/17) Account Request for Kayla Lane	3 - Medium
2017-11-01 10:02:35	Incident	2017-11-02 09:23:16	11-2017	Kronos	Email	Kronos - giving access blocked error	3 - Medium
2017-10-24 15:49:17	Catalog Task	2017-11-02 10:56:30	11-2017	Access Request	Phone	(7/20/17) New Account Request for Andrew N Aiken	3 - Medium
2017-10-30 14:22:03	Catalog Task	2017-11-02 10:58:21	11-2017	IMAC	Phone	KwikTag - access request	3 - Medium
2017-10-31 14:21:41	Catalog Task	2017-11-02 11:01:05	11-2017	Access Request	Phone	Re-Hire Request for Ronald G LaRose	3 - Medium
2017-11-01 16:11:23	Incident	2017-11-02 14:45:30	11-2017	Kronos	Self-service	access denied	3 - Medium
2017-10-20 11:22:06	Incident	2017-11-03 11:40:26	11-2017	Other	Self-service	Cannot sign into Lucity since installation of new tower.	3 - Medium
2017-10-31 09:47:49	Incident	2017-11-03 12:12:55	11-2017	Kronos	Self-service	Kronos is blocked	3 - Medium
2017-11-01 16:54:12	Catalog Task	2017-11-03 12:19:40	11-2017	IMAC	Phone	Account Termination for Jennifer Bockhorn	3 - Medium
2017-11-02 14:34:18	Catalog Task	2017-11-03 12:20:02	11-2017	IMAC	Phone	Termination for John Strasburger	3 - Medium
2017-07-24 08:19:29	Incident	2017-11-03 13:59:46	11-2017	Other	Phone	'Clever' Transportation Application - Needs Account password reset	3 - Medium
2017-10-31 12:04:44	Incident	2017-11-03 16:04:14	11-2017	Kronos	Phone	Kronos - Application blocked by security settings	3 - Medium
2017-11-02 13:55:45	Incident	2017-11-03 20:56:14	11-2017	Kronos	Email	Kronos - Blocked	3 - Medium
2017-11-01 13:19:17	Incident	2017-11-03 20:57:19	11-2017	Kronos	Self-service	I cannot access Kronos at computer station 5102 Staff at the Adult Reference Desk	3 - Medium
2017-11-04 16:27:54	Incident	2017-11-06 08:40:00	11-2017	Kronos	Phone	Kronos - the application cannot be run	3 - Medium
2017-11-01 23:53:14	Incident	2017-11-06 08:42:12	11-2017	Kronos	Email	Library-Staff-Computer-Issue	5 - Minimal

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-30 11:30:32	Incident	2017-11-07 08:55:21	11-2017	Other	Phone	RedTrack - application not functioning properly	3 - Medium
2017-10-18 10:14:48	Catalog Task	2017-11-07 11:27:27	11-2017	Access Request	Phone	Existing User, Access Request - Valone, Kristie N	3 - Medium
2017-11-06 13:01:03	Incident	2017-11-07 12:08:09	11-2017	Kronos	Self-service	Kronos error message	3 - Medium
2017-11-03 08:52:28	Incident	2017-11-07 14:21:06	11-2017	Kronos	Self-service	Kristine Stoner is receiving error trying to sign into Kronos	3 - Medium
2017-11-06 08:12:07	Incident	2017-11-07 15:55:48	11-2017	N/A	Email	Leave Request Form - Repeated issues submitting Leave Requests	3 - Medium
2017-11-02 14:42:25	Incident	2017-11-07 16:31:06	11-2017	Kronos	Phone	Kronos - Can't login - Security Warning Popup	3 - Medium
2017-10-25 11:46:12	Incident	2017-11-07 16:53:08	11-2017	Other	Email	Desktop - trouble opening images	3 - Medium
2017-11-08 08:06:43	Incident	2017-11-08 09:22:20	11-2017	Kronos	Email	Kronos - application blocked by security settings	3 - Medium
2017-11-03 17:50:55	Catalog Task	2017-11-08 11:50:31	11-2017	IMAC	Phone	Account Termination for Vanessa Allen	3 - Medium
2017-11-06 08:59:18	Catalog Task	2017-11-08 11:51:18	11-2017	IMAC	Phone	Account Termination for Harry Hankins	3 - Medium
2017-11-06 10:49:09	Catalog Task	2017-11-08 11:51:46	11-2017	IMAC	Phone	Account Termination for William Wagner	3 - Medium
2017-11-08 09:50:56	Catalog Task	2017-11-08 11:52:15	11-2017	IMAC	Phone	Account Termination for Sam Palmisano	3 - Medium
2017-11-03 15:07:34	Catalog Task	2017-11-08 11:52:43	11-2017	IMAC	Phone	Account Termination for Albert Fabrizzi	3 - Medium
2017-11-07 11:31:47	Incident	2017-11-08 12:13:37	11-2017	Kwiktag	Email	Kiwiktag - Cannot Access	3 - Medium
2017-11-06 08:49:02	Incident	2017-11-08 15:59:58	11-2017	Kronos	Email	Kronos - Application blocked by security settings	3 - Medium
2017-11-02 15:12:54	Incident	2017-11-09 08:28:57	11-2017	Kronos	Email	Kronos - Security Certificate Issues	3 - Medium
2017-11-08 10:41:27	Incident	2017-11-09 11:29:54	11-2017	Kronos	Self-service	Ana Blake is blocked from Kronos application.	3 - Medium
2017-11-09 10:49:02	Incident	2017-11-09 13:20:15	11-2017	Kronos	Email	Library PC - Unable to access Kronos	3 - Medium

Opened Date	Task type	Resolved|Closed	<mark>MONTH</mark>	Subcategory 2	Contact type	Short Description	Priority
2017-11-08 08:44:46	Catalog Task	2017-11-13 16:04:26	11-2017	IMAC	Phone	AIM - unable to login	3 - Medium
2017-11-06 13:45:29	Catalog Task	2017-11-13 16:06:32	11-2017	Access Request	Phone	New Account Request for Bridget Kennedy	3 - Medium
2017-11-07 11:07:21	Catalog Task	2017-11-13 16:07:16	11-2017	Access Request	Phone	(11/9/17) New Account Request for Ivelina Milkova	3 - Medium
2017-11-07 13:28:32	Catalog Task	2017-11-13 16:08:03	11-2017	Access Request	Phone	New Account Request for Adam Gorski	3 - Medium
2017-11-07 13:42:26	Catalog Task	2017-11-13 16:08:32	11-2017	Access Request	Phone	(8/4/16) New Account Request for Andrew T Crews	3 - Medium
2017-11-07 13:47:56	Catalog Task	2017-11-13 16:09:19	11-2017	Access Request	Phone	New Account Request for David Williams	3 - Medium
2017-11-07 13:56:17	Catalog Task	2017-11-13 16:09:57	11-2017	Access Request	Phone	New Account Request for Coleman T Rost	3 - Medium
2017-11-07 13:56:22	Catalog Task	2017-11-13 16:10:37	11-2017	Access Request	Phone	New Account Request for Fausto Remigio Paz	3 - Medium
2017-11-07 14:14:23	Catalog Task	2017-11-13 16:11:08	11-2017	Access Request	Phone	New Account Request for Patrick Swygert	3 - Medium
2017-11-07 14:28:41	Catalog Task	2017-11-13 16:11:35	11-2017	Access Request	Phone	New Account Request for Kyle Adorno	3 - Medium
2017-11-07 14:41:22	Catalog Task	2017-11-13 16:12:15	11-2017	Access Request	Phone	New Account Request for Lacey Hughes	3 - Medium
2017-11-07 14:54:50	Catalog Task	2017-11-13 16:12:41	11-2017	Access Request	Phone	New Account Request for Kohan Tome	3 - Medium
2017-11-08 08:44:36	Catalog Task	2017-11-13 16:13:19	11-2017	Access Request	Phone	(11/9/17) New Account Request for Judi Alvarado	3 - Medium
2017-11-08 10:53:22	Catalog Task	2017-11-13 16:13:51	11-2017	Access Request	Phone	(8/17/17) Re-Hire Account Request for Gregory L Carr	3 - Medium
2017-11-08 12:49:14	Catalog Task	2017-11-13 16:14:48	11-2017	Access Request	Phone	Modify Account Request for David Massey	3 - Medium
2017-11-09 06:37:17	Catalog Task	2017-11-13 16:15:52	11-2017	Access Request	Phone	New Account Request for Isaiah Blitz	3 - Medium
2017-11-09 12:44:24	Incident	2017-11-14 11:03:30	11-2017	Other	Email	PWB - License Error	3 - Medium
2017-11-09 10:38:22	Incident	2017-11-14 11:05:16	11-2017	Kronos	Email	Library PC - Cannot Access Kronos	3 - Medium
2017-11-01 08:07:19	Incident	2017-11-14 13:30:55	11-2017	Other	Phone	Desktop - missing I drive	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-11-08 13:11:33	Catalog Task	2017-11-15 14:05:20	11-2017	IMAC	Phone	Account Termination for Jonathan Souther	3 - Medium
2017-11-15 09:58:16	Catalog Task	2017-11-15 14:05:41	11-2017	IMAC	Phone	Termination for Neil Keaney	3 - Medium
2017-11-14 14:14:00	Catalog Task	2017-11-15 14:06:01	11-2017	IMAC	Phone	Termination for Paige Simkins	3 - Medium
2017-11-13 16:00:25	Catalog Task	2017-11-15 14:06:24	11-2017	IMAC	Phone	Account Termination for John Meyer	3 - Medium
2017-11-15 09:11:59	Catalog Task	2017-11-15 14:06:44	11-2017	IMAC	Phone	Termination for Nicholas Dillaha	3 - Medium
2017-11-15 09:04:11	Catalog Task	2017-11-15 14:07:05	11-2017	IMAC	Phone	Termination for Aaron Morris	3 - Medium
2017-11-14 14:15:14	Catalog Task	2017-11-15 14:07:38	11-2017	IMAC	Phone	Account Termination for Robert Jones	3 - Medium
2017-11-15 10:08:37	Catalog Task	2017-11-15 14:08:01	11-2017	IMAC	Phone	Termination for Steven Tezyk	3 - Medium
2017-11-14 15:28:41	Incident	2017-11-15 15:03:57	11-2017	Kronos	Self-service	New employee getting error message when accessing Kronos	3 - Medium
2017-11-14 08:26:40	Incident	2017-11-15 15:06:41	11-2017	Other	Self-service	Fix Java on Peter Borges computer here at LeeTran.	3 - Medium
2017-11-14 15:52:23	Incident	2017-11-16 11:47:51	11-2017	Kronos	Phone	Kronos - password not working after being reset.	3 - Medium
2017-11-15 07:51:56	Catalog Task	2017-11-16 11:48:53	11-2017	Password Reset / Unlock	Phone	Kronos - verify ID, reset password	3 - Medium
2017-11-16 07:22:02	Catalog Task	2017-11-16 12:01:53	11-2017	Password Reset / Unlock	Phone	Kronos - Password Reset / Unlock Account	3 - Medium
2017-11-13 11:58:29	Catalog Task	2017-11-16 15:37:39	11-2017	Access Request	Phone	New Account Request for Robert Turner	3 - Medium
2017-11-14 09:48:06	Catalog Task	2017-11-16 15:38:12	11-2017	Access Request	Phone	(11/9/17) New Account Request for Jo Ann Toussaint	3 - Medium
2017-11-15 11:20:08	Catalog Task	2017-11-16 15:41:04	11-2017	Access Request	Phone	New Account Request for Benjamin Small	3 - Medium
2017-11-16 15:01:47	Catalog Task	2017-11-16 15:41:38	11-2017	Password Reset / Unlock	Phone	Kronos - Password Reset / Unlock Account	3 - Medium
2017-11-16 13:32:42	Catalog Task	2017-11-16 15:43:24	11-2017	Access Request	Phone	New Account Request for Anna Maffe	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-11-16 14:00:00	Catalog Task	2017-11-16 15:44:00	11-2017	Access Request	Phone	New Account Request for Mary K Martin	3 - Medium
2017-11-08 16:28:17	Catalog Task	2017-11-17 10:35:40	11-2017	Access Request	Phone	(11/9/17) New Account Request for Robert M Dick, Jr.	3 - Medium
2017-11-07 11:22:12	Catalog Task	2017-11-17 16:23:51	11-2017	Access Request	Phone	(11/9/17) New Account Request for Mathew Loiacono	3 - Medium
2017-11-13 14:11:07	Incident	2017-11-21 08:41:12	11-2017	Kwiktag	Phone	KwikTag - HR drawer pulling up County Attorneys Office Letterbook	3 - Medium
2017-11-20 08:21:06	Incident	2017-11-21 15:17:41	11-2017	N/A	Email	Leave Request Forms Crashing - Continuing Problem	3 - Medium
2017-11-20 10:02:29	Incident	2017-11-21 15:18:18	11-2017	N/A	Email	Leave Request Form - Repeated issues submitting Leave Requests	3 - Medium
2017-10-31 14:49:41	Catalog Task	2017-11-21 16:08:54	11-2017	Access Request	Phone	Account update for Rebecca Rodriguez	3 - Medium
2017-11-17 10:17:35	Catalog Task	2017-11-22 11:03:25	11-2017	Access Request	Phone	New Account Request for Carlos Menjivar	3 - Medium
2017-11-17 10:51:06	Catalog Task	2017-11-22 11:09:41	11-2017	Access Request	Phone	Modify Access Request Cynthia L Loftis-Culp	3 - Medium
2017-11-17 11:19:29	Catalog Task	2017-11-22 11:11:40	11-2017	Access Request	Phone	Modify Access Request Cynthia L Loftis-Culp	3 - Medium
2017-11-17 12:23:01	Catalog Task	2017-11-22 11:12:31	11-2017	Access Request	Phone	New Account Request for Nicholas Adorno	3 - Medium
2017-11-17 12:50:43	Catalog Task	2017-11-22 11:13:09	11-2017	Access Request	Phone	New Account Request for Isaiah P Biltz	3 - Medium
2017-11-21 17:37:12	Catalog Task	2017-11-22 13:20:09	11-2017	IMAC	Phone	Account Termination - Robert Kruce - REQ000174723	3 - Medium
2017-11-21 15:03:35	Catalog Task	2017-11-22 13:20:46	11-2017	IMAC	Phone	Account Termination for Bruce Glasson	3 - Medium
2017-11-21 10:57:19	Catalog Task	2017-11-22 13:21:27	11-2017	IMAC	Phone	Termination for Vinnette Walker	3 - Medium
2017-11-21 10:36:44	Catalog Task	2017-11-22 13:21:51	11-2017	IMAC	Phone	Termination for Shannon Garrison	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-11-20 13:19:23	Catalog Task	2017-11-22 13:22:31	11-2017	IMAC	Phone	Termination for Frankie Malloy	3 - Medium
2017-11-21 08:01:38	Catalog Task	2017-11-22 13:37:48	11-2017	IMAC	Phone	New Account Request for Debra Stephens	3 - Medium
2017-11-21 09:36:37	Catalog Task	2017-11-22 13:41:34	11-2017	IMAC	Phone	New Account Request for Mildred Marrero	3 - Medium
2017-11-21 10:16:05	Catalog Task	2017-11-22 13:42:21	11-2017	IMAC	Phone	New Account Request for Eden Gagne	3 - Medium
2017-11-21 12:19:27	Catalog Task	2017-11-22 13:44:21	11-2017	IMAC	Phone	New Account Request for Andrea Sturm	3 - Medium
2017-11-21 13:48:30	Catalog Task	2017-11-22 13:45:41	11-2017	IMAC	Phone	New Account Request for Nicole DaPonte	3 - Medium
2017-11-21 14:14:37	Catalog Task	2017-11-22 13:47:30	11-2017	IMAC	Phone	New Account Request for Timothy Wisch	3 - Medium
2017-11-21 14:56:02	Catalog Task	2017-11-22 13:48:29	11-2017	IMAC	Phone	New Account Request for Jose Varona	3 - Medium
2017-11-20 10:22:06	Catalog Task	2017-11-29 09:19:06	11-2017	IMAC	Phone	Kwiktag - employees need access to Kwiktag Human Resources RPA Verification:	3 - Medium
2017-11-27 11:48:05	Catalog Task	2017-11-30 13:31:32	11-2017	IMAC	Phone	Account Termination for Judith Pfoutz	3 - Medium
2017-11-27 08:48:34	Catalog Task	2017-11-30 13:32:18	11-2017	IMAC	Phone	Termination for Gary Russell	3 - Medium
2017-11-30 10:55:34	Catalog Task	2017-11-30 13:32:49	11-2017	IMAC	Phone	Account Termination for Larry Mason	3 - Medium
2017-11-27 10:57:37	Catalog Task	2017-11-30 13:33:10	11-2017	IMAC	Phone	Account Termination for Edward Marlowe	3 - Medium
2017-11-28 18:17:27	Catalog Task	2017-11-30 13:33:35	11-2017	IMAC	Phone	Account Termination for Jasmine Thomas	3 - Medium
2017-11-29 12:02:00	Catalog Task	2017-11-30 13:33:57	11-2017	IMAC	Phone	Account Termination for Parker Laurence	3 - Medium
2017-11-28 08:38:00	Catalog Task	2017-11-30 13:34:29	11-2017	IMAC	Phone	Termination for Julie Blatt	3 - Medium
2017-11-15 09:44:02	Catalog Task	2017-12-01 11:01:05	12-2017	Access Request	Phone	New Account Request for Alejandro Slaibe	3 - Medium
2017-11-16 08:21:08	Catalog Task	2017-12-01 11:02:55	12-2017	Access Request	Phone	New Account Request for Charlie Duverge	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-11-16 10:49:56	Catalog Task	2017-12-01 11:03:58	12-2017	Access Request	Phone	(11/27/17) New Account Request for Summer Dawn Hancock-Carire	3 - Medium
2017-11-17 16:56:35	Catalog Task	2017-12-01 11:05:54	12-2017	Access Request	Phone	New Account Request for Dennis Gusler	3 - Medium
2017-11-27 11:34:26	Catalog Task	2017-12-01 11:08:25	12-2017	IMAC	Phone	(11/27/17) New Account Request for Christine A Sebastian	3 - Medium
2017-11-27 12:21:08	Catalog Task	2017-12-01 11:09:17	12-2017	IMAC	Phone	New Account Request for Cherine A Guirguis	3 - Medium
2017-11-28 09:39:07	Catalog Task	2017-12-01 11:09:59	12-2017	IMAC	Phone	New Account Request for Gina Coon	3 - Medium
2017-12-01 09:40:53	Catalog Task	2017-12-01 11:14:50	12-2017	IMAC	Phone	New Account Request for Tamicka Linstead	3 - Medium
2017-12-04 11:05:40	Incident	2017-12-04 11:31:56	12-2017	Tidemark	Phone	TideMark - fails to connect	3 - Medium
2017-11-21 13:19:02	Catalog Task	2017-12-05 11:49:49	12-2017	IMAC	Phone	New Account Request for Joseph Adams	3 - Medium
2017-12-05 09:30:30	Catalog Task	2017-12-05 15:29:43	12-2017	IMAC	Phone	Account Termination for Jessica Hrdlicka	3 - Medium
2017-12-04 16:33:08	Catalog Task	2017-12-05 15:30:19	12-2017	IMAC	Phone	Account Termination for Brian Dylan Ellis	3 - Medium
2017-11-29 14:57:41	Catalog Task	2017-12-06 09:59:58	12-2017	IMAC	Phone	New Account Request for Elaine M Capps	3 - Medium
2017-11-30 18:39:15	Catalog Task	2017-12-06 15:28:21	12-2017	IMAC	Phone	New Account Request for Clinton Harrison	3 - Medium
2017-12-04 16:55:04	Catalog Task	2017-12-07 16:24:45	12-2017	IMAC	Phone	(12/7/17) New Account Request for Kevin C French	3 - Medium
2017-12-05 14:11:33	Catalog Task	2017-12-07 16:25:27	12-2017	IMAC	Phone	(12/7/17) New Account Request for Marvain Cadet	3 - Medium
2017-12-05 14:40:43	Catalog Task	2017-12-07 16:26:05	12-2017	IMAC	Phone	New Account Request for Anthony Spera	3 - Medium
2017-12-05 14:46:22	Catalog Task	2017-12-07 16:26:41	12-2017	IMAC	Phone	(12/7/17) New Account Request for Ann T Giles	3 - Medium
2017-12-05 16:12:18	Catalog Task	2017-12-07 16:27:22	12-2017	IMAC	Phone	(12/7/17) New Account Request for James A William	3 - Medium
2017-10-12 11:17:52	Incident	2017-12-08 09:21:10	12-2017	Web	Email	Website - PO search not functioning	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-31 10:41:35	Catalog Task	2017-12-08 09:27:19	12-2017	Access Request	Phone	Update Access for Derrick J Pilewski	3 - Medium
2017-12-05 18:31:07	Catalog Task	2017-12-08 14:13:33	12-2017	IMAC	Phone	New Account Request for Amy E Williams	3 - Medium
2017-12-06 08:45:15	Catalog Task	2017-12-08 14:14:35	12-2017	IMAC	Phone	(12/7/17) New Account Request for Robert L Davis	3 - Medium
2017-12-06 13:06:58	Catalog Task	2017-12-08 14:15:40	12-2017	IMAC	Phone	New Account Request for Deborah Rangel De Oliveira	3 - Medium
2017-12-07 12:11:49	Catalog Task	2017-12-08 14:16:27	12-2017	IMAC	Phone	New Account Request for Joseph A McDaniel	3 - Medium
2017-12-07 16:29:04	Catalog Task	2017-12-08 14:17:17	12-2017	IMAC	Phone	(12/7/17) Re-hire Request for Michelle Ehrlich	3 - Medium
2017-12-14 07:22:39	Incident	2017-12-14 08:19:48	12-2017	CountyWebsite	Phone	Web - Leegov.com website down	3 - Medium
2017-12-13 14:45:15	Incident	2017-12-14 11:22:07	12-2017	Other	Email	Leave slip sight - access	3 - Medium
2017-12-13 17:05:12	Catalog Task	2017-12-15 13:41:42	12-2017	IMAC	Phone	Account Termination for Wendell Ward	3 - Medium
2017-12-06 16:04:00	Catalog Task	2017-12-15 13:42:06	12-2017	IMAC	Phone	Account Termination for Joselyn Saccomani	3 - Medium
2017-12-11 08:50:30	Catalog Task	2017-12-15 13:42:34	12-2017	IMAC	Phone	Termination for Marek Kokosinksi	3 - Medium
2017-12-13 16:09:07	Catalog Task	2017-12-15 13:43:00	12-2017	IMAC	Phone	Account Termination for Brian Kelly	3 - Medium
2017-12-06 12:02:17	Catalog Task	2017-12-15 13:43:30	12-2017	IMAC	Phone	Account Termination for Charmel Peele	3 - Medium
2017-12-11 12:04:57	Catalog Task	2017-12-15 13:43:56	12-2017	IMAC	Phone	Termination for Sophia Kolk	3 - Medium
2017-12-20 10:55:11	Catalog Task	2017-12-20 11:46:58	12-2017	Password Reset / Unlock	Phone	KRONOS - Password Reset / Unlock Account	3 - Medium
2017-12-15 13:31:37	Catalog Task	2017-12-20 15:41:53	12-2017	IMAC	Phone	Account Termination for Jonathan Mayer	3 - Medium
2017-12-18 16:19:40	Catalog Task	2017-12-20 15:42:27	12-2017	IMAC	Phone	Account Termination for Jeremy Garrett	3 - Medium
2017-12-20 13:58:30	Catalog Task	2017-12-20 15:42:58	12-2017	IMAC	Phone	Account Termination for Aaron McKenzie	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-12-15 15:30:19	Catalog Task	2017-12-20 15:43:29	12-2017	IMAC	Phone	(12/15 after 5 pm)Terminaiton for Casey Marika	3 - Medium
2017-12-19 12:00:41	Incident	2017-12-26 14:02:21	12-2017	Kwiktag	Email	KwikTag Issue	3 - Medium
2017-07-27 16:29:48	Incident	2017-12-27 09:25:29	12-2017	Other	Email	Tresspass Database login issue	3 - Medium
2017-09-30 11:00:13	Catalog Task	2017-12-27 09:37:05	12-2017	IMAC	Phone	Web pabe - Lee County Solid Waste - need to make some changes to our web page (Delinquent assessment search)	3 - Medium
2017-12-26 14:15:40	Catalog Task	2017-12-27 10:57:57	12-2017	Password Reset / Unlock	Phone	AIM Password Reset / Unlock Account **HIGH Priority**	3 - Medium
2017-12-26 10:13:48	Catalog Task	2017-12-28 09:13:21	12-2017	IMAC	Phone	Account Termination for Wyatt Brown	3 - Medium
2017-12-22 10:41:16	Catalog Task	2017-12-28 09:13:45	12-2017	IMAC	Phone	Account Termination for Donale Jacob	3 - Medium
2017-12-26 08:26:35	Catalog Task	2017-12-28 09:14:07	12-2017	IMAC	Phone	Account Termination for RobertL Jones	3 - Medium
2017-12-22 16:17:12	Catalog Task	2017-12-28 09:14:32	12-2017	IMAC	Phone	Account Termination for Jennifer Strausbaugh	3 - Medium
2017-12-26 12:22:23	Catalog Task	2017-12-28 09:15:06	12-2017	IMAC	Phone	Account Termination for Rachel Summerall	3 - Medium
2017-12-27 16:02:12	Catalog Task	2017-12-28 09:15:40	12-2017	IMAC	Phone	Account Termination for Larry Givens	3 - Medium
2017-12-28 14:20:51	Catalog Task	2018-01-04 14:25:21	01-2018	IMAC	Phone	Account Termination for Glenn Roemer	3 - Medium
2018-01-04 11:48:27	Catalog Task	2018-01-04 14:25:54	01-2018	IMAC	Phone	Account Termination for Sharon Hamman	3 - Medium
2018-01-04 13:52:47	Catalog Task	2018-01-04 14:26:24	01-2018	IMAC	Phone	Account Termination for Stephen Green	3 - Medium
2018-01-04 12:55:51	Catalog Task	2018-01-04 14:27:30	01-2018	IMAC	Phone	Account Termination for Steve Farah	3 - Medium
2018-01-04 13:21:53	Catalog Task	2018-01-04 14:29:33	01-2018	IMAC	Phone	Account Termination for Michael Brown	3 - Medium
2017-12-28 17:08:06	Catalog Task	2018-01-04 14:30:22	01-2018	IMAC	Phone	Account Termination for Martha Nagata	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-04 13:59:06	Catalog Task	2018-01-05 13:02:16	01-2018	IMAC	Phone	Account Termination for Stephen Green	3 - Medium
2018-01-04 13:21:55	Catalog Task	2018-01-05 13:02:39	01-2018	IMAC	Phone	Account Termination for Michael Brown	3 - Medium
2018-01-04 12:55:47	Catalog Task	2018-01-05 13:02:57	01-2018	IMAC	Phone	Account Termination for Steve Farah	3 - Medium
2018-01-04 11:48:26	Catalog Task	2018-01-05 13:03:20	01-2018	IMAC	Phone	Account Termination for Sharon Hamman	3 - Medium
2017-11-20 07:30:45	Incident	2018-01-08 09:19:59	01-2018	Web	Email	Ticket assignment	3 - Medium
2017-11-08 11:34:12	Incident	2018-01-08 09:22:33	01-2018	Tidemark	Email	Tidemark - Cases Locked	3 - Medium
2017-10-09 11:00:59	Catalog Task	2018-01-08 09:25:51	01-2018	Service Request Query	Phone	Leespins - not working	3 - Medium
2017-11-02 12:03:31	Catalog Task	2018-01-08 09:26:50	01-2018	IMAC	Phone	SQL - Query Assistance	3 - Medium
2017-11-20 15:47:18	Catalog Task	2018-01-10 10:06:17	01-2018	IMAC	Phone	New Hire - Access to applications	3 - Medium
2017-11-22 10:00:38	Catalog Task	2018-01-10 10:08:03	01-2018	IMAC	Phone	(11/27/17) New Account Request for Johnsilvio Merlino	3 - Medium
2017-11-28 14:46:32	Catalog Task	2018-01-10 10:30:17	01-2018	IMAC	Phone	Tidemark - General Personnel drawer access request	3 - Medium
2017-09-06 08:30:52	Incident	2018-01-10 11:27:21	01-2018	Tidemark	Phone	Anier is not able to use Tidemark; needs assistance.	5 - Minimal
2018-01-05 08:14:37	Catalog Task	2018-01-10 13:25:01	01-2018	Password Reset / Unlock	Phone	AIM - Password Reset / Unlock Account	3 - Medium
2017-12-18 14:37:30	Catalog Task	2018-01-10 13:36:41	01-2018	IMAC	Phone	AIM - access request	3 - Medium
2017-12-17 11:18:31	Catalog Task	2018-01-10 13:38:27	01-2018	Password Reset / Unlock	Phone	Kwiktag - Password Reset / Unlock Account	3 - Medium
2017-12-05 08:37:38	Catalog Task	2018-01-10 13:42:55	01-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2017-12-14 10:16:22	Catalog Task	2018-01-10 13:55:23	01-2018	IMAC	Phone	AIM - access request	3 - Medium
2017-12-20 13:23:44	Catalog Task	2018-01-10 14:05:12	01-2018	Password Reset / Unlock	Phone	AIM - Password Reset / Unlock Account	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-12-26 11:24:09	Catalog Task	2018-01-10 14:09:23	01-2018	IMAC	Phone	AIM - Password reset	3 - Medium
2018-01-04 12:29:42	Catalog Task	2018-01-10 14:40:25	01-2018	Password Reset / Unlock	Phone	Kwiktag - Username doesn't exist - Carlos Menjivar	3 - Medium
2017-12-15 12:11:41	Catalog Task	2018-01-10 14:46:22	01-2018	IMAC	Phone	New Account Request for Nancy A Santiago	3 - Medium
2017-12-18 15:44:43	Catalog Task	2018-01-10 14:48:34	01-2018	IMAC	Phone	(12/18/17) New Account Request for Claudia C HohDavis	3 - Medium
2017-12-19 10:19:29	Catalog Task	2018-01-10 14:48:58	01-2018	IMAC	Phone	(1/2/18) New Account Request for Joseph Huizenga	3 - Medium
2017-12-21 14:02:29	Catalog Task	2018-01-10 14:49:21	01-2018	IMAC	Phone	New Account Request for Stefanie Karas	3 - Medium
2017-12-21 14:22:19	Catalog Task	2018-01-10 14:50:00	01-2018	IMAC	Phone	(1/4/18) New Account Request for Benjamin Townley	3 - Medium
2017-12-21 16:21:11	Catalog Task	2018-01-10 14:50:29	01-2018	IMAC	Phone	New Account Request for Bryan J MacPhee	3 - Medium
2017-12-26 11:59:50	Catalog Task	2018-01-10 14:50:52	01-2018	IMAC	Phone	New Account Request for Gregory Cain	3 - Medium
2017-12-28 16:00:53	Catalog Task	2018-01-10 14:51:18	01-2018	IMAC	Phone	(1/4/18) New Account Request for Ashley Williams	3 - Medium
2017-12-28 16:13:28	Catalog Task	2018-01-10 14:52:34	01-2018	IMAC	Phone	(1/4/18) New Account Request for Thomas Chapman	3 - Medium
2017-12-28 16:25:22	Catalog Task	2018-01-10 14:53:01	01-2018	IMAC	Phone	(1/4/18) New Account Request for Mark Edmonson	3 - Medium
2017-12-28 16:39:18	Catalog Task	2018-01-10 14:53:45	01-2018	IMAC	Phone	(1/4/18) New Account Request for Jason Estes	3 - Medium
2018-01-02 11:42:11	Catalog Task	2018-01-10 14:54:17	01-2018	IMAC	Phone	Re- Hire Account Request for Timothy Eckert	3 - Medium
2018-01-03 09:42:36	Catalog Task	2018-01-10 14:54:40	01-2018	IMAC	Phone	(1/18/18) Re-Hire Account Request for Jonathon Gener	3 - Medium
2018-01-03 10:57:16	Catalog Task	2018-01-10 14:55:05	01-2018	IMAC	Phone	(1/18/18) New Account Request for Charles Wolfe	3 - Medium
2018-01-03 13:47:01	Catalog Task	2018-01-10 14:55:31	01-2018	IMAC	Phone	New Account Request for Wildmar Hilario	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-04 08:24:10	Catalog Task	2018-01-10 14:55:54	01-2018	IMAC	Phone	New Account Request for Carlos Young	3 - Medium
2018-01-03 13:49:54	Catalog Task	2018-01-10 14:56:20	01-2018	IMAC	Phone	(11/27/17) New Account Request for Mark McGinnis	3 - Medium
2018-01-04 09:48:15	Catalog Task	2018-01-10 14:56:56	01-2018	IMAC	Phone	New Account Request for John Haugh	3 - Medium
2018-01-04 10:16:49	Catalog Task	2018-01-10 14:57:15	01-2018	IMAC	Phone	New Account Request for Matthew Angrisani	3 - Medium
2018-01-04 14:01:06	Catalog Task	2018-01-10 14:57:35	01-2018	IMAC	Phone	New Account Request for Nathan Aller	3 - Medium
2018-01-04 14:01:08	Catalog Task	2018-01-10 14:57:54	01-2018	IMAC	Phone	New Account Request for Nathan Aller	3 - Medium
2018-01-04 14:18:26	Catalog Task	2018-01-10 14:58:14	01-2018	IMAC	Phone	New Account Request for Christopher W Barr	3 - Medium
2018-01-04 14:18:27	Catalog Task	2018-01-10 14:58:37	01-2018	IMAC	Phone	New Account Request for Christopher W Barr	3 - Medium
2018-01-04 14:36:24	Catalog Task	2018-01-10 14:59:01	01-2018	IMAC	Phone	New Account Request for Richard W Cestaro	3 - Medium
2018-01-04 15:54:48	Catalog Task	2018-01-10 14:59:32	01-2018	IMAC	Phone	New Account Request for Marvin Ayers	3 - Medium
2018-01-04 17:46:02	Catalog Task	2018-01-10 14:59:56	01-2018	IMAC	Phone	New Account Request for Scott Shellhaas	3 - Medium
2018-01-08 11:13:03	Catalog Task	2018-01-10 15:00:20	01-2018	IMAC	Phone	New Account Request for Pedro Almodovar	3 - Medium
2018-01-09 13:29:38	Catalog Task	2018-01-10 15:00:44	01-2018	IMAC	Phone	New Account Request for Jose E Perez	3 - Medium
2018-01-05 14:26:05	Catalog Task	2018-01-10 15:08:08	01-2018	IMAC	Phone	KwikTag - need ID and password	3 - Medium
2018-01-10 08:34:23	Catalog Task	2018-01-10 15:38:36	01-2018	IMAC	Phone	KwikTag -access for Christine Butzler (butzleca)	3 - Medium
2017-12-11 10:36:26	Catalog Task	2018-01-11 09:43:25	01-2018	Access Request	Phone	Chameleon access for Reynaldo Grinon	3 - Medium
2017-12-11 15:45:56	Catalog Task	2018-01-11 09:45:18	01-2018	IMAC	Phone	Kwik Tag files	3 - Medium
2018-01-02 08:40:15	Catalog Task	2018-01-11 09:54:43	01-2018	IMAC	Phone	Tina Boone - Agenda Item return to Gatekeeper **ATTACHMENT**	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-05 11:02:03	Catalog Task	2018-01-11 09:57:07	01-2018	IMAC	Phone	Account Termination for Barb Scott	3 - Medium
2018-01-09 12:35:45	Catalog Task	2018-01-11 09:57:35	01-2018	IMAC	Phone	Account Termination for Michael Williams	3 - Medium
2018-01-09 14:59:17	Catalog Task	2018-01-11 09:58:09	01-2018	IMAC	Phone	Account Termination for Marvin Ayers	3 - Medium
2018-01-10 08:24:01	Catalog Task	2018-01-11 09:58:38	01-2018	IMAC	Phone	Account Termination for Crystal Correll	3 - Medium
2018-01-10 12:00:58	Catalog Task	2018-01-11 09:59:23	01-2018	IMAC	Phone	Account Termination Account for Anier Marrero	3 - Medium
2018-01-03 06:30:20	Catalog Task	2018-01-11 10:00:10	01-2018	IMAC	Phone	Account Termination for Gerald Niederberger	3 - Medium
2018-01-05 14:31:20	Catalog Task	2018-01-11 10:02:52	01-2018	Password Reset / Unlock	Phone	Kwiktag - I cannot access. Please assist	3 - Medium
2018-01-05 17:14:03	Catalog Task	2018-01-11 10:06:51	01-2018	IMAC	Phone	Account Termination for Keith Howard	3 - Medium
2018-01-08 08:51:36	Catalog Task	2018-01-11 10:07:32	01-2018	IMAC	Phone	Account Termination for Alvin Coffee	3 - Medium
2018-01-08 08:51:39	Catalog Task	2018-01-11 10:07:55	01-2018	IMAC	Phone	Account Termination for Alvin Coffee	3 - Medium
2018-01-11 14:39:47	Catalog Task	2018-01-11 15:38:10	01-2018	IMAC	Phone	Access - change requested to form	3 - Medium
2018-01-11 11:29:39	Catalog Task	2018-01-12 15:26:04	01-2018	IMAC	Phone	Account Termination for Candace Selby	3 - Medium
2018-01-11 13:12:58	Catalog Task	2018-01-12 15:26:36	01-2018	IMAC	Phone	Account Termination for Helen Leddy	3 - Medium
2018-01-11 13:10:06	Catalog Task	2018-01-12 15:26:56	01-2018	IMAC	Phone	Account Termination for Kristine Young	3 - Medium
2018-01-11 14:06:32	Catalog Task	2018-01-12 15:27:18	01-2018	IMAC	Phone	Account Termination for Kathryn McMichael	3 - Medium
2018-01-11 13:18:34	Catalog Task	2018-01-12 15:27:40	01-2018	IMAC	Phone	Account Termination for Ruth Shea	3 - Medium
2018-01-10 12:21:08	Incident	2018-01-16 10:03:32	01-2018	Kwiktag	Phone	Recover Deleted KWIKTAG File	3 - Medium
2018-01-16 13:07:43	Catalog Task	2018-01-16 13:37:57	01-2018	IMAC	Phone	Provide Requested Service	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-11 10:59:37	Catalog Task	2018-01-16 14:30:11	01-2018	IMAC	Phone	New Account Request for Sydni Strong	3 - Medium
2018-01-11 10:08:45	Catalog Task	2018-01-17 09:10:49	01-2018	Password Reset / Unlock	Phone	Password reset - AIM	3 - Medium
2018-01-16 12:48:23	Catalog Task	2018-01-17 10:07:43	01-2018	IMAC	Phone	Kwiktag - Add "Exit Interview" to General Personnel drawer	3 - Medium
2018-01-11 11:57:57	Catalog Task	2018-01-18 10:04:55	01-2018	Password Reset / Unlock	Phone	Aim Account - Password reset	3 - Medium
2018-01-16 18:21:10	Catalog Task	2018-01-18 12:02:39	01-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2018-01-17 08:52:32	Catalog Task	2018-01-18 12:16:15	01-2018	IMAC	Phone	Please give the following employees access to Lee Tran/ADA Application	3 - Medium
2018-01-16 09:25:20	Incident	2018-01-19 10:24:31	01-2018	Kwiktag	Phone	Kwiktag - Scanning Issues	3 - Medium
2018-01-18 13:38:37	Catalog Task	2018-01-19 16:07:33	01-2018	IMAC	Phone	New Account Request Jose E Martinez	3 - Medium
2018-01-22 13:58:13	Incident	2018-01-23 08:40:02	01-2018	OperatingSystem	Email	Windows issues with copy/paste	3 - Medium
2018-01-23 09:15:18	Catalog Task	2018-01-23 10:41:37	01-2018	Password Reset / Unlock	Phone	Tidemark - Password Reset / Unlock Account	3 - Medium
2017-07-17 13:53:43	Incident	2018-01-23 10:43:41	01-2018	Web	Email	Website - Cannot Edit Contact Box	3 - Medium
2018-01-18 17:04:36	Catalog Task	2018-01-23 10:47:40	01-2018	IMAC	Phone	Website - Update Contact	3 - Medium
2018-01-19 09:22:05	Catalog Task	2018-01-23 10:48:51	01-2018	IMAC	Phone	Contact Updater on the intranet - request **Ticket Update** - Armando Negron 1/19/2018	3 - Medium
2018-01-17 16:30:22	Catalog Task	2018-01-23 10:51:02	01-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2018-01-10 12:52:15	Catalog Task	2018-01-23 10:52:10	01-2018	IMAC	Phone	Sharepoint - remove Elizabeth Linares	3 - Medium
2018-01-22 11:46:24	Incident	2018-01-24 09:05:20	01-2018	Other	Email	Blue Sheet tracking database - Cannot open a database created with a previous version of your application	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-16 15:56:44	Catalog Task	2018-01-24 09:32:32	01-2018	IMAC	Phone	Account Termination for Cynthia Voortman	3 - Medium
2018-01-17 09:15:59	Catalog Task	2018-01-24 09:33:02	01-2018	IMAC	Phone	Account Termination for Anibal Sanchez	3 - Medium
2018-01-17 14:47:50	Catalog Task	2018-01-24 09:34:40	01-2018	IMAC	Phone	Account Termination for Stefanie Karas	3 - Medium
2018-01-17 10:07:50	Catalog Task	2018-01-24 09:35:13	01-2018	IMAC	Phone	Aim access - for Larry Vermillion, Pine Island Library	3 - Medium
2018-01-19 11:57:32	Catalog Task	2018-01-24 09:35:14	01-2018	IMAC	Phone	Account Termination for Cykecia Russ	3 - Medium
2018-01-16 14:57:13	Catalog Task	2018-01-24 09:35:44	01-2018	IMAC	Phone	Account Termination for Laurie Giarrusso Lancaster	3 - Medium
2018-01-17 09:33:58	Catalog Task	2018-01-24 09:36:18	01-2018	IMAC	Phone	Account Termination for Donna Abraham	3 - Medium
2018-01-22 13:45:34	Catalog Task	2018-01-24 09:36:49	01-2018	IMAC	Phone	Account Termination for Jonbil Moore	3 - Medium
2018-01-17 11:53:52	Catalog Task	2018-01-24 09:38:37	01-2018	IMAC	Phone	New Account Request for Lauren Schaefer	3 - Medium
2018-01-10 11:01:09	Catalog Task	2018-01-24 13:53:44	01-2018	IMAC	Phone	KwikTag - access request	3 - Medium
2018-01-17 11:02:11	Catalog Task	2018-01-24 13:55:01	01-2018	IMAC	Phone	Programming, IMAC - Amburgey, Susan	3 - Medium
2018-01-23 17:31:57	Catalog Task	2018-01-24 13:56:03	01-2018	IMAC	Phone	New Account Request for Christopher Gene Brooks	3 - Medium
2018-01-23 14:19:05	Catalog Task	2018-01-24 13:56:44	01-2018	IMAC	Phone	New Account Request for Rebecca L Smith	3 - Medium
2018-01-23 10:03:49	Catalog Task	2018-01-24 13:57:21	01-2018	IMAC	Phone	(1/18/18) New Account Request for Dave W Fort	3 - Medium
2018-01-22 11:51:00	Catalog Task	2018-01-24 13:58:35	01-2018	IMAC	Phone	New Account Request Raymond E Dunn	3 - Medium
2018-01-22 11:10:40	Catalog Task	2018-01-24 13:59:31	01-2018	IMAC	Phone	New Account Request for Thomas Iannucci	3 - Medium
2018-01-24 12:17:27	Catalog Task	2018-01-24 14:33:23	01-2018	IMAC	Phone	New Account Request for Susan Barnett	3 - Medium
2018-01-19 14:37:18	Catalog Task	2018-01-25 09:17:06	01-2018	IMAC	Phone	AIM Account - password reset *HIGH*	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-12 15:45:44	Catalog Task	2018-01-25 09:25:57	01-2018	IMAC	Phone	(1/18/18) New Account Request for Toni Lynn Fritzo	3 - Medium
2018-01-24 08:27:36	Catalog Task	2018-01-25 09:33:04	01-2018	IMAC	Phone	AIM - password reset request	3 - Medium
2018-01-25 11:18:44	Incident	2018-01-25 15:50:45	01-2018	Kronos	Self-service	Kronos issues	3 - Medium
2017-10-09 13:16:10	Incident	2018-01-26 14:04:24	01-2018	ComplianceSuite	Email	Compliance Suite	3 - Medium
2018-01-26 11:24:09	Incident	2018-01-29 14:04:11	01-2018	Kwiktag	Email	Kwiktag - is not updating	3 - Medium
2018-01-26 11:07:48	Incident	2018-01-29 14:06:24	01-2018	Kwiktag	Phone	KwikTag - scans not coming through	3 - Medium
2018-01-22 09:10:33	Catalog Task	2018-01-29 14:09:39	01-2018	IMAC	Phone	Kwiktag - Add drawer "UNSAFE BUILDING" from DCD Cabinet	3 - Medium
2018-01-25 13:22:09	Catalog Task	2018-01-29 14:19:11	01-2018	IMAC	Phone	New Account Request for Maria L Recabarren	3 - Medium
2017-10-23 08:51:24	Incident	2018-01-30 08:19:58	01-2018	Other	Email	GOV QA - Unable to login - Robert Clemens - RUSH	3 - Medium
2018-01-26 10:55:43	Incident	2018-01-30 14:08:25	01-2018	Kwiktag	Email	Is Kwiktag down - Documents not appearing in the DOT Operations drawer	3 - Medium
2018-01-31 08:31:20	Catalog Task	2018-01-31 08:58:38	01-2018	IMAC	Phone	Account Termination for Kendrick Jackson	3 - Medium
2018-01-31 08:08:01	Catalog Task	2018-01-31 08:59:22	01-2018	IMAC	Phone	Account Termination for Gail Pacewic	3 - Medium
2018-01-30 09:09:10	Catalog Task	2018-01-31 08:59:51	01-2018	IMAC	Phone	Account Termination for Joy Benedict	3 - Medium
2018-01-30 15:39:09	Catalog Task	2018-01-31 09:00:10	01-2018	IMAC	Phone	Account Termination for Donald Jacobs	3 - Medium
2018-01-24 08:31:53	Catalog Task	2018-01-31 09:00:33	01-2018	IMAC	Phone	Account Termination for Francis Hancock	3 - Medium
2018-01-26 16:33:38	Catalog Task	2018-01-31 09:00:57	01-2018	IMAC	Phone	Account Termination for Jill Frye	3 - Medium
2018-01-29 10:58:40	Catalog Task	2018-01-31 09:01:15	01-2018	IMAC	Phone	Account Termination for Santiago Gonzalez	3 - Medium
2018-01-25 09:50:13	Catalog Task	2018-01-31 09:01:44	01-2018	IMAC	Phone	Account Termination for Kevin Binnall	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-30 10:52:41	Incident	2018-01-31 10:45:47	01-2018	Kwiktag	Phone	Kwiktag showing Disabled - Randy Simes calling that several People are all getting this message. *HIGH*	3 - Medium
2018-01-16 11:18:05	Catalog Task	2018-01-31 10:53:23	01-2018	IMAC	Phone	New Account Request for Esmeralda Gonzalez	3 - Medium
2018-01-17 12:16:40	Catalog Task	2018-01-31 10:58:51	01-2018	Access Request	Phone	Existing user account request - Wilfredo Ortiz	3 - Medium
2018-01-31 08:08:04	Catalog Task	2018-01-31 14:07:54	01-2018	IMAC	Phone	Account Termination for Gail Pacewic	3 - Medium
2018-01-31 08:31:18	Catalog Task	2018-01-31 14:08:12	01-2018	IMAC	Phone	Account Termination for Kendrick Jackson	3 - Medium
2018-01-24 15:53:10	Catalog Task	2018-02-05 09:12:18	02-2018	IMAC	Phone	KwikTag - access	3 - Medium
2018-01-30 11:06:42	Incident	2018-02-05 14:21:06	02-2018	Kwiktag	Email	Kwiktag - showing "Account Disabled"	3 - Medium
2018-01-30 11:04:15	Catalog Task	2018-02-05 14:52:59	02-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2018-01-30 15:48:42	Catalog Task	2018-02-05 14:53:38	02-2018	IMAC	Phone	New Account Request for Megan Joyce	3 - Medium
2018-01-31 11:10:59	Catalog Task	2018-02-05 14:54:18	02-2018	IMAC	Phone	New Account Request for Steffean Johnson	3 - Medium
2018-01-31 17:54:21	Catalog Task	2018-02-05 14:59:39	02-2018	IMAC	Phone	New Account Request Kelsey M Howard	3 - Medium
2018-02-01 16:44:00	Catalog Task	2018-02-05 15:01:12	02-2018	IMAC	Phone	New Account Request for Emily Slobodzian	3 - Medium
2018-02-02 08:44:44	Catalog Task	2018-02-05 15:01:54	02-2018	IMAC	Phone	New Account Request for Donald Berg	3 - Medium
2018-01-26 10:27:42	Catalog Task	2018-02-07 09:47:48	02-2018	IMAC	Phone	New Account Request for Victoria Acosta	3 - Medium
2018-01-29 12:21:08	Catalog Task	2018-02-07 09:59:43	02-2018	IMAC	Phone	New Account Request for Ginger Marinell	3 - Medium
2018-01-29 13:00:43	Catalog Task	2018-02-07 10:06:40	02-2018	IMAC	Phone	New Account Request for Mari Roberson	3 - Medium
2018-01-29 13:21:47	Catalog Task	2018-02-07 10:07:42	02-2018	IMAC	Phone	New Account Request for Leo Kleinmann	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-02-06 11:00:31	Catalog Task	2018-02-07 10:10:33	02-2018	IMAC	Phone	New Account Request for Lee Linkovich	3 - Medium
2018-02-06 11:50:27	Catalog Task	2018-02-07 10:14:23	02-2018	IMAC	Phone	New Account Request for Jack L Otte	3 - Medium
2018-02-06 12:17:34	Catalog Task	2018-02-07 10:15:00	02-2018	IMAC	Phone	New Account Request for Raymond K Hoxworth	3 - Medium
2018-01-31 18:10:46	Catalog Task	2018-02-07 10:31:51	02-2018	IMAC	Phone	New Account Request for Alexa M Cerdan	3 - Medium
2018-01-31 18:36:28	Catalog Task	2018-02-07 15:35:05	02-2018	IMAC	Phone	Account Termination for Mildred Marrero	3 - Medium
2018-02-05 09:17:03	Catalog Task	2018-02-07 15:35:32	02-2018	IMAC	Phone	Account Termination for William Van Helden	3 - Medium
2018-02-02 12:56:10	Catalog Task	2018-02-07 15:35:56	02-2018	IMAC	Phone	Account Termination for Mary Helm	3 - Medium
2018-02-01 09:19:18	Catalog Task	2018-02-07 15:36:16	02-2018	IMAC	Phone	Account Termination for Dorothy Hubler	3 - Medium
2018-01-29 14:30:08	Catalog Task	2018-02-08 09:46:06	02-2018	IMAC	Phone	Re-Hire Request for Paul Smith	3 - Medium
2018-02-08 12:07:55	Catalog Task	2018-02-09 08:33:57	02-2018	IMAC	Phone	KwikTag Permissions change.	3 - Medium
2018-01-30 12:04:52	Catalog Task	2018-02-09 14:30:41	02-2018	IMAC	Phone	Kronos - added Comp Time Accrual bucket	3 - Medium
2018-01-31 19:12:18	Catalog Task	2018-02-13 12:04:08	02-2018	IMAC	Phone	AIM - access request	3 - Medium
2018-02-09 13:24:09	Catalog Task	2018-02-14 15:52:42	02-2018	IMAC	Phone	Account Termination for Joseph Giardina	3 - Medium
2018-02-09 13:48:01	Catalog Task	2018-02-14 15:53:09	02-2018	IMAC	Phone	Account Termination for Diana Horvat	3 - Medium
2018-02-09 13:16:03	Catalog Task	2018-02-14 15:53:35	02-2018	IMAC	Phone	Account Termination for Michael Grispo	3 - Medium
2018-02-14 08:26:42	Catalog Task	2018-02-14 15:54:15	02-2018	IMAC	Phone	Account Termination for Debra Dupree	3 - Medium
2018-02-14 16:34:57	Catalog Task	2018-02-16 11:36:14	02-2018	IMAC	Phone	Account Termination for Jean Johnson	3 - Medium
2018-02-14 16:07:24	Catalog Task	2018-02-16 11:36:40	02-2018	IMAC	Phone	Account Termination for Joseph Dodds	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-02-14 16:40:51	Catalog Task	2018-02-16 11:37:15	02-2018	IMAC	Phone	Account Termination for Rebecca Smith	3 - Medium
2018-02-15 11:51:55	Catalog Task	2018-02-16 11:37:59	02-2018	IMAC	Phone	Account Termination for John Boland	3 - Medium
2018-02-15 09:10:57	Catalog Task	2018-02-16 11:38:49	02-2018	IMAC	Phone	Account Termination for Daniel Wieser	3 - Medium
2018-02-15 10:28:30	Catalog Task	2018-02-16 11:39:33	02-2018	IMAC	Phone	Account Termination for David Hall	3 - Medium
2018-02-16 08:34:19	Catalog Task	2018-02-16 11:40:14	02-2018	IMAC	Phone	Account Termination for Sandra Bridges	3 - Medium
2018-02-16 12:40:08	Catalog Task	2018-02-21 13:45:10	02-2018	IMAC	Phone	Account Termination for Jason Esquijarosa	3 - Medium
2018-02-16 12:46:00	Catalog Task	2018-02-21 13:45:45	02-2018	IMAC	Phone	Account Termination for Arian Moore	3 - Medium
2018-02-16 12:28:22	Catalog Task	2018-02-21 13:46:16	02-2018	IMAC	Phone	Account Termination for Henrique Scheffer	3 - Medium
2018-02-16 12:17:59	Catalog Task	2018-02-21 13:46:57	02-2018	IMAC	Phone	Account Termination for Michael Tejeda	3 - Medium
2018-02-08 11:02:58	Catalog Task	2018-02-22 09:33:29	02-2018	IMAC	Phone	Scanning from Q9	3 - Medium
2018-02-09 13:56:39	Catalog Task	2018-02-22 09:40:04	02-2018	IMAC	Phone	(2/12/18) New Account Request for Robert A Fischer	3 - Medium
2018-02-09 14:09:24	Catalog Task	2018-02-22 09:42:32	02-2018	IMAC	Phone	New Account Request for Richard A Ramsey	3 - Medium
2017-12-13 10:01:34	Incident	2018-02-22 09:49:32	02-2018	Kwiktag	Email	Kwiktag/webpage issue	3 - Medium
2018-02-09 17:35:29	Catalog Task	2018-02-22 09:57:24	02-2018	IMAC	Phone	New Account Request for Nadine V Kramarz	3 - Medium
2018-02-12 11:12:51	Catalog Task	2018-02-22 10:04:04	02-2018	IMAC	Phone	New Account Request for Dawn Delgado	3 - Medium
2018-02-12 12:09:44	Catalog Task	2018-02-22 10:05:11	02-2018	IMAC	Phone	New Account Request for Kathy Custer Gariano	3 - Medium
2018-02-12 12:26:42	Catalog Task	2018-02-22 10:08:43	02-2018	IMAC	Phone	New Account Request for Melisa Berry	3 - Medium
2018-02-12 13:02:10	Catalog Task	2018-02-22 10:12:52	02-2018	IMAC	Phone	New Account Request for Patricia Wisch	3 - Medium
2018-02-12 13:31:59	Catalog Task	2018-02-22 10:15:14	02-2018	IMAC	Phone	New Account Request for Irene Jordan	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-02-13 10:55:40	Catalog Task	2018-02-22 10:18:17	02-2018	IMAC	Phone	New Account Request for James G Blank	3 - Medium
2018-02-14 14:21:49	Catalog Task	2018-02-22 10:19:12	02-2018	IMAC	Phone	New Account Request for Patrick Lehan	3 - Medium
2018-02-14 14:33:07	Catalog Task	2018-02-23 09:48:37	02-2018	IMAC	Phone	New Account Request for Ellen Lehan	3 - Medium
2018-02-14 14:38:07	Catalog Task	2018-02-23 09:49:25	02-2018	IMAC	Phone	New Account Request for Brennon Petro	3 - Medium
2018-02-19 10:29:16	Catalog Task	2018-02-23 09:53:05	02-2018	IMAC	Phone	New Account Request for Elizabeth McLaughlin	3 - Medium
2018-02-19 16:01:28	Catalog Task	2018-02-23 10:48:43	02-2018	IMAC	Phone	Re-Hire Account Request for Mildred Marrero	3 - Medium
2018-02-20 09:33:42	Catalog Task	2018-02-23 10:49:45	02-2018	IMAC	Phone	(3/1/18) New Account Request for Laura Guzman Vanega	3 - Medium
2018-02-21 14:47:40	Catalog Task	2018-02-23 11:06:27	02-2018	IMAC	Phone	New Account Request for Jennifer J Walla	3 - Medium
2018-02-22 14:50:08	Catalog Task	2018-02-23 11:07:21	02-2018	IMAC	Phone	New Account Request for Raymond Bayer	3 - Medium
2018-02-21 10:58:12	Catalog Task	2018-02-26 13:51:02	02-2018	Password Reset / Unlock	Phone	AIM - Password Reset / Unlock Account	3 - Medium
2017-11-29 07:08:40	Catalog Task	2018-02-26 16:05:35	02-2018	IMAC	Phone	Kwiktag Access Request - Edith Brown	3 - Medium
2018-02-23 17:48:26	Catalog Task	2018-03-01 10:01:11	03-2018	IMAC	Phone	Account Termination for Shannon Ackerson	3 - Medium
2018-02-22 13:24:58	Catalog Task	2018-03-01 10:01:35	03-2018	IMAC	Phone	Account Termination for Javier Bermudez	3 - Medium
2018-02-08 10:46:42	Catalog Task	2018-03-02 09:46:09	03-2018	IMAC	Phone	New Account Request for Michael Green	3 - Medium
2018-02-14 16:53:45	Catalog Task	2018-03-02 10:53:51	03-2018	IMAC	Phone	Kwiktag - recover files	3 - Medium
2018-02-19 09:10:11	Catalog Task	2018-03-02 11:00:10	03-2018	Access Request	Phone	Existing User, Access Request - Flores, Paul	3 - Medium
2018-02-12 12:46:29	Catalog Task	2018-03-02 11:22:56	03-2018	IMAC	Phone	New Account Request for Roger D Warren	3 - Medium
2018-02-12 13:17:37	Catalog Task	2018-03-02 11:24:37	03-2018	IMAC	Phone	New Account Request for Jose Cueto	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-02-13 10:00:28	Catalog Task	2018-03-02 11:25:28	03-2018	IMAC	Phone	New Account Request for Loretta Krzastek	3 - Medium
2018-03-01 13:59:05	Catalog Task	2018-03-02 14:09:17	03-2018	IMAC	Phone	Account Termination for Jacqueline Fling	3 - Medium
2018-03-01 09:24:05	Catalog Task	2018-03-02 14:10:11	03-2018	IMAC	Phone	Account Termination for Cherie Pierce	3 - Medium
2018-03-01 10:04:35	Catalog Task	2018-03-02 14:10:55	03-2018	IMAC	Phone	Account Termination for Mathew Loiacono	3 - Medium
2018-03-05 15:06:15	Catalog Task	2018-03-07 14:55:35	03-2018	IMAC	Phone	Account Termination for Wildmar Hilario	3 - Medium
2018-02-05 11:57:14	Catalog Task	2018-03-08 15:20:18	03-2018	IMAC	Phone	AIM - need ID and password and how to logon information	3 - Medium
2018-02-22 13:42:17	Catalog Task	2018-03-08 15:29:57	03-2018	IMAC	Phone	AIM access for Tom Lewis	3 - Medium
2018-03-08 09:50:29	Catalog Task	2018-03-08 15:32:30	03-2018	IMAC	Phone	AIM Account setup Request for Tom Lewis 'lewist'	3 - Medium
2018-02-01 08:09:50	Catalog Task	2018-03-08 15:41:35	03-2018	IMAC	Phone	create a drawer "ADA Daily Financial Reporting" at the cabinet "Lee Tran request	3 - Medium
2018-03-06 08:51:30	Catalog Task	2018-03-09 13:29:45	03-2018	Password Reset / Unlock	Phone	Kronos - Password Reset / Unlock Account	3 - Medium
2018-03-07 14:41:30	Catalog Task	2018-03-09 13:59:22	03-2018	Password Reset / Unlock	Phone	Kronos password reset	3 - Medium
2018-03-05 14:09:58	Catalog Task	2018-03-13 08:39:39	03-2018	Password Reset / Unlock	Phone	Tidemark - Password Reset / Unlock Account	3 - Medium
2018-03-02 09:38:03	Incident	2018-03-13 14:20:29	03-2018	AIM	Phone	Client needs AIM - Password Reset	3 - Medium
2018-02-09 15:41:03	Catalog Task	2018-03-13 14:21:36	03-2018	Password Reset / Unlock	Phone	AIM Account - Password Reset	3 - Medium
2018-03-13 16:05:52	Incident	2018-03-13 16:11:46	03-2018	Other	Phone	POTTS / MACRO - not communicating	3 - Medium
2018-03-16 08:53:55	Catalog Task	2018-03-16 11:06:55	03-2018	Password Reset / Unlock	Phone	Tidemark Account - Password reset	3 - Medium
2018-01-25 09:24:28	Catalog Task	2018-03-16 14:56:33	03-2018	IMAC	Phone	New Account Request for Christopher Wooten	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-03-01 09:03:58	Incident	2018-03-16 15:35:36	03-2018	AIM	Phone	Needs her AIM Password reset **HIGH**	3 - Medium
2018-02-07 15:44:29	Catalog Task	2018-03-16 15:44:36	03-2018	IMAC	Phone	New Account Request for Alina Bernal	3 - Medium
2018-02-20 15:14:50	Catalog Task	2018-03-16 15:50:18	03-2018	IMAC	Phone	Kwik Tag account creation	3 - Medium
2018-02-21 11:27:41	Catalog Task	2018-03-20 09:10:03	03-2018	IMAC	Phone	Please provision a Kwiktag account for 'walkerv' Vinnette Walker	3 - Medium
2018-02-23 14:16:31	Catalog Task	2018-03-20 09:11:19	03-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2018-03-14 11:14:20	Catalog Task	2018-03-20 09:18:36	03-2018	IMAC	Phone	Kronos - install with the ability to change password	3 - Medium
2018-02-12 19:58:25	Catalog Task	2018-03-20 09:37:24	03-2018	IMAC	Phone	AIM access - Gary Macantonio Samuel L Jackson Gene Routt	3 - Medium
2018-02-28 14:01:57	Catalog Task	2018-03-20 09:38:19	03-2018	IMAC	Phone	(3/1/18) New Account Request for Julie Thompson	3 - Medium
2018-02-28 14:34:23	Catalog Task	2018-03-20 09:39:05	03-2018	IMAC	Phone	New Account Request for Michael Bess	3 - Medium
2018-03-12 11:19:29	Catalog Task	2018-03-20 09:39:56	03-2018	IMAC	Phone	(3/15/18) New Account Request for William Hackett	3 - Medium
2018-03-12 14:08:32	Catalog Task	2018-03-20 09:41:34	03-2018	IMAC	Phone	(3/15/18) New Account Request for Douglas D Pacuicrk	3 - Medium
2018-03-13 14:28:55	Catalog Task	2018-03-20 10:01:27	03-2018	IMAC	Phone	(3/15/18) New Account Request for Blanca T Perez	3 - Medium
2018-03-13 15:34:38	Catalog Task	2018-03-20 10:02:08	03-2018	IMAC	Phone	(3/15/18) New Account Request for Jeff Papier	3 - Medium
2018-03-14 11:47:29	Catalog Task	2018-03-20 10:03:04	03-2018	IMAC	Phone	New Account Request for Daisy Cintron	3 - Medium
2018-03-14 12:15:49	Catalog Task	2018-03-20 10:03:47	03-2018	IMAC	Phone	New Account Request for Donald Payne	3 - Medium
2018-03-14 13:30:54	Catalog Task	2018-03-20 10:04:34	03-2018	IMAC	Phone	(3/1/18) New Account Request for Michelle Demkow	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-03-14 13:51:59	Catalog Task	2018-03-20 10:05:25	03-2018	IMAC	Phone	(3/15/18) Re-Hire Account Request for Vera Conner-Humphrey	3 - Medium
2018-03-09 16:15:14	Catalog Task	2018-03-20 14:25:19	03-2018	IMAC	Phone	Account Termination for Carolyn Delgiacco	3 - Medium
2018-03-14 08:10:25	Catalog Task	2018-03-20 14:26:04	03-2018	IMAC	Phone	Account Termination for Robert Davis	3 - Medium
2018-03-14 13:19:36	Catalog Task	2018-03-20 14:26:37	03-2018	IMAC	Phone	Account Termination for Julie Grant	3 - Medium
2018-03-12 15:43:21	Catalog Task	2018-03-20 14:27:11	03-2018	IMAC	Phone	Account Termination for Joanne Stevens	3 - Medium
2018-03-12 10:25:21	Catalog Task	2018-03-20 14:27:40	03-2018	IMAC	Phone	Account Termination for Michelle Ehrlich	3 - Medium
2018-03-12 10:48:55	Catalog Task	2018-03-20 14:28:05	03-2018	IMAC	Phone	Account Termination for Lakeshia Pointer	3 - Medium
2018-03-14 11:52:23	Catalog Task	2018-03-20 14:28:41	03-2018	IMAC	Phone	Account Termination for David Aguero	3 - Medium
2018-03-15 09:27:38	Catalog Task	2018-03-22 09:41:48	03-2018	IMAC	Phone	Please give Paul Filla access to the GCN drawer in Kwiktag	3 - Medium
2018-03-19 17:53:25	Catalog Task	2018-03-22 10:22:11	03-2018	IMAC	Phone	Access - Aims	3 - Medium
2018-03-21 10:48:09	Catalog Task	2018-03-22 10:23:05	03-2018	IMAC	Phone	New Account Request for Charles McCaw III	3 - Medium
2018-03-22 08:34:54	Incident	2018-03-27 09:05:45	03-2018	Kwiktag	Email	KwikTag - not receiving documents in DOT Operations drawer	3 - Medium
2018-03-26 16:19:08	Catalog Task	2018-03-27 09:06:42	03-2018	IMAC	Phone	KwikTag - permissions change	3 - Medium
2018-03-15 09:25:29	Catalog Task	2018-03-27 09:17:55	03-2018	IMAC	Phone	kwiktag access request	3 - Medium
2018-03-16 15:35:03	Catalog Task	2018-03-27 09:36:01	03-2018	IMAC	Phone	(3/15/18) New Account Request for David Warthen	3 - Medium
2018-03-19 12:45:46	Catalog Task	2018-03-27 13:20:53	03-2018	Password Reset / Unlock	Phone	AIM - Password Reset / Unlock Account	3 - Medium
2018-03-20 15:16:12	Catalog Task	2018-03-27 13:22:09	03-2018	IMAC	Phone	Access - Kronos	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-03-19 15:05:32	Catalog Task	2018-03-27 13:25:41	03-2018	Password Reset / Unlock	Phone	Kronos - Password Reset / Unlock Account	3 - Medium
2018-03-20 07:34:23	Catalog Task	2018-03-27 13:33:14	03-2018	Access Request	Phone	Account creation - Existing user - Samantha Wallace	3 - Medium
2018-03-14 09:43:12	Catalog Task	2018-03-27 15:42:25	03-2018	IMAC	Phone	(3/29/18) New Account Request for Jonathan Campbell	3 - Medium
2018-03-20 18:23:00	Catalog Task	2018-03-28 08:42:23	03-2018	IMAC	Phone	Account Termination for George R Hillier	3 - Medium
2018-03-22 13:38:05	Catalog Task	2018-03-28 08:42:52	03-2018	IMAC	Phone	Account Termination for James Dean	3 - Medium
2018-03-26 09:34:41	Catalog Task	2018-03-28 08:43:13	03-2018	IMAC	Phone	Account Termination for Kevin French	3 - Medium
2018-03-20 18:23:05	Catalog Task	2018-03-28 08:43:52	03-2018	IMAC	Phone	Account Termination for Mark E Myers	3 - Medium
2018-03-20 18:22:54	Catalog Task	2018-03-28 08:44:18	03-2018	IMAC	Phone	Account Termination for Brandon L Marshall	3 - Medium
2018-03-22 15:55:06	Catalog Task	2018-03-28 08:44:54	03-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2018-03-27 15:32:56	Catalog Task	2018-03-29 10:00:27	03-2018	IMAC	Phone	(3/29/18) New Account Request for Candyce M Rose	3 - Medium
2018-03-27 15:54:50	Catalog Task	2018-03-29 10:02:27	03-2018	IMAC	Phone	(3/29/18) New Account Request for Bruce L Glasson	3 - Medium
2018-03-28 15:08:32	Catalog Task	2018-03-29 10:06:21	03-2018	IMAC	Phone	(3/29/18) New Account Request for Alison Swing	3 - Medium
2018-03-28 14:44:41	Catalog Task	2018-03-29 10:08:42	03-2018	IMAC	Phone	New Account Request for John Rowell	3 - Medium
2018-03-28 15:26:39	Catalog Task	2018-03-29 10:10:11	03-2018	IMAC	Phone	(3/29/18) New Account Request for Steven P Veta	3 - Medium
2018-03-22 16:11:40	Catalog Task	2018-03-29 15:45:25	03-2018	IMAC	Phone	(3/22/18) New Account Request for David Fox	3 - Medium
2018-03-22 15:01:29	Catalog Task	2018-03-29 16:03:05	03-2018	Access Request	Phone	Account creation - Existing user - Rose McGuigan	3 - Medium
2018-03-28 12:01:30	Catalog Task	2018-03-30 13:58:49	03-2018	IMAC	Phone	Account Termination for Whitney Faust	3 - Medium
2018-03-28 14:16:39	Catalog Task	2018-03-30 13:59:13	03-2018	IMAC	Phone	Account Termination for Michael Ruiz	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-03-28 15:41:00	Catalog Task	2018-03-30 13:59:46	03-2018	IMAC	Phone	(3/16/18) Account Termination for Gabriel Puente	3 - Medium
2018-03-30 12:16:09	Catalog Task	2018-03-30 14:02:28	03-2018	IMAC	Phone	Account Termination for Mark Sunkel	3 - Medium
2018-03-30 12:51:03	Catalog Task	2018-03-30 14:04:08	03-2018	IMAC	Phone	Account Termination for Samuel Lee	3 - Medium
2018-03-29 17:28:53	Catalog Task	2018-03-30 14:05:46	03-2018	IMAC	Phone	Account Termination for Beckie La Point	3 - Medium
2018-03-30 07:44:46	Catalog Task	2018-03-30 14:06:41	03-2018	IMAC	Phone	Account Termination for David Morris	3 - Medium
2018-03-28 15:38:01	Catalog Task	2018-03-30 14:07:13	03-2018	IMAC	Phone	Account Termination for Michael Green	3 - Medium
2018-04-03 14:35:15	Catalog Task	2018-04-05 11:11:47	04-2018	IMAC	Phone	Can't log into Facility Max **Ticket UPdate** calling for Status Upd. & Call 239-533-4250** <HIGH>	3 - Medium
2018-04-02 06:17:29	Catalog Task	2018-04-05 16:08:21	04-2018	IMAC	Phone	Account Termination for Marcia Sousa Yacono	3 - Medium
2018-04-02 09:31:06	Catalog Task	2018-04-05 16:09:39	04-2018	IMAC	Phone	Account Termination for Nancy Huber	3 - Medium
2018-04-02 15:31:57	Catalog Task	2018-04-05 16:10:06	04-2018	IMAC	Phone	Account Termination for Deborah Rangel De Oliveira	3 - Medium
2018-04-02 15:21:38	Catalog Task	2018-04-05 16:10:33	04-2018	IMAC	Phone	Account Termination for Peggy Ann Hill-Cruz	3 - Medium
2018-04-03 14:57:21	Catalog Task	2018-04-05 16:11:06	04-2018	IMAC	Phone	Account Termination for Lisha Allsop	3 - Medium
2018-04-05 12:11:29	Catalog Task	2018-04-05 16:11:41	04-2018	IMAC	Phone	Account termination for M. Loretto Recabarren	3 - Medium
2018-04-04 13:56:30	Catalog Task	2018-04-05 16:12:15	04-2018	IMAC	Phone	Account Termination for Rand Edelstein	3 - Medium
2018-04-03 16:47:25	Catalog Task	2018-04-05 16:12:37	04-2018	IMAC	Phone	(4/2/18) Account Termination for Thomas Grove	3 - Medium
2018-04-02 15:07:18	Catalog Task	2018-04-05 16:13:19	04-2018	IMAC	Phone	Account Termination for Dorothyann Barilla	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-04-02 15:40:50	Catalog Task	2018-04-05 16:14:48	04-2018	IMAC	Phone	Account Termination for Pamela Strassel	3 - Medium
2018-03-23 06:23:33	Catalog Task	2018-04-10 14:12:45	04-2018	IMAC	Phone	New Account Request for Christy Eldridge	3 - Medium
2018-04-05 14:26:22	Catalog Task	2018-04-10 14:15:14	04-2018	IMAC	Phone	New Account Request for Donnie Bogard III	3 - Medium
2018-04-09 10:55:22	Catalog Task	2018-04-10 14:15:54	04-2018	IMAC	Phone	(6/21/13) New Account Request for Jennifer Mitar	3 - Medium
2018-04-09 13:21:02	Catalog Task	2018-04-10 14:17:10	04-2018	IMAC	Phone	New Account Request for Marianna Passos	3 - Medium
2018-04-10 10:13:37	Catalog Task	2018-04-10 14:18:43	04-2018	IMAC	Phone	New Account Request for Paul Simpson	3 - Medium
2018-04-10 13:48:41	Catalog Task	2018-04-10 14:32:04	04-2018	Password Reset / Unlock	Phone	AIM Issues	3 - Medium
2018-04-09 11:19:12	Catalog Task	2018-04-10 14:37:21	04-2018	IMAC	Phone	New Account Request for Chester Skwara	3 - Medium
2018-04-11 15:37:14	Catalog Task	2018-04-12 16:27:24	04-2018	IMAC	Phone	(4/16/18) New Account Request for Tiara Hesler	3 - Medium
2018-04-11 15:42:47	Catalog Task	2018-04-12 16:28:06	04-2018	IMAC	Phone	New Account Request for Morgan Garrison	3 - Medium
2018-04-11 18:48:47	Catalog Task	2018-04-12 16:28:48	04-2018	IMAC	Phone	New Account Request for Christion Carlyle	3 - Medium
2018-04-06 13:58:06	Incident	2018-04-12 16:32:42	04-2018	Kwiktag	Phone	KwikTag -Scanning Issue	3 - Medium
2018-04-06 10:49:12	Catalog Task	2018-04-13 16:00:37	04-2018	IMAC	Phone	Account Termination for William Hackett	3 - Medium
2018-04-10 11:41:32	Catalog Task	2018-04-13 16:01:09	04-2018	IMAC	Phone	Account Termination for Krista Williams	3 - Medium
2018-04-12 10:12:13	Catalog Task	2018-04-13 16:01:36	04-2018	IMAC	Phone	Account Termination for Richard Jones	3 - Medium
2018-04-13 09:46:47	Catalog Task	2018-04-13 16:02:00	04-2018	IMAC	Phone	Account Termination for Amy Williams	3 - Medium
2018-04-06 15:57:15	Catalog Task	2018-04-13 16:02:42	04-2018	IMAC	Phone	Account Termination for Kimberly Veilleux	3 - Medium
2018-04-10 10:57:33	Catalog Task	2018-04-13 16:03:17	04-2018	IMAC	Phone	Account Termination for Geoff Rinehart	3 - Medium
2018-04-11 17:24:58	Catalog Task	2018-04-13 16:04:38	04-2018	IMAC	Phone	Account Termination for Barbara Crist	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-04-12 11:58:27	Catalog Task	2018-04-13 16:05:27	04-2018	IMAC	Phone	Account Termination for Sharon King	3 - Medium
2018-04-18 12:23:13	Catalog Task	2018-04-18 13:16:41	04-2018	IMAC	Phone	KWIKTAG PERMISSIONS (Helen Plumley - 'Mirror' Geoff Rinehart)	3 - Medium
2018-04-19 08:42:56	Catalog Task	2018-04-19 08:54:30	04-2018	IMAC	Phone	Tidemark Account Reset: ID - novaroof	3 - Medium
2018-04-17 12:30:49	Catalog Task	2018-04-20 16:00:45	04-2018	IMAC	Phone	Account Termination for Emily Slobodzian	3 - Medium
2018-04-18 10:26:25	Catalog Task	2018-04-20 16:01:08	04-2018	IMAC	Phone	Account Termination for Sherral Keel	3 - Medium
2018-04-20 14:43:31	Catalog Task	2018-04-20 16:01:35	04-2018	IMAC	Phone	Account Termination for Jonathon Gener	3 - Medium
2018-04-13 17:20:08	Catalog Task	2018-04-20 16:01:57	04-2018	IMAC	Phone	Account Termination for Raymond Keeling	3 - Medium
2018-04-17 12:14:02	Catalog Task	2018-04-20 16:02:22	04-2018	IMAC	Phone	Account Termination for Steven DiGiro	3 - Medium
2018-04-19 09:26:15	Catalog Task	2018-04-20 16:02:50	04-2018	IMAC	Phone	Account Termination for Robert Loring	3 - Medium
2018-04-16 08:25:13	Catalog Task	2018-04-20 16:03:17	04-2018	IMAC	Phone	Account Termination for Jose Lozada	3 - Medium
2018-04-19 07:55:38	Catalog Task	2018-04-20 16:03:43	04-2018	IMAC	Phone	Account Termination for Sean Lingwall	3 - Medium
2018-04-17 16:45:15	Catalog Task	2018-04-25 10:38:59	04-2018	IMAC	Phone	AIM Access - for Andrew Swartz 'SWARTZA'	3 - Medium
2018-04-11 10:26:38	Catalog Task	2018-04-25 11:10:28	04-2018	IMAC	Phone	DOT Operations Drawer Access in KwikTag for James Devlin	3 - Medium
2018-04-19 11:04:31	Catalog Task	2018-04-25 11:23:38	04-2018	IMAC	Phone	New account request for Roy L Plummer	3 - Medium
2018-04-24 10:08:51	Catalog Task	2018-04-25 11:25:12	04-2018	IMAC	Phone	(4/26/18) New Account Request for Samantha Burkett	3 - Medium
2018-04-25 14:24:14	Catalog Task	2018-04-25 15:12:34	04-2018	IMAC	Phone	Access to County Attorney Intranet Forms	3 - Medium
2018-04-18 16:41:39	Catalog Task	2018-04-26 15:25:36	04-2018	Password Reset / Unlock	Phone	AIM Account - Password Reset	3 - Medium

Opened Date	Task type	Resolved|Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-04-24 11:23:40	Catalog Task	2018-04-27 15:42:06	04-2018	IMAC	Phone	Account Termination for Gabriel Palangeanu	3 - Medium
2018-04-26 06:13:20	Catalog Task	2018-04-27 15:42:43	04-2018	IMAC	Phone	Account Termination for Shanice Mills	3 - Medium
2018-04-27 09:24:08	Catalog Task	2018-04-27 15:43:17	04-2018	IMAC	Phone	Account Termination for Doug Hayes	3 - Medium
2018-04-24 11:11:36	Catalog Task	2018-04-27 15:43:56	04-2018	IMAC	Phone	Account Termination for Candyce Rose	3 - Medium
2018-04-24 18:24:41	Catalog Task	2018-04-27 15:44:39	04-2018	IMAC	Phone	Account Termination for Ashley Roberts Fesperman	3 - Medium
2018-01-23 12:43:04	Catalog Task	2018-04-30 11:57:18	04-2018	Access Request	Phone	Existing User, Access Request - White, Cody A	3 - Medium

Count of Resolved Tickets by Service Desk | Desktop (12 Months)

Count of Number	Labels													
Row Labels	04-2018	03-2018	02-2018	01-2018	12-2017	11-2017	10-2017	09-2017	08-2017	07-2017	06-2017	05-2017	Total	
US.ServiceDesk.L1	236	174	171	199	202	270	322	230	252	242	234	205	2737	Service Desk Groups
US.ServiceDesk.SSR	124	52	64	80	44	81	124	43	96	86	92	63	949	
US.Workplace.DT-Downtown.LC	138	150	106	125	88	105	114	75	169	156	117	143	1486	Desktop Groups
US.Workplace.DT-Library.LC	135	153	123	191	59	137	112	79	101	118	175	120	1503	
US.Workplace.DT-Projects.LC	1			1									2	
US.Workplace.DT-Remote.LC	192	164	158	142	90	127	199	81	229	150	128	120	1780	
Total	826	693	622	738	483	720	871	508	847	752	746	651	8457	

Count of Resolved Tickets by All Other Groups (12 Months)

Count of Number	Labels												
Row Labels	04-2018	03-2018	02-2018	01-2018	12-2017	11-2017	10-2017	09-2017	08-2017	07-2017	06-2017	05-2017	Total
US.Client.Telecom.LC	264	259	272	312	223	337	336	282	372	297	290	360	3604
US.ServerMgmt.LC	250	219	305	273	173	311	477	230	240	175	176	197	3026
US.AppsMgmt.LC	52	81	60	134	49	115	156	47	104	85	132	85	1100
US.Network.LC	31	17	21	43	9	13	31	19	67	28	59	30	368
US.Network.Cabling.LC	4	4	1	9	4	2	4	4	10		4	27	73
US.Workplace.SI-ManageSoft.LC									3				3
US.Workplace.Audio-Visual.LC				1									1
Total	601	580	659	772	458	778	1004	582	796	585	661	699	8175

Lee County Board of County Commissioners

Information Technology Strategic Plan

Spring 2009

LEE COUNTY

SOUTHWEST FLORIDA

Introduction

Like many governments that are confronted with growth in demand for services in the face of new needs and a changing economy, Lee County is presented with major challenges and opportunities. These challenges and opportunities are caused by heightened expectations from the County's constituents, citizens and business community who want to interact and conduct business with the County utilizing modern automation capabilities combined with the need to leverage and enhance limited staff resources necessary to accomplish the work. This expectation occurs within an environment of rapid change and finite resources. To be successful, Lee County's Information Technology Group (ITG) resources must be contemporary, flexible, scalable and secure with the ability to respond to ever changing requirements. ITG builds on an enterprise architecture that supports the variety of needs while maintaining a supportable portfolio of systems and tools, and operates effectively and efficiently to ensure better services, better products, shorter project life cycles, less cost and more convenience.

This strategic plan was created to define the County's Information Technology strategy, direction, and provide an understanding of how decisions regarding allocating resources to pursue this strategy, including capital and people are made.

The IT Strategic Plan is a living document to be maintained by ITG through the Chief Technology Advisor (CTA) and updated with support from the entire IT team. Governance, architecture, and infrastructure for supporting IT are described within this plan, however, the specific routine operational work, on-going support efforts, normal upgrades and maintenance work is not reflected in this plan. The update process may be initiated by any of the following activities.

- Periodic requests or recommendations for modifications or enhancements to IT systems from Lee County stakeholders.
- Periodic recommendations for improvements to the IT infrastructure based on changes in the IT industry or best practices. The IT department analyzes these recommendations to determine value to the County, adherence to overall Strategic Planning, and implementation costs.
- Annual reviews of IT investments for the next 12 months (specifically during the Budget cycle).

The purpose of the IT Strategic Plan is to:
- Provide a framework to guide all IT investment decision making, including enterprise IT solutions as well as directions to departmental/program initiatives.
- Ensure that IT investments are well thought out and further Lee County's business objectives and maximize value to the citizens of Lee County.
- Strengthen Lee County's leadership role in regional, state and national initiatives.

The modernization efforts described in this plan are primarily funded using the Information Technology budget. The critical challenge facing proposed large IT projects is justifying the infrastructure investment required to deliver the identified benefits. Often these returns are small or non-existent in the departmental context, but are realized within an enterprise context. Leveraging IT investments across multiple departments, projects, and benefit models, enterprises gain the benefits of departmental solutions without each department bearing the entire cost of implementation. Sometimes projects are included in the plan that are funded from other resources to take advantage of total available County dollars and to provide additional opportunities to meet the goals of the IT planning process.

Interviews with Lee County stakeholders were originally held in 2003 and have been updated regularly. Those original interviews established the foundation for the County's IT Strategic Plan and more importantly clearly presented the influences that are driving the departments. Highlighted in the initial interviews was the need to improve several process and customer relationships that were not up to the acceptable levels as well as deliver the infrastructure necessary to enable organizational growth. As those goals were met the County was able to focus more attention on a longer-term strategic vision. The results over the last five years have enabled the County to meet their business demands and as well as

make strategic investments for the future. This document will build upon those accomplishments and set forth a path for the future.

Information Technology Goals

In recognition of the need to link the County's Information Technology efforts more closely to its business goals, ITG meets with departments to define the County-wide Information Technology goals within the context of the service demands that must be met at the department level. In addition, the formulation of the goals provides a framework by which the allocation of critical resources are directed and categorized. These goals are reviewed each year for applicability and relevance against new demands on County business requirements and IT industry trends.

The County IT director is responsible for the overall management of technology and information resources. For the fiscal year 2008/2009 the IT Director's goals are:

- Complete network upgrade
- Continue County wide dial plan with a 533 (Lee) prefix
- Establish a new disaster recovery and business continuity site
- Continue Expanding fiber route
- Complete telephone upgrades
- Complete SharePoint deployment (intranet/ internet)
- Continue Wachovia building phone and network installation
- Continue Justice center tower phone and network installation
- Expand and upgrade network
- Continue computer refresh program.
- Evaluate Office 2007 upgrade
- Continue IT collaboration effort.

To assist the County IT director with technology direction and validation of trends, the IT group has a Chief Technology Advisor and a Standards Committee (created from technology savvy users within the County departments). The Standards Committee meets as needed to review the County's hardware and software standards and various IT policies and to update them when appropriate.

Information Technology Group Background

Lee County continues to make the necessary investments in information technology hardware and software, which through careful planning, cooperative business and technical execution provides its citizens with a return on investment in the form of improved services. These goals were established to energize the department in performing its functions of developing and maintaining current information technology systems, and providing a technology infrastructure and customer service support to County agencies.

IT has evolved over the years and ITG has to align itself with changing priorities, trends and expertise requirements, and to leverage technology platforms and available resources. It is designed to address the ongoing evolution of technology and its utilization in support of the business functions within County Government. This evolution has seen a tremendous growth in web based systems and distributed architectures and wireless hand-held computers, as well as the number of platforms that support enterprise-class solutions and software applications used in support of various County functions. These information technology systems have become crucial components in the day-to-day operations of almost all areas of County government, and the increasing complexity and sophistication of these systems require well-trained end users and support staff.

Lee County Government has outsourced its information technology department to Atos Origin. Under this agreement ITG is made up entirely of Atos Origin employees, contractors and subcontractors that report to an Atos Origin Program Manager.

The Atos Origin Program Manager reports directly to the County IT Director who oversees the operations and maintains contract conformance.

Atos Origin provides comprehensive support of Lee County's IT systems, applications, personal computers, network, and telecommunications systems. Additionally, Atos Origin serves as Lee County's trusted IT advisor and has established a Program Management Office to provide professional oversight to all support activities and projects. Atos Origin delivers these services to Lee County using the processes defined in the Continuous Service Delivery Model (CSDM). CSDM is based upon ITIL; however Atos Origin has enriched the model and moved from mere paper descriptions to a highly effective deployment, enabled by automation tools that guide people through a consistent way of working. Standardized tooling supports the ITG organization in processes ranging from event management through to help desk.

Specifically for Lee County, ITG provides a service environment that is based upon these best practices, continuous innovation, and improvement leading to a high standard of operational excellence. an enormous amount of effort has been invested in the implementation of a delivery model that is capable of delivering first class services. Furthermore, the infrastructure management tools are fully integrated with the CSDM process management tools. In this way Lee County ITG is capable of delivering a service from the most effective and cost efficient delivery unit to County departments.

Cost Savings

In the past two years the County's budget has been very challenging. Through the outsourcing relationship and the thought leadership and innovation from Atos Origin, Lee County has saved more than $32 Million over five years in IT costs. The table below represents a running tab of the cost savings initiatives that have been undertaken.

Initiative	1 Year	5 Years
Revised refresh program	$ 150,000	$ 750,000
Downtown SONET ring	$ 295,000	$ 1,475,000
NeoGov negotiations and savings (app tracking)	$ 140,000	$ 475,000
Kronos	$ 810,000	$ 4,000,000
Grand Fiber Plan	$ 750,000	$ 3,750,000
Kwiktag	$ 100,000	$ 1,000,000
Spam filter	$ 1,800,000	$ 9,000,000
Downtown Core switches	$ 150,000	$ 150,000
Server consolidation	$ 100,000	$ 500,000
Kwiktag full text negotiations +efficiencies	$ 200,400	$ 251,000
Wireless infrastructure	$ 552,240	$ 2,761,200
Switch from Embarq telephone maint to Nextira	$ 60,932	$ 304,660
Nextel/ AT & T migration to Sprint Cell phones	$ 71,780	$ 358,900
Wireless to Fleet vs fiber	$ 112,500	$ 112,500
Atos negotiation - Microsoft Migration Consulting	$ 155,000	$ 155,000
Microsoft Exchange / AD implementation	$ 107,069	$ 535,345
Atos negotiation - pay for their own lease(2 yrs)	$ 244,000	$ 488,000
Atos negotiation - first contract extension	$ 503,112	$ 955,753
Disaster recovery shift, dump Sungard (13K/ mo)	$ 156,000	$ 780,000
Phone switch EOC (used equip/ maintenance plan)	$ 100,000	$ 100,000
Delete Software assurance M/S Office (3 yrs)	$ 236,500	$ 709,500
Server virtualization	$ 255,000	$ 255,000
Change t-1 vendors from Embarq to Truwave	$ 147,000	$ 735,000
Purchased spare network equipment to allow County Maintenance of switches	$ 200,000	$ 1,000,000

Initiative	1 Year	5 Years
Renegotiate Sprint cellphone plan	$ 240,000	$ 1,200,000
Switch from Guardian to M/S spam blocker	$ 40,000	$ 200,000
Share ISP with Clerk of Courts	$ 40,000	$ 200,000
Total	**$ 7,716,533**	**$ 32,201,858**

Management Controls and Processes

New Project Requests

All requests for new projects are submitted by the County departments on an on-going basis to the Project Request Queue which is managed by the CTA. In truth these requests come from various means to various members of ITG. The staff members ensure that all requests are indeed funneled to the CTA for proper handling.

ITG analyzes the business and technical viability for each requested project and generates a response to the requestor. Included are such factors as business objectives, estimated costs, business related risks and alternatives to the proposed project.

When ITG receives a request for a new project we try to use the following set of guidelines when making a recommendation.

1. The ultimate goal is to provide citizens, the business community, and County employees with timely, convenient access to appropriate information and services through the use of technology.

2. Find out what external Businesses need when doing business with the County to maximize the productivity of County employees and improve customer services.

3. Evaluate business processes for redesign opportunities before automating them. Use new technologies to make new business methods a reality. Exploit functional commonality across organizational boundaries.

4. Implement contemporary, but proven, technologies. Lee County will stay abreast of emerging trends through an ongoing program of technology evaluation. New technologies often will be introduced through pilot projects where both the automation and its business benefits and costs can be evaluated prior to any full-scale adoption.

5. Where possible and cost-effective, hardware and software shall adhere to open (vendor-independent) standards and minimize proprietary solutions. This approach will promote flexibility, inter-operability, cost effectiveness, and mitigate the risk of dependence on individual vendors.

6. Provide a solid technology infrastructure as the fundamental building block of the County's IT architecture to support reliability, performance and security of the County's information assets.   Manage and maintain the enterprise network as an essential communications channel connecting people to information and process via contemporary server platforms and workstations. It will provide access for both internal and external connectivity; will be flexible, expandable, and maintainable; be fully integrated using open standards and capable of providing for the unimpeded movement of data, graphics, image, video, and voice.

7. Consider the purchase and integration of top quality, commercial-off-the-shelf (COTS) software requiring minimal customization as the first choice to speed the delivery of new business applications. This may require redesigning some existing work processes to be compatible with beneficial common practice capabilities inherent in many off-the-shelf software packages, and, achieves business goals. In consideration of this, it is recognized that certain County departments operate under business practices that have been established in response to specific local interpretations and constraints and that in these instances, the institutionalization of these business practices may make the acquisition of COTS software more challenging. If necessary, develop applications using modern, efficient methods and laborsaving tools in a collaborative application development environment following the architectural framework and standards.   An information architecture supported by a repository for common information objects (e.g., databases, files, records, methods, application inventories); repeatable processes and infrastructures will be created, shared and reused.

8. Capture data once in order to avoid cost, duplication of effort and potential for error and share the data whenever possible. Establish and use common data and common databases to the fullest extent. A data administration function will be responsible for establishing and enforcing data policy, data sharing and access, data standardization, data quality, identification and consistent use of key corporate identifiers.

The technical analysis, reviewed by staff from ITG, includes such factors as proposed system architecture and its compatibility with the County's technical architecture standards, impact on existing systems, data conversion and electronic interface requirements, and staffing requirements for development, enhancement and maintenance of the project. After review, recommendations and suggestions for improvement are made by the CTA. The final project proposals are submitted to the departments for acceptance and next steps.

Once projects are approved, a Project Manager is assigned to each project. Project managers hold regular meetings and report progress and issues in weekly status meetings. Formal architecture processes have been developed that provide further guidance to the project managers.

Project Prioritization

The IT Director establishes the priorities for all technology projects. When a new request is reviewed, it is given a priority number that is generated by an algorithm that weighs several key factors listed below:

Visibility – A subjective measurement intended to capture the intangible, and sometimes delicate, political qualities associated with the project. A high ranking in this category means that the project is highly visible.

Citizen Impact – Estimated measurement of the qualitative impact on the citizenry that the project would have. A high Citizen Impact ranking would mean that the project would provide a high level of improvement to the service the County provides to citizens.

Department / User Impact – The weighted measurement intended to capture how many County Departments/Users would be impacted by the project. A high ranking here would indicate that the project would impact the entire County employee population.

Efficiency – Indication of the estimated efficiencies to be gained by completing the project. A high ranking in this category indicates a high level of expected gained efficiencies.

Cost – Estimated cost in hardware/software/services/etc to complete the project. A high ranking in this category equates to a low estimated project cost.

Time – Estimated time it takes to complete the project. A high ranking in this category translates to a very short estimated time to project completion.

Additionally, the algorithm uses assigned weights to each of the above factors and calculates a priority score for the project. The project priority algorithm is presented below.

Visibility	?	x 6 =	
Citizen Impact	?	x 5 =	
Department / User Impact	?	x 4 =	
Efficiency	?	x 3 =	
Time	?	x 2 =	
Cost	?	x 1 =	
Priority			

The prioritization process is managed by ITG Project Managers and all projects are submitted to the CIO for proper scoring.

IT Project Management

Managing an information technology project to successful completion on time and within budget is extremely challenging, even for experienced IT professionals. Successful completion of complex initiatives is dependent upon project managers possessing not only knowledge and understanding of the highly technical aspects of an IT project but also the skills associated with managing projects in a dynamic environment.

PMI is the recognized leader and credentialing organization for project management professionals and all ITG project managers have achieved the Project Management Professional Certification. This certification is renewed annually with continuing education and seminars.

The Project Managers are given direct responsibility and authority for all phases of the project lifecycle, including procurement, resource assignment, definition, implementation, and testing, for the various projects for which they are assigned. They are responsible for communicating with stakeholders and management with regular status updates.

Current Information on Technology Projects

The hyperlink below provides a summary of the IT projects. The County's IT program continues to address the need to build a reliable, scalable technology foundation that can support IT projects which improve the effectiveness and efficiency of County services. Although investment dollars are currently constrained, it has been highly recommended that the County not fall substantially behind in its IT investment targets and goals that are focused on using technology as an essential tool to enable cost effective delivery of government services.

Projects and requests are updated weekly in status meetings. The link below is to the SharePoint repository of weekly status reports: http://intranet.leegov.com/depts/itg/Weekly%20ITG%20Status/Forms/Sort%20by%20Name1.aspx

Strategic Planning Process

The CTA is in charge of the Strategic Planning across the IT organization. The CTA conducts activities to gather input on values, needs, and expectations related to the future provision of information technology solutions and services. The result of the efforts of this initiative will complement the annual process for development of the IT Plan and operations. The focus of the planning process is to ensure a comprehensive approach to IT across the enterprise, taking into consideration a number of important influences (both internal and external) of relevance to the organization. Influential factors include the

need for business integration and interoperability for cost saving County initiatives, the rise of e-government opportunities, industry and economic trends, increasing collaboration efforts between other local municipalities and similar imperatives.

The strategic thinking and planning process provides a framework to make decisions around alignment of IT resources to meet the needs of County government. The Strategic Plan provides forethought for the way the County invests in long-term commitments in technology to make sure that limited resources are appropriately allocated to achieve business objectives. This process is necessary for keeping and updating technology, measuring the appropriateness of the technology refresh cycles, and effectiveness and sustainability of the technology investments.

Keeping up with the pace of change in technology and using technology effectively to meet government business requirements and expectations while being restrained by limited funding are still the most critical challenges facing ITG. Advances in technology can enable the workforce to provide better and faster service at a reduced cost, but changes in technology can be expensive and complex. New technology must be adopted carefully and integrated wisely into the existing technology infrastructure in order to maximize the benefits in a cost-effective manner.

The Strategic Planning process is an iterative process. Each year the following steps will be repeated to ensure that technological advancements are aligned with organizational goals and objectives in order to maximize efficiencies.

Stage 1: Organizational Objectives and Goals
This stage identifies the drivers for Lee County investments. A variety of resources helped identify these objectives, including direction from the IT Manager and ITG, interviews with various stakeholders and recently completed initiatives. This process will be completed in two phases:
- Review current and recent initiatives
  > ITG will analyze all major initiatives that are planned in the next year. These initiatives will be not only drivers for the interviews with departments but also re-analyzed for improvements in deliverables and processes.
- Interview Lee County Managers for vision and goals
  > The Lee County Commissioners and Department Directors will be interviewed in 2009. Their ideas and views will be included in the update of the Information Technology Strategic Plan.

Organizational goals and objectives should be reviewed at least annually to ensure that the strategic planning continues to align with the County goals and ITG vision. Refining and refocusing the strategic goals will reinforce the expected benefits from Lee County's IT investments.

Stage 2: Organizational Initiatives Review
This stage seeks to understand and identify strategic initiatives necessary to accomplish the goals of the County. After evaluating the current initiatives and projects being pursued within the County, a list of potential strategic initiatives will be identified. The IT Manager and the ITG team will identify strategic initiatives to be the top priorities for Lee County.
This approach for identifying strategic initiatives will not involve every IT investment. Additional IT investments which fall outside of identified strategic initiatives will be evaluated independently by a list of pre-defined criteria including, but not limited to, a strong business case, an urgent business need, etc.

Stage 3: Technology Initiatives Review
This stage seeks to review the current strategy and capabilities and explore the extent to which they support the current business objectives. While the final decision of which projects will be completed is being made, the identification of short-term projects can be outlined, investigated and proposed.

Stage 4: Strategic Roadmap Development
This stage evaluates the prioritized list of high-level projects from all of the strategic initiatives. These will be prioritized by the County IT director. This will allow ITG to build a high level time-line for the next 12 months. The end result is the 60-month roadmap. The drafted road map allows ITG to identify the projects for investment discussion within the next 60 months.

When evaluating the roadmap, ITG can identify the quick wins capable of delivering short term benefits at relatively low cost. These become the primary candidates for early delivery within the first 24-36 months.

Information Technology Architecture

Enterprise Architecture

This section of the Plan identifies the current information technology architecture implemented in Lee County. The County's technology architecture is a strategic asset that defines technology components necessary to support business operations and the infrastructure required for implementing new technologies in response to the changing needs of government business. It is a multi-layered architecture that includes IT architecture segments including:

- Application and Data Architectures
- Platform Architecture
- Network Architecture
- Internet Architecture
- Security Architecture

Application and Data Architecture

The application architecture defines how applications are designed and how they cooperate. The architecture promotes common development and presentation standards and enables a high level of system integration, and storage and retrieval of data. It should facilitate the reuse of components and rapid deployment of applications in response to changing business requirements. This layer includes elements of the technology architecture that convert business process to business intelligence, the overall goal being to ensure that County services are executed in a timely, efficient and cost-effective manner. The County has a vast inventory of enterprise-wide and agency specific production applications residing on server and microcomputer platforms. New applications and application enhancements are constantly being evaluated, developed, acquired, and implemented as older "legacy" applications are retired.

The County's goal should be to use commercial-off-the-shelf (COTS) software whenever possible. We also recommend that when choosing a COTS application that it should have a web based front end to allow easy access to the system from anywhere. This would allow the application to be easily used in the field or accessed during a disaster from our remote location. If the COTS application requires a database to function, SQL should be the first choice with the secondary option being Oracle.

As the County moves toward finding a balance between COTS vs. in-house development, new applications will be built on the most current and promising platforms and an architectural framework based on the future of IT, not on the past. While existing legacy systems will continue to be supported, a dramatic move is also underway to embrace new development platforms such as .Net and emerging standards such as XML and Web Services.

The .Net platform will provide the foundation for the next generation of both departmental and enterprise-wide applications. .Net provides a stable application environment with more opportunity for componentization of business logic, sharing of common components and the integration of business processes across application boundaries. A new class of tools such as Visual Studio.Net will provide developers with a robust and flexible development environment. Encapsulating both existing and new business logic into "Web services" will provide the ability to expose business processes across organizational and application boundaries, not only within the County, but with other jurisdictions, the state, and the federal government, as well as with business partners. XML will provide the common "glue" to hold together and provide consistent information across these boundaries to facilitate the need to share data from disparate platforms and systems.

Office Systems

The main application suite used is MS Office Suite 2003 installed on PCs attached to LAN-based servers and printers to facilitate shared file and printing requirements for word processing, spreadsheet, groupware presentation software, workflow database applications, project management and collaborative group work process and workflow. E-mail is MS Outlook on the desktop supported by Microsoft Exchange on an enterprise server. There are a few exceptions in the word processing environment where WordPerfect is being used.

Production Applications

ITG provides first tier support for over 100 server-based applications for agencies that provide Windows GUI access to a server resident database. Most of the server applications are "fat client" in nature with Ms SQL or ORACLE on Windows servers. Some of these are being upgraded to web-browser based applications.

In addition to off the shelf applications, Lee County has created applications when an application was not currently available commercially. Furthermore, we have also used open source software to provide solutions such as e-commerce, calendar, Email list-serv and bulletin board systems when the solution was not commercially (or financially) viable. The systems are flexible enough to deploy with slight modifications fit the requirements and are similar to COTS (commercial-off-the-shelf) in that the core application did not have to be written. Typically just the look and feel (user interface) was the biggest change.

The biggest change in the near future is the deployment of Microsoft SharePoint and related services. This new environment provides an entirely new way to work online. Instead of having a group shared drive where all the documents reside, it now provides a user and department an online workspace that allow central document repository and workflows. Document tracking and revisions are built in so there is no longer a need to have multiple copies of the same document online and even on the end users computer. These documents can easily be shared with other departments and even online. If the department modifies the application, it would automatically be available to other users and online thus reducing the equation of which is the latest version, etc.

Several applications can be built from using MS SharePoint services and ITG is currently working on internal Lee County projects using this new system.

Geographical Information System Applications (GIS)

GIS is a specialized system for storing, retrieving and analyzing an array of digitized map layers that collectively record the topographic, demographic and other features of every location in the County. GIS can be used to identify the shortest route from one location to another, generate school bus and sanitation truck routes, locate sewer lines and other utilities, plan development and many other useful tasks. Our system currently has over 590 layers of GIS data. The County is continuing to develop its GIS data and implement new applications in support of agency functions.

Application Tools

Application tools are the information technology components used to develop and support the functioning of the applications. Application tools also include the support systems used to facilitate work planning and communications.

Programming/Development Tools

New applications are currently being developed using fourth generation object oriented languages and tools. ITG develops and looks for web 2.0 based solutions that offer the most current technical and user interface options available. This approach will continue as additional client/server applications are developed and as Commercial-Off-The-Shelf (COTS) system components are purchased. Standard life-cycle methodologies are employed to define, develop and implement new systems. Documents are created and updated throughout the system development and maintenance life cycle. New application development is using ASP and ASP.NET, FrontPage and *Dreamweaver* for the presentation layer.

Database Management Systems (DBMS)

The County uses several database management systems to support its business applications. For Windows platforms, Oracle and Microsoft SQL Server are the County's database standards. Relational database design activities, such as creating entity-relationship diagrams, the data dictionary, the process models, the logical and physical data models, and the database definition language, are supported through industry standard tools.

Departmental Reporting

Business Objects/Crystal Reports, SQL Reporting Services are the current tools supported for basic ad-hoc query and departmental reporting.

Office Automation/Workstation Software

The County has adopted Microsoft Office Suite for general productivity automation tools including Word for word processing, Excel for spreadsheets, PowerPoint for presentations, Access for desktop application databases, Exchange/Outlook for e-mail/groupware, and Internet Explorer for Web browsing. Other desktop software includes Microsoft Project for project management/tracking, VISIO, and Antivirus. Agencies may have other desktop based software for special requirements.

Email/Collaborative Software

The County uses Microsoft Exchange, Word, Excel, databases, presentation and process modeling software.

IT Service Desk software

The IT Service Desk provides County employees a centralized point of contact for computer support. The Service Desk uses diagnostic tools and technical documentation for key systems supported by ITG in the IT inventory.   The IT Service Desk has a very high percentage rate of first call resolution.

Platform Architecture

The platform architecture defines the technical components of the infrastructure including server and client platforms, the operating systems and interfaces supported, as well as other software tools and equipment used to operate the applications. Lee County's platform architecture includes over 200 Servers and over 2,700 PC's to provide end-user access to County systems. Laptops, and other PDAs also support employee access to Agency business systems.

Desktop PCs, Workstations and Peripherals

ITG prescribes hardware platforms and desktop applications standards as well as procurement vehicles to optimize support and costs. Desktop computers (PCs) are replaced in accordance with the County's Replacement Program using adopted standards. This process maximizes the life of the PC. All Personal computers are standardized using Windows XP Service Pack 2 and the Microsoft Office 2003 to support office automation requirements. Through this process, the County achieves economies of scale, and a more robust, effective support environment.

The current microcomputer platform standard consists of Pentium 4 and above processors running the Microsoft Windows XP Service Pack 2 operating system. County microcomputers are used for office productivity software, enterprise e-mail and groupware, application client software and Internet/Web access.

LAN-based Network Servers

Lee County LAN server environment is based on Active Directory services standard, which is an essential component of the Microsoft Windows 2003 Server architecture. However, the County still supports Microsoft Windows 2000 Server for required legacy applications.

CITRIX Presentation Servers are used for many of the business applications that require "thin-client" technology to provide remote access and minimize Wide Area Network traffic. CITRIX also supports secure access for remote access users and teleworkers.

Storage Area Network

In FY 06 Lee County began its first implementation of the Storage Area Network (SAN) infrastructure. During FY 06-07, the County updated the SAN environment for greater capacity and to meet the strategic initiatives for Data Life Cycle Management. Platforms connected to the SAN are mainly Windows servers. The primary SAN benefit is enabling server access to a centralized pool of storage, thus providing administrators with greater flexibility in realigning storage capacity to the servers that need it.

Network Architecture

The County's communications infrastructure includes voice and data technologies and the various topologies, transmission services and protocols necessary to facilitate the interconnection of server platforms, intra-building and office networks

(LANs), and inter-building and campus networks (WANs). The County's voice and data networks continue to grow, in sophistication, and increased demand for connectivity.

ITG supports over 2500 data ports and over 2200 voice ports. Additionally, initiatives already in place and those planned have resulted in many significant changes with many more occurring in the future. The Gartner Research Group and others now document that network technologies refresh every 18-24 months. This will provide more challenges for County fiscal and staff resources, as the County strives to keep network standards in line with evolving business requirements, security and other support needs. ITG takes into account growth, based on the needs of County agencies as programs expand, which in turn require new or expanded network resources to provide both intra and inter County links.

Lee Counties Internet presence and Web-enabled applications have steadily expanded since deployment 10 years ago. This constant expansion and increased online services required the expansion from a single network connection to two circuits connected to two separate ISPs. This provided us multiple paths to the Internet. The main benefit is for failover during a major event such as a hurricane. Traffic increases tenfold during this time as residents, global media and home owners throughout the world visit the site for updates.

Future initiatives and technologies, such as e-Government applications, streaming video and teleconferencing drive the requirements for the County's communication infrastructure and its components. ITG alerts the County when the core network infrastructure needs to be updated and/or enhance annually.

The goal is to provide a network that is responsive and reliable for the user and the user's application and will allow for the uninterrupted flow of voice, data, and video information. To this end, the County is working on several projects that will boost and consolidate the underlying physical infrastructure supporting voice, data, and video, while at the same time providing increased, cost-effective bandwidth potential, and improved output. The best opportunity recognized is through the implementation of a institutional network, a metropolitan fiber ring that will connect County facilities together. The County views a strong, viable communications infrastructure as a vital component in the overall IT strategy toward maintaining its success in deploying cost-effective solutions that optimizes its business goals, and maintains its reputation as a leader in technology.

Data Communications Network

The Enterprise Data Communications Network for Lee County Government serves as the data communications backbone that provides countywide access to information technology resources. Operated by ITG, the Enterprise Data Network connects approximately 2500+ computer devices in over 30 locations. These computer devices include personal computers, printers, network servers, communications equipment (routers and switches), servers and mini-computers. Additionally, various wireless technologies are rapidly expanding throughout the County's network. In FY 2007, the County began a project to build a private broadband wireless infrastructure that will support applications, data, images, and even live video to external County buildings.

All supported network systems are based upon open standards, and compliance with published standards is required for any network-connected device or system. Therefore, although the Enterprise Network supports equipment and systems from multiple vendors, the County has implemented a pure TCP/IP network protocol using Cisco equipment.

In FY 2007, the County created a Public Access Network for computers in agencies that have special PCs for the public's use access to the Internet and appropriate County resources separate from the County Government Enterprise Network. This network includes all Public Libraries and Community and Recreation Services sites. The design provides for separate physical networks at each site while sharing the existing WAN infrastructure and using logical separation on the WAN. A Firewall between the Enterprise Network and Public Access Network allows for County IT staff to manage the infrastructure down to the desktop for each site. This strategy provides a secure, protected environment for County agency business use, while facilitating goals to provide more flexible access to Citizens through the Public Access program. This model will continue to be followed at any new facilities requiring both enterprise and public access.

Voice Communications Network

The County's Voice Communications Network provides voice communications services to all Lee County Government agencies, as well as various affiliates via County-owned PBX's, and key systems which are located in buildings throughout the County and connected via Telephone Company lines and several direct County-owned lines for campus locations. The services range from small to large call centers, IVR (Interactive Voice Response) systems, complicated voice services, and residential services for County-operated group homes and apartments.

The convergence of voice, data and video traffic into a single network is the ultimate goal for the County's communication architecture. The Telecommunications Modernization project is underway that will replace the current legacy with modern digital systems. The County developed a strategic plan for replacing these disparate systems with an enterprise-wide voice communications solution. Implementation of the new voice solution began In FY 2006. The solution will use the latest technology to grow with the future.

Internet Architecture

The Lee County Internet architecture supports the County's E-Government program providing significant and wide-ranging opportunities to utilize emerging technology as a means to make information more readily available to County staff, citizens, and businesses. In addition, the interactive nature of the technology allows residents and others to conduct business (e.g., apply for permits, etc.) with the County at their convenience and from their location. Likewise, Internet technology allows access to enterprise data (real estate assessments, Human Services resource database, etc) without the need for a resident to call or visit the County Government center complex.

The e-Government architecture defines the standards, technologies and guidelines for public access, and conducting electronic business among County agencies, state agencies and outside entities. The County's Internet architecture is comprised of the following:

- **High Speed Connection to the Internet -** The County has dual connections to the Internet. This provides access to the Internet for County staff as well as outside access to the County's Web server(s) by residents, business, and others via the Internet.
- **Public Access Web Server -** The County's Public Access Web Server provides Internet users with a vast amount of information made available by various agencies within the County. The Web server can be viewed as an "on-line service counter" where residents and others may obtain information related to services, licenses, taxes, recreation, court filings, and so on. The Web server also acts as the distribution or collection point for information obtained from or provided to enterprise databases via an "Application Server."
- **Intranet Web Server -** The County Intranet Web server provides a portal access to County information and applications for agency and employee use.
- **Application Servers** - provide the gateway between the County Web servers and the information stored in County enterprise databases. The application servers do the work of communicating with various databases on County servers, accessing and collecting the requested information, formatting the information, updating the database where appropriate, and returning the result to the Web server for dissemination to the requestor. Application servers also provide additional levels of security to ensure that only allowable information is accessible.
- **Interfaces** - between the County Application servers and the enterprise databases provide the link that allows access to data residing in a wide array of sources. The interfaces make it possible to access data from virtually all of the County databases: Oracle and SQL. The interfaces are comprised of "Application Program Interfaces" (APIs), Open DataBase Connectivity (ODBC), SOA, and other standards that enable the access layer of the web architecture.

Security Architecture

In view of the dynamic environment of information technology, the security architecture continues to evolve to meet the challenges arising with new technologies necessary to conduct e-Government activities. Identification and authentication, access control, and auditing functions are performed on the specific platforms using the capabilities inherent in the

appropriate operating system. Software, hardware and processes are continually evaluated to modernize the infrastructure to permit the County to participate in e-Government activities while still providing secure access to County resources. Lee County has implemented a more secure network architecture that takes a greater defense-in-depth approach to network security design. A method of network partitioning and the development of a modular perimeter infrastructure, based on the Cisco "Safe Architecture" are being deployed to better shield important resources within the network. In the creation of these partitions, the County's information technology assets will be designed and configured with specific security requirements based upon their level of trust.

Firewall technology is used as the main perimeter defense with all access from the Internet routed through the County's system of firewalls. In addition, the County uses broad filtering and routing at the firewall portion nearest the Internet connectivity, while more granular filtering and routing is exercised nearest the internal network connection. Classic authentication for each internal user is based upon a unique User ID (also called a sign-on or log-on) combined with a unique password.

The County's network employs a private/public network model. Sensitive and critical assets are located on the private portion of the network while information and services available for public use are located on the public section. ITG will continue implementation of modularized, multiple firewalls supporting a variety of specialized application requirements. The County provides VPN and Web Access technologies for our remote users. Each of these requires security authentication for access. Remote access is approved at the same level as if the user were physically at his or her work site. Remote access is granted to those individuals who are approved telecommuters, users who periodically need to access County Systems from home or other locations, and individuals who need access while traveling.

The County has also implemented an Intrusion Detection System to detect intrusions within the network. Security devices are able to detect signs of an intrusion or an intrusion attempt. Information necessary to detect intrusions are analyzed and reviewed in order to determine if sensitive data, systems or the network is being attacked or if a breach in confidentiality, integrity, or availability has occurred. The primary objective of enterprise security monitoring is to reduce the window of time-to-discovery.

Security will continue to be a fundamental component of the County's e-business strategy. Lee County's secure network architecture takes a greater defense-in-depth approach to network security design. A method of network partitioning and the development of a modular perimeter infrastructure are being deployed to better shield important resources within the network. This modularity achieves the ability to control the traffic that flows to and from one area of the network to any other. In the process of creating these partitions, the County information technology assets utilized will be designed and configured with specific security requirements based upon their level of trust in order to serve specific purposes.

Strategic Directions and Initiatives

The County's technology strategy has several key elements. These are to provide an adequate infrastructure of technology for agencies to use in making quality operational improvements; redesign existing business processes with technology to achieve large-scale improvements in service quality and achieve administrative efficiencies; and promote the use of technology in enabling government services without "doors, walls or clocks". The County's long-term commitment to provide quality customer service through the effective use of technology is manifested in service enhancements; improved means of providing access to services electronically, expedited response to citizen inquiries, improved operational efficiencies, better information for management decisions, and increased performance capabilities.

It's important to emphasize that out of our previous recommended Initiatives most of them have been deployed. The following list will give you a status update of these recommendations.

- **Convergent Transport Network Design** - The design was completed and the new network is currently being deployed.
- **Wireless Access to Transport Network** – Wireless access for Lee County employees and residents has been deployed. They consist of using Cellular data cards, Wi-Fi access hot spots. Residents of Lee County now can access the Internet wirelessly at the public libraries and Parks and Recreation Facilities.
- **Standard Data Network Infrastructure** – The redesign has been completed and Processes/Procedures have been put into place.
- **Standard Voice Network Infrastructure** – The redesign has been completed. A new system has been deployed along with a common dialing prefix put into place (533). Voice over IP (VoIP) has also been deployed and is currently in use with County departments along with the Clerk of Courts for teleworkers. Processes and Procedures have also been put into place.
- **Security Policies and Procedures** - These policies and procedures have been put in place along with networking hardware to constantly monitor the network for security breaches.
- **Application – Basic Infrastructure** – ITG has deployed a vendor checklist that details specifics of applications being deployed within the County infrastructure. Applications designed in-house use industry standard development tools and have a formal check in/out procedure.
- **Database Environment Standards** - Lee County has standardized on two database formats Microsoft SQL and Oracle. Both systems run in a clustered environment. There are a few exceptions within the Linux environment where MySQL is being used.
- **Open Interface & Open Standards Definition** – Lee County is currently using SQL databases wherever possible and XML as the open interface between systems.
- **Project Management Institute (PMI) Processes Compliance** – All the ITG Project Manager are certified in the PMI process and use the processes when handling any project.
- **Projects and Consulting Environment Infrastructure** – All requests, projects and tickets are input into tracking systems. They are constantly being updated and employees can get the latest status at any time.
- **Consolidated File Storage** – ITG has deployed a SAN and has consolidated data from over a hundred servers into this solution.
- **Hardware Redundancy** – ITG is has been installing a "warm" site outside of Lee County that will provide employees access to the core systems if a disaster should occur in Lee County.
- **Server Farm Consolidation** – The consolidation is complete and ITG is controlling how new applications are being deployed to take advantage of the SQL cluster, SAN, etc.
- **Data Center to Host County's Server Farm** – Lee County now has three core sites with proper infrastructure in place along redundant networking paths to provide constant access to data.
- **Deploy Centralized Desktop Management tools** – Tools such as Managesoft have been deployed to distribute software packages throughout Lee County. Application and software updates rollout times have been drastically reduced. ITG can also remotely manage desktops to also reduce response time.
- **Deploy an Active Directory solution** – Active Directory has been deployed and application integration is being used wherever possible.

- **Redefine the IT Asset life Cycle Policy** – The policy has been put in place and is updated as needed based upon software requirements and funding.
- **Deploy a Common Operation Environment (COE)** – A COE is in place and the standards are updated as required.
- **Deploy a desktop laboratory (for testing hardware and software)** – A desktop lab is in place and is constantly being used to test application and updates before being deployed in the County.
- **Enterprise Geographic Information System (GIS) Solution** – The BOCC portion of the GIS system was brought in house using County employees. This gave BOCC a way to improve services and deployment times. GIS usage on the Internet has greatly increased.
- **Secure Identification Method** – The County has deployed several solutions to maintain security from door access controls to secure PC access tied into Active Directory. ITG would still like to add additional layers of PC access security in the future such as finger print identification prior to accessing desktop systems and secure applications.
- **E-Citizen** – This is still being looked into. The current technology deployed does not support this. ITG is looking to deploy SharePoint services that might offer these types of options.
- **Small and Minority Business Support** – ITG has assisted departments in deployment of technology to benefit these companies.
- **Citizen Relationship Management** – Lee County ITG has purchased an Enterprise CRM tool that is currently being used by Solid Waste. It can easily be deployed into other areas of the County.
- **Web Access** – Intranet and Internet is constantly being deployed and updated. Currently SharePoint services are being deployed internally and externally as departments convert their data. A Content Management solution has been deployed and ITG has requested that any new application being purchased or developed have or use a web interface.
- **Workflow Solution** – With the deployment of SharePoint services, ITG will be able to offer workflow solutions. Employees will be able to create very simple approval paths, document check in/out, etc. without the need of application development.
- **"Less-paper" Office Environment** – ITG has deployed a solution called "KwikTag" that enables departments to easily scan in their documents into electronic format.
- **Field Force Automation (FFA)** – FFA is constantly being updated. With requiring applications to have web interfaces and wireless internet speeds increasing FFA is becoming readily available in the County workforce.

Recommended Strategies

The following strategic focus initiatives address the County's objective to provide effective, efficient and customer-oriented access to data and services for constituents and for internal government customers on an enterprise scale.

According to GMIS.ORG the top 10 Public-Sector CIOs Priorities for 2009 are:

- eDiscovery/Records Management
- Virtualization (including desktops)
- Greening of IT
- Dealing with Elected Officials
- IT Security/Privacy
- Enterprise Content Management
- e-Government
- Collaboration & Data Sharing
- Mobility/Mobile Government
- Disaster Recovery/Business Continuity
- Open Source Products

Most of these items are in line with Lee County's Strategic Plan and others such as Greening of IT and Dealing with Elected Officials should be reviewed and possibly added to the Strategic Plan in the future.

Greening of IT means shifting to more efficient products and approaches can allow for more equipment to fit within an energy footprint, or to fit into a previously filled center. Regulations are multiplying and have the potential to seriously constrain companies in building data centers, as the effect of power grids, carbon emissions from increased use and other environmental impacts are under scrutiny. Organizations should consider regulations and have alternative plans for data center and capacity growth.

Dealing with Elected Officials addresses constituent's needs to interact with the elected officials and officials being able to assist and track their requests. Elected Officials as a whole want a easy way for constituents to be able communicate with them. Email and phone contact are still the primary source of them being heard but constituents also wanting to know what is happening in their district along with who is the status of their request. ITG has already had one request from a commissioner to address these needs. Currently they are looking into putting a monthly newsletter online to give status updates. Applications such as CiviCall can address and automate these needs and we reviewed in 2009.

The following are recommendations of an Enterprise nature and will benefit most departments within Lee County.

Application Awareness

ITG has found that certain applications requested by departments would also have the same benefits for others. Four distinct examples are the Web based calendaring system, bulk Email solution, Newsletter registration solution and an online payment solution. These systems started out as a single solution for that department and as other departments found out about it or asked for similar solution, we were able to use the same applications. ITG should look into ways of letting departments know of these solutions and promote them accordingly.

Specialized Systems

Appliances have been used to accomplish IT purposes, but only with a few classes of function have appliances prevailed. Heterogeneous systems are an emerging trend in high-performance computing to address the requirements of the most demanding workloads, and this approach will eventually reach the general-purpose computing market. Heterogeneous systems are also specialized systems with the same single-purpose imitations of appliances, but the heterogeneous system is a server system into which the owner installs software to accomplish its function. One of these appliances that ITG is researching is the Google Search device for the Lee County Internet and Intranet. This unit would greatly enhance the current search of the website and allow us to define what can be searched on thus removing dead pages, old files or links that provide inaccurate data.

E-Government

The e-Government initiative is a way for ITG to move toward the County reaching its goal to be the benchmark county in Florida. The comprehensive strategy uses enabling technology, policy and processes that integrate the Lee County Web Site (www.lee-County.com), Kiosks, Interactive Voice Response (IVR) platforms, and the County's Public Access sites in Libraries and Parks.
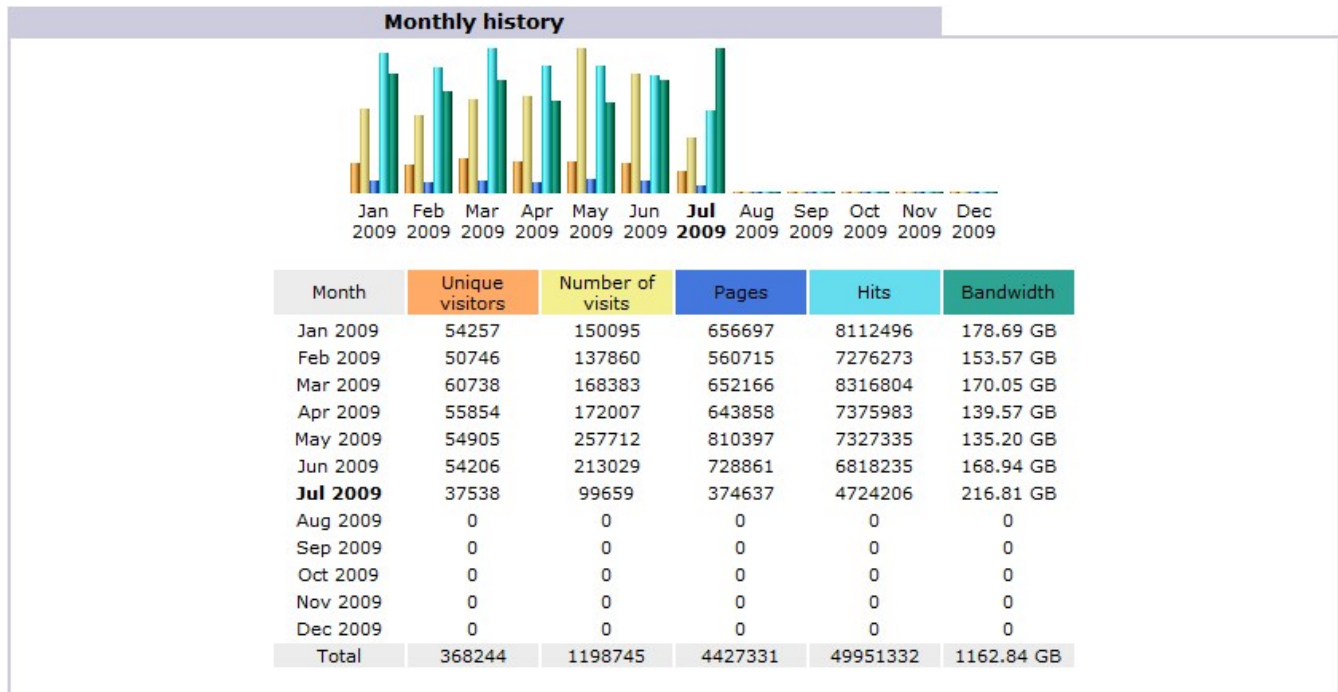
In addition to the on-going efforts to enhance the look, feel, navigation and search capabilities of the Web, and deploying new services and transactions, the strategy incorporates CRM and Content Management tools for wide-ranging service options. The County has achieved much success its e-government focus by using its WEB and IVR platforms by offering a variety of channels for on-line services. In FY 2009, the County will continue its efforts to add new services to the e-government channels, including new transactions and e-payments and enhanced search.

Goals for FY 2009 include expanding the County Internet presence by updating e-service transactions and e-payments, continue improvements for navigation and maintain our ultimate goal to facilitate the delivery of integrated and accurate information to citizens via multiple platforms along with an implementation of additional web search capabilities.

In 2008, Lee County's BOCC main website (Not including constitutional offices, Parks and Rec., and VCB) had 2,609,851 visitors with 865,682 being new. There was over 16,125,965 pages viewed using over 1521.61 gigabytes of Internet bandwidth.

These are the statistics for January through July 2009. We also have an external SharePoint server that will be combined in the future. These numbers are from the main web server.

Monthly history

Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2009	54257	150095	656697	8112496	178.69 GB
Feb 2009	50746	137860	560715	7276273	153.57 GB
Mar 2009	60738	168383	652166	8316804	170.05 GB
Apr 2009	55854	172007	643858	7375983	139.57 GB
May 2009	54905	257712	810397	7327335	135.20 GB
Jun 2009	54206	213029	728861	6818235	168.94 GB
Jul 2009	37538	99659	374637	4724206	216.81 GB
Aug 2009	0	0	0	0	0
Sep 2009	0	0	0	0	0
Oct 2009	0	0	0	0	0
Nov 2009	0	0	0	0	0
Dec 2009	0	0	0	0	0
Total	368244	1198745	4427331	49951332	1162.84 GB

People found the Lee County website by directly connecting to us via www.lee-county.com or by using search engines and key words. An estimated 81.7% of visitors to the Lee County bookmarked us for future reference. The following two diagrams show the actual data.

Connect to site from

Origin		Pages	Percent	Hits	Percent
Direct address / Bookmark / Link in email...		185022	81.7 %	212303	79.3 %
Links from an Internet Search Engine - Full list		27667	12.2 %	32896	12.2 %
- Google	20995 25095				
- Yahoo!	2914 2968				
- Google (Images)	1216 1993				
- AOL	924 926				
- Unknown search engines	861 862				
- Windows Live	299 550				
- Ask	192 192				
- MyWebSearch	71 71				
- Earth Link	45 45				
- Dogpile	44 63				
- Others	106 131				

| Search Keyphrases (Top 10) | | | | Search Keywords (Top 10) | | |
| Full list | | | | Full list | | |
3894 different keyphrases	Search	Percent		2756 different keywords	Search	Percent
lee county	5547	19.2 %		county	23227	25.2 %
lee county florida	4911	17 %		lee	22385	24.3 %
lee county fl	1856	6.4 %		florida	8864	9.6 %
lee county government	1166	4 %		fl	4082	4.4 %
lee county florida government	370	1.2 %		government	2222	2.4 %
homepage	332	1.1 %		myers	1788	1.9 %
lee-county.com	293	1 %		fort	1370	1.4 %
cape coral library	231	0.8 %		cape	1100	1.1 %
lee county gov	221	0.7 %		coral	1099	1.1 %
www.lee-county.com	188	0.6 %		of	899	0.9 %
Other phrases	13643	47.4 %		Other words	24922	27.1 %

The County also uses an interactive voice response, or IVR, is a phone technology that allows a computer to detect voice and touch tones using a normal phone call. The IVR system can respond with pre-recorded or dynamically generated audio to further direct callers on how to proceed. IVR systems can be used to control almost any function where the interface can be broken down into a series of simple menu choices. We deployed and IVR solution for Public Works to ease walk in traffic and employee time on phones. This system provides customers with answers to most common questions along with being able to send the informative faxes on demand.

The current system handles an estimated 147,000 transactions per year. These transactions included scheduling, cancelling of inspections, making payments, get inspection results and to review status on submitted plans to the County.

Enterprise Content and Document Management (SharePoint)

Content Management is the foundation for organizing and using information from structured data (through business applications), and unstructured data in electronic or imaged documents (word processing documents, spreadsheets, e-mail, and reports). The County is currently reviewing SharePoint services as a tool for web services, applications development, and web static page content search and navigation. The solution also includes a rich document management capability which allows more efficient management, flow and storage of vast amounts of required paper records. Many government processes still require paper records, requiring departments to store large volumes of paper over prolonged periods of time, frequent retrieval of the documents is necessary, time consuming, cumbersome and inefficient. Using solutions such as Microsoft SharePoint Technologies would allow these documents to be available internally and externally if desired. These documents would still have to be scanned into this system prior to them being available online. This task itself would require significant planning.

The enterprise document management technology with incorporated workflow solution will improve business process efficiency and productivity, and meet the needs to view hard copy records with automated applications to complete services. In addition to fast and reliable business processes, this will minimize the demand for additional paper records storage space, protect against mounting storage costs, and reduce human and physical plant asset risks associated with handling of the voluminous units of paper.

Content management integrates with document management. For business activities that also rely on a variety of documents, the document management process initiative employs technology at the beginning of a document's life cycle (originated as hard and soft copy) using the system to catalogue and track the documents and enable automated workflow processes through the entire life cycle.

ITG has found that best in breed products for content management engines also incorporated document management needs. The integrated solution is more cost-effective, and provides a seamless integration for use of information found in imaged documents and information in databases and other systems required for a complete business transaction.

Another component is document imaging (KwikTag), which will continue to play a much larger role in the County's business environment. Despite e-government efforts, there remain situations where there is a continued need for paper documents in certain business processes. Because of legal mandates, many government processes remain paper-intensive, requiring some departments to store large volumes of paper over prolonged periods of time. Consequently, many County departments are exploring technical solutions to alleviate the demand for increased storage space needs, protect against potential disasters that can potentially destroy volumes of important paper documents, and improve business processes. SharePoint encompass core business practices and provides better archival and disaster recovery capabilities. The County's continuing investment in this technology is closely tied to these business trends as well as the growing document management needs of its agencies including goals for paperwork reduction.

By implementing these technologies, the following benefits and quality improvements should be gained:

- Increased worker productivity by allowing employees to share and act on accurate information through the delivery of the right documents at the right time
- Enhanced communication and collaboration through shared information
- Improved speed of the information and transaction flow throughout County agencies
- Improved access and security through controlled access to sensitive documents
- Reduced time spent searching for critical documents
- Improved disaster recovery through electronic storage and backup of information that is far more secure than paper
- Reduction in clerical, paper, printing and storage costs

Document management and imaging projects, especially when work flow automation is used, can greatly improve operational efficiency and effectiveness. These solutions provide departments with the capability to reduce costs, accelerate business transactions, ensure regulatory compliance, and support cross-department communication. In addition, these projects deliver enhanced security for the information contained in the documents. The system offers granular control over each piece of data and enables access by authorized users and only for the specific information they need and are approved to retrieve.

Anti-Spam and Anti-Virus

Lee County used to utilize the product GWGuardian from Network Architects to filter its incoming E-Mail for Spam and Viruses. The Annual cost for GWGuardian's 2007's renewal was $31,068.00.

Through research and investigation ITG presented the County with a solution based on Microsoft's email filtering system. Given the current relationship between the County and Microsoft the solution was available at an annual cost of $27,390.00. Not only will the same reliability and quality of filtering occur, but there will be added benefits for Lee County:

Benefits from Microsoft E-Mail Filtering:
1. Increased Spam Filtering and Virus Protection. Microsoft uses multiple Spam and Virus engines versus GWGuardian.
2. Five day retention period, incase Lee County's E-Mail system is down.
3. Better integration with Outlook. Users can release E-Mails easier and faster.
4. No downtime during upgrades or maintenance.
5. Up-to-date software and integration.
6. Other Microsoft services, such as E-Mail encryption, are dependent upon Microsoft hosting our Spam and Virus Filtering.

Per month we are blocking more than 11 million spam messages and more than 500,000 virus attempts.
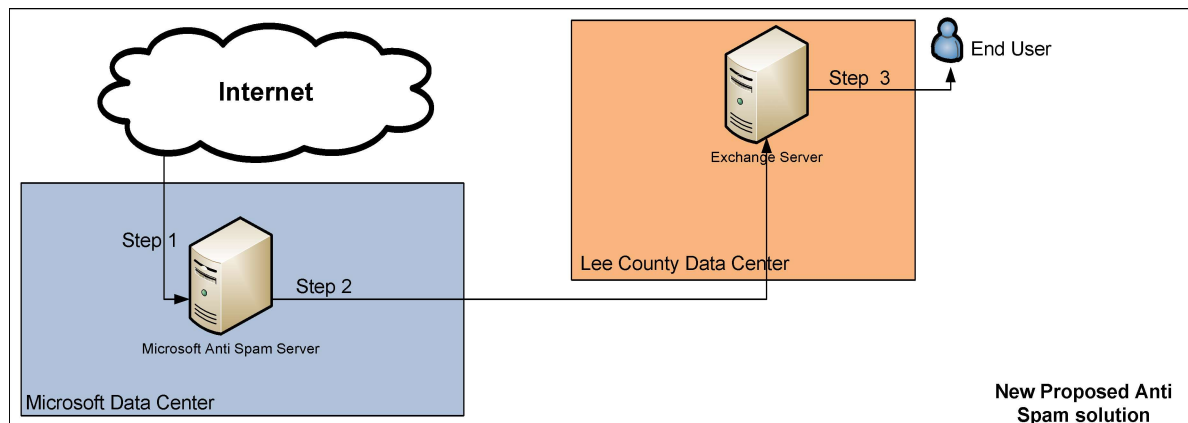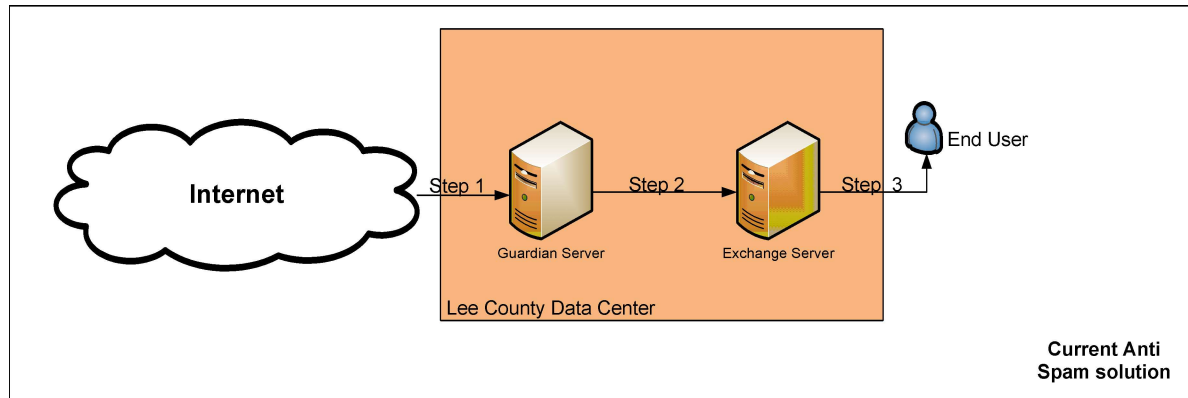
Step 1: Email is received by the filtering server
Step 2: Email is filtered and then redirected to the Exchange server
Step 3: Email is redirected to the appropriate mailbox(s)

Lee County Anti Spam Service Redesign	
Last Revision By: *Sam Katbeh*	2/4/2008

Cisco SmartNet vs. Spares

Currently Lee County ITG manages several switches on the Lee County BoCC network that are reaching or have reached their end-of-life (EOL) term, which means that the manufacturer will no longer support them with software patches and updates.

The upgrade of Lee County's core network last year and the addition of fiber optic cables throughout the downtown campus allowed for an increase of the network capacity to the end user as well as a better network design for connectivity between sites.

The recommended refresh of the outdated equipment will provide the ability to proceed with an effort to consolidate the physical network equipment and provide increased bandwidth to users. One of the goals for this refresh is, whenever possible, to replace two switches with 24 ports providing 100 Mb of connectivity with one 48 port switch with 1000 Mb connectivity. This consolidation will not only lower the Total Cost of Ownership (TCO) of the network by reducing the physical number of devices, but will also be more energy efficient than the current installation.

The estimated cost for the refresh is $ 176,425 and it is requested that the refresh take place during this fiscal year. This refresh will replace 27 switches with 23 new devices. The end user connectivity speed will increase from 100 Megabits to 1000 Megabits.

As part of the refresh we would recommend that the EOL equipment be used as trade-in with Cisco. This provides an increased discount to the County on the new equipment (additional 4%) and ensures a 'greener' approach to the disposal of the equipment.

In order to maximize the benefit of the trade-in program we have identified additional equipment that is outdated and no longer in use. This equipment will also be included in the trade-in for the refresh but will not be replaced as part of the refresh program.

Based on the trade-in equipment listed above Lee County was able to secure a discount of 42%, which is 10% more than that provided by the State Contract. Additionally, in the budgetary estimate provided by Coleman Technologies, $ 10,000 worth of Cisco Learning Credits are also included at no cost to Lee County ITG department.

Disaster Recovery

As stated previously, Lee County currently has two Core Data Centers deployed within Lee County. The first system was installed at University Park and the newer system was deployed at the Public works building. Both systems are nearing their capacity and will have to be expanded in the near future.

If Lee County loses one of those two data centers (or even connectivity for a period of time) there would be a huge impact of lost services. Optimally you want to have two fully redundant sites within Lee County that can fail over with no loss of service. ITG recommends analyzing the Data Centers and providing a recommendation that would prevent this loss.

ITG is now using an offsite Data Center that County data would replicate to. This site provides a way for Lee County to continue operating if a major event occurred that disabled the datacenters or the networking (connectivity) between County facilities. ITG is currently moving as many critical applications over there in a fail over situation.

In the future, this offsite solution should be able to run **independently** of Lee County data centers and without direct connectivity back to Lee County from Miami. All CORE applications required by Lee County to function in the event of an emergency would be able to function on demand. All core systems data would have to be replicated to this site daily to provide minimal loss in event of a disaster.

Original State

Lee County contracted with SunGard since 2002 for Disaster Recovery Services. This is a perfect example of the traditional disaster recovery model being deployed by State and Local governments all across the Country.

This contract model has some very glaring weaknesses:

> *Leveraged Resources* – One of the many lessons that were learned from Hurricane Katrina was that this model does not work on large scale disasters. The leveraged resources are not sufficient to support the recovery demands of multiple organizations leaving the smaller, less 'influential' organizations without necessary resources.

> *Inflexible Infrastructure* – The SunGard contract 'locked' the County into specific hardware and software platforms for the term of the contract. Technology advances quickly and we have found ourselves having to work backwards during our Disaster Recovery testing to restore services and data on legacy platforms. During a real disaster time is of the essence and this would not be acceptable.

> *Inefficient Cost Structure* – The costs for the contracted services can range from $8500 - $25,000 per month regardless of whether any services are rendered. In fact, in the last five years the County has not once utilized the services of SunGard despite the losses incurred during Hurricane Charley in 2004. This represents over $500,000 for services that have never been used.

Currently, Lee County doesn't have the luxury of a Category-4 or Category-5 rated building that is available to use as a data center. There are two buildings in the design phase that would suffice (the new EOC and the new Utilities building on College Parkway), however those buildings will not be completed for another 2 or more years.

Given those facts, the only option left for Lee County is to pursue an offsite recovery solution.

We have a created two phases for this project. We have completed the Phase I implementation and are slowly moving towards the long-term solution as budgets allow.

Phase 1 – Pilot (Completed)
Disaster Recovery/Backup to Disk Pilot

The Pilot solution provides the ability to restore, though in a limited capacity, core services including Email, Web and File services. This equipment can then be integrated with the final solution if the decision is made to continue.

Phase II - Long Term Solution
Disaster Recovery/Backup to Disk Complete Solution

For comparison and strategic direction, the complete disaster recovery solution that would provide the ability to reproduce the entire County computing environment, though limited in capacity and performance, is described below.

For off-site disaster recovery and backup to disk capability a more complete solution is required and would include the implementation of a small-scaled SAN. This SAN would allow Lee County to provide staff and citizens with the ability to access critical IT Services with little to no down-time. The SAN would also provide the added benefit of real-time backup-to-disk offsite storage and remove the dependency on tapes.

System Devices	Services Provided	Total Cost per System
1 x CX3-20	SAN	$250,000.00
1 x PE6850	SQL 2005	$30,000.00
1 x PE2950	SQL 2000	$10,000.00
1 x PE2950	Oracle	$10,000.00
3 x PE2950	Critical Services	$30,000.00
2 x MD1000	Backup to Disk	$30,000.00
Total Solution Cost		$360,000.00

Monthly Recurring Fees		
Hosting Services	DR Site	~$4,500 per month
Telecommunications	100MB circuit	~$4,000 per month

An analysis of the costs associated with the two alternatives shows that the Remote Hosting solution saves nearly $300,000 over three years.

	Capital	Monthly	Annual	TCO (3-years)
SunGard Recovery		$ 22,739	$ 272,868	$ 818,604
Remote Hosting	$ 360,000	$ 4,500	$ 54,000	$ 522,000

This recommendation for Remotely Hosted DR services will provide Lee County with a reliable and cost effective alternative to the current SunGard disaster recovery option.

Furthermore, the long-term solution provides Lee County with a cost effective method to backup its critical data and maybe even removing the need for tapes. The proposed solution would reduce the ongoing costs significantly while providing a secure and reliable method for restoring data.

Even after building a data center and generator-backed uninterruptible power systems, an office that is without power and Internet connections is useless to the county. ITG recommends the County have facilities to be able to support hundreds of PC's to be able to bring the county back online even we if loose buildings.

Or, you can have a fully mobile workforce model. In a mobile model, anywhere your people have an Internet connection they can work just as if they are in the office. With full access to e-mail, business-critical applications, shared files, and even voice communications, there is no interruption in business as usual in the worst disasters. What's more, with this model, the County can work collaboratively from anywhere at any time.

Collaboration should be considered a critical design element going forward. As your mobile workforce has access to all of the same applications and data, the County can now create work teams that are in different locations and still achieve full productivity. This ability to better leverage your human resources can help you maintain productivity even with a smaller workforce.

As the lease for University Park comes to an end in 2010, we should also look at the option of bringing one of the current SAN's to the NAP as a hot site.

Redundant Voice Services

Currently all the Core voice services come out of the Level3 Central Office. If there was a disaster that rendered that facility inoperable Lee County would be without dial tone for voice calls.

ITG recommended adding a second vendor to provide a cutover service that could provide immediate backup dial tone.

ITG reviewed different vendors and found that PaeTec could provide this service with minimal expenditures.

PaeTec uses both Progress Telecom and FPL FiberNet to provide service out of Ft Myers. In the event of a total loss of the telephone service, they could provide Lee County with dial tone from another city.

ITG is currently building into the PaeTec central office and will purchase PRI's. This will provide back-up dial tone for our downtown core sites and remote locations that terminate at core location.

During an outage, this would not impact the existing numbers for dial in/out purposes. Additionally, if the entire 533 number block failed we could still use the numbers assigned to the T1 as emergency lines.

The initial installation cost is around $12,150.00. This would bring the Fiber into the PaeTec Central office and provide the materials needed to terminate the necessary circuits.

Lee County currently owns the electronics that would be used and the Streetscape fiber conduits go past this building thus reducing implementation costs.

Once this is complete, Lee County will have a secondary dial tone provider as part of its disaster recovery plan.

Security Management

Current Services Status

Lee County's information security needs have rapidly transitioned from those of a mid-size Florida County Government to the 8ths largest in the state. This has been driven by its population growth; Lee County increased 29.6% from July 2000 to July 2006 (http://www.census.gov/).

Currently, Lee County has information security policies managed and defined at the group level, but an enterprise-wide security policy does not exist. ITG has spent the majority of its IT resources in deploying new solutions.   This has been required by the County to manage its work and supporting its rapidly expanding population.

To meet these aggressive demands, the County set an initiative to use Commercial Off The Shelf (COTS) Systems instead of developing software solutions in-house. This allows for faster deployment times, systems of higher complexity and greater features. With this comes a complex matrix of vendors which the County relies upon for mission critical task as well as systems of lower priority. Each vendor often has its own requirements for remote access; different patch release cycles, user authentication methods, and system restore procedures.

Lee County also is aggressively expanding its datacenter, voice and data networks. This expansion has been driven by business needs. These needs include connecting new faculties; accommodate greater bandwidth requirements and networking a larger number of users. The County network has grown from a campus switch topology of traditional network technologies to one now composed of advanced Optical DWDM routing and wireless networks.

The advance growth of County information technology has caused a rapidly shift in its security needs. To support the IT initiatives and objectives of the County the following outlines three strategic recommendations.

1. Security Management

2. Enterprise-wide Security Policy

3. Security Awareness Training

Recommendation and Expected Benefits

Security Management

The task of managing IT security becomes increasingly difficult as the IT landscape grows in terms of size and complexity. With the growth of the County's IT systems and its investments in new cutting edge technology it is recommended the County invest in Security management. This investment is suggested to include the assignment of an Information Security Officer (ISO) in the organizational structure and formation of an Information Security Management Committee to oversee the County's security plan.

The principal of "defense-in-depth" must be used to develop the security architecture to protect vital assets from "the perimeter to the core." Other roles the ISO should server are:

- Build relations with neighboring agencies as well as state and federal.
- Establish executive information security reports for stakeholders.
- Provide County Security Awareness training

Security Policy

Define a Countywide living security policy including:

Acceptable Use Policy	Remote Access Policy
Application Service Provider Policy	Risk Assessment Policy
Audit Vulnerability Scanning Policy	Router Security Policy
E-mail Policy	Server Security Policy
Extranet Policy	Separation of Duties Policy
Incident Response Policy	Third Party Network Connection Agreement
Patch Management Policy	VPN Security Policy
Resource/Data Classifications Policy	Wireless Communication Policy
Password Protection Policy	

Security Awareness Training

Establish a security awareness training program that includes:

- County policy for protecting information assets
- Systems access restrictions
- Password management
- Monitoring and handling of information types
- Acceptable Use Policy for IT resources

Establish security training requirements for vendors and consultants. This training requirement should education individuals and companies of the County's acceptable use and Security policies. These training programs should require signatures on acknowledgment letters.

Customer Relationship Management (CRM)

The expectations of government services continue to change dramatically. Citizens want to interact with government through the channels that best suit their needs. Lee County continues to enhance the services with Customer Relationship Management (CRM), technology applications. In earlier adoption of technologies to enhance the capability of tracking and responding to citizen inquiries and matters of government interests, CiviCall (for solid waste) and RFA (Request For Action used by DOT) were incorporated and have yielded numerous benefits for constituents. Significant staff productivity and efficiency improvements have been achieved in supporting information exchange with citizens through multiple communication channels: in-person, telephone, e-mail, and web. More opportunities have allowed County staff to respond better and be involved in the mission and goals of their agencies through the usage of CRM. Fast and convenient access to services and information assist the agencies in responding to citizens based on the needs and preferences.

Future Enhancements

ITG recommends that future enhancement of the County's CRM initiative should include Public Resources with a virtual 311 Call Center, using CiviCall as the core application, to integrate existing call center assets, improve the citizen's communication and experience with Lee County Government and serve as the County's primary unified communication gateway for all residents and business.   This single point of access between citizens and local government would standardize call taking operations and enable employees to answer citizen questions and log service requests. Call takers will be able to respond to a broad range of questions spread across multiple databases which ensure all call takers have the most current information at their fingertips, regardless of the source. Based on department business rules, call takers will process request for service or issues using the comprehensive and flexible workflow tool provided to integrate routing to appropriate staff members. Lee County would also be able to direct calls to the state, federal, and private entities that are partners with the County in service delivery to further meet the citizen service needs and increase confidence in government.   Other modules could be added, such as CRM analytics and integration of the County's Geographic Information Services (GIS), which supports the pinpointing of related complaints or contacts within a specified geographic area.

It is becoming critical to integrate CRM technology applications and communication channels with a common interface to supply one-stop customer service and a single citizen view within the County. CRM technology applications improve service delivery aspects to the citizens before, during, and after contact. Deploying this tool as a enterprise CRM application would consolidate citizen information and enable optimal service and rapid citizen response. Strategic alignment and integration of IT applications are the building blocks to support the usage of an enterprise case management and better inform the citizens and increase satisfaction.   It will also provide greater visibility into the top concerns of constituencies; which enables agencies to proactively address local matters of interest and concerns, resulting in both service improvements and a reduced volume of incoming inquiries.

Using the CRM solution will organize the tracking and monitoring of communications, cases, contacts, events and complaints. It offers a Web-enabled solution that will provide a robust, consistent foundation for managing all citizen relationships and support a knowledge-based, centralized repository of data allowing the County to leverage emerging technologies as it moves into a more unified messaging environment. Live help using a Web interface, such as instant messaging, will give users another method for receiving real-time support, and could even incorporate multi-media and other forms of digital and wireless communications to improve the user experience.

Enterprise CRM supports a holistic view to aid in making well-informed decisions about service delivery to the County's diversified population and improvement of communication through seamless unified access of information via the County's web site, Kiosk, IVR systems, cable TV, in-person, as well a live 311 Agent.

Enterprise Telecommunications

Voice communications is a core technology in today's technology architecture. As government is asked to do more with less, stretching limited financial and human resources, it relies upon efficient voice communications to improve efficiencies and meet the growing needs of citizens. Whether it is citizen access via e-government, efficient management of government information, the advancement of education, the safety of our children on school buses, or most recently, homeland security, voice communications plays a critical role.

Integrating voice, video and data communications onto a common structure, which has been envisioned by the industry since the 1980's, is now becoming a reality. This convergence will bring tremendous benefits to enterprises such as Lee County that utilize large and disparate voice and data networks. New types of voice service platforms that support data application integration are commercially available and are seen as a cost effective means to improve the County's service to its citizens.

The County is currently in the process of a complete upgrade along with changing the dialing prefix to 533 (lee).
The new system addresses the following requirements:

- *Constituent Relationship Management (CRM) Technology*
- *Automated Call Distribution/ Interactive Voice Response*
- *Computer Telephone Interfacing*
- *Remote Access and Telework*
- *Unified Messaging*
- *County-wide Voicemail*
- *Inbound Caller ID*
- *Teleconferencing*

The architecture must also facilitate development and rollout of a uniform dialing plan across the County offices, and fully support requirements for enhanced 911 Automatic Location Information.

Department Technology Goals

In fiscal year 2008-2009 ITG is working with departments to find ways to be more efficient and have technology help them achieve their goals. In meeting with the County departments, ITG is reviewing currently technology in place, what applications currently deployed in other departments might help them and inform them on new technology on the horizon. As ITG meets with these departments, the information will be updated within this section. It is ITG's goal to meet with all these departments prior to the 2010 budget period.

Geographic Information Systems (GIS)

Lee County's GIS has continued its growth in the number of direct GIS users (now over 700) as well as thousands of indirect users, working with applications that now include GIS embedded as part of their operation. Some of these tools are available to the public via the Internet, as well as County staff on the intranet. These developments enabled GIS to meet its goals for 2006-7 with a range of activities. Overall GIS usage by the public and by County staff increased as a result of heavier use of existing applications and several new applications.

The GIS data warehouse now holds approximately 590 layers of data (about 19.2 gigabytes of data) available to County staff.   Of those approximately 335 layers, or 3.68 GB, also reside in a direct edit database edited by county staff. The difference in these data sets is compiled from a variety of external data sources.

Vector data includes all of the data layers represented by points, lines or polygons. Raster data includes the digital imagery: raw photographs, orthophotos, and oblique imagery. This data has eleven layers of data and occupies .95 TB of database storage

There is also an additional 15 GB of SQL data that directly supports the GIS.

GIS is looking to upgrade their web applications to an active passive node environment. That would be one active/passive node running the GIS applications for the web and an active/passive IIS front-end to filter access. The demand for our GIS web tools is to the point where any significant down-time is not tolerable.

GIS is also going to be deploying desktop GIS through a Citrix server configuration. This will provide greater application performance for user on the outskirts of the County network infrastructure and will simplify the installation/upgrade procedures of desktop GIS software. Also users will be able to use the desktop software without CAD type computer workstations. This should reduce future workstation PC cost for many desktop GIS users.

They will be ramping up mobile editing of GIS data. This will be utilizing hand-held type devices in the field. Our goal is to establish a separate editing database specifically for edits coming from mobile devices. We anticipate the mobile editing to require replications schedules that are different that our existing replication schedule.

The mobile editing with database synchronization is currently being deployed for use in disaster recovery efforts. Once staff is familiar with the technology I see it growing as a regular day-to-day data entry technique. There are some users that are currently collecting/editing data with mobile devices. However, uploading this data to the GIS database is currently a manual process.

Significant effort is underway designing a new multi-modal transportation model that will supply centerline data to the new LeeTran system due to come online in 2009. Similarly that model will supply data to other County operations. The intent is to have a single data store supplying all County centerline and transportation needs.

Libraries

The libraries are using technology to its fullest. They are earlier adopters on using new technology such as web 2.0, customer services online and have a large Intranet presence. Website redesign is underway.

The library is now providing free wireless access to the Internet (in addition to the existing desktops) and allowing individuals to use USB devices to transfer data, etc.

The Library department recently migrated to a new cataloging, circulation, acquisitions, and serial system (Polaris ILS). We assisted the Library department i the integration of its new Polaris system with its PC reservation/print management (Envisionware) system and 3M SelfCheck system. Envisionware uses data from the Polaris system to authenticate patrons to use the public computers and to be able to print jobs at the library. The SelfCheck system uses data from Polaris to allow users to check books in and out using the self-check computers. We are in the process of implementing a new automated materials handling (AMH) system that will be integrated with Polaris as well. The new AMH system will update data in Polaris when books are checked in or out.

Public Resources

Lee County Public Resources is the resident's gateway to the County. From general requests from the Internet to LeeTV, Public Resources is a central location to direct the requests for information to the proper departments.

One of their tasks is maintaining the County Ordinances and Administration Code online. When searching for an ordinance or Administrative code it brings up all relative information but does not indicate which is the latest version and if it supersedes the previous version. They would like a way to have this indexing and search ability online.

As mentioned earlier, if a countywide CRM solution were to be deployed, the core service of that solution would be tied into this department.

Visitor and Convention Bureau

The VCB is looking to deploy an online payment system for its events. Currently is handled manually and without credit card payment. They want to be able to offer this service online and be able to process credit cards. This solution would remove the head ache caused by the manual process and allow them to track the number of attendees, be able to confirm attendance via Email and provide a receipt.

Parks and Recreation

Parks and Recreation has piloted free Internet access at a few facilities in Lee County already. They want to expand this offering and also include the baseball and athletic facilities.

The current reservation system for registration of activities and reservation of resources is home grown and outdated. They are looking to replace the system with a off the shelf solution that is web based and will allow them to growth and offer more options online. 6-2009 Update – They are now using RecTrack as the core reservation system.

Lee County
Southwest Florida

AtoS

Online Availability

Objective: The Service Provider will measure the availability of the County online applications to all users.

Definition: **Hours Available** is the number of hours per month when one or more online applications are scheduled to be available to and usable by all users throughout the County to perform transactions and update their files.
Hours Unavailable is the number of hours per month when any online application is either not available or not usable when scheduled.
The **Online Availability Ratio** is calculated using the following formula (Hours Available - Hours Unavailable) / Hours Available.

Metrics:
Minimum Service Level: 98.5% Production Application Availability Ratio
Increased Impact Level: 96% Production Application Availability Ratio

Online Response Time (Internal)

Objective: To monitor the response time for all online applications and facilitate effective communications between the Service Provider and County Management through the delivery of monthly service level reports.

Definition: **The Online Response Time** is the fraction of the time (or equivalent percentage of time) that online transactions are completed internally in less than 4 seconds for server transactions, as measured utilizing system management tools.

Metrics:
Minimum Service Level: 99% of online transactions complete in < 4 sec.
Increased Impact Level: 90% of online transactions complete in < 4 sec.

Application Availability:	100%	
Application Performance:	100%	

Within SLA?:	Yes	
Within SLA?:	Yes	

April 2018

Application supported by database	Database Name	Database Type	Scheduled Downtime MSDT (Minutes)	Unschedule Downtime MUSDT (Minutes)	Scheduled Time MST (Minutes)	Availability Ratio	Transactions over 4 seconds	Performance Ratio
			Application Availability				**Application Performance**	
Storet	Storet	ORACLE	0	0	43200	100.00	0.00%	100.00%
Oracle Grid Control	emrep11g	ORACLE	0	0	43200	100.00	0.00%	100.00%
Oracle Recovery	RCVRY	ORACLE	0	0	43200	100.00	0.00%	100.00%
TIDEMARK	TMK2	ORACLE	0	0	43200	100.00	0.00%	100.00%
ORACLE TOTAL	**4**		**0**	**0**	**172800**	**100.00**	**0.00%**	**100.00%**
CHAMELEON ANIMAL TRACKING (Animal)	ANIMAL	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Clever Devices	LCFCLR01	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
COUNTY DIRECTORY	ITG_WEB	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
CSN (CSN)	CSN	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
DFAST	DFAST	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
DOT RFA (DOT)	DOT	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
DOT Cartegraph	DOT	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
EMS AMBULATORY TRACKING SYSTEM (EMS_Data_v5)	EMS_DATA_V5	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Faster CS	FASTER	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
GOLDMINE (Directory)	Directory	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
GOLDMINE (Goldmine)	Goldmine	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
GOLDMINE (LeeMain)	LeeMain	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
ITG WEB Apps	ITG_WEB	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
KRONOS	KRONOS	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
KWIKTAG	KWIKTAG	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Lab Works	LABWORKS	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
LEE TRAN (TFW)	TRANSMAN	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Library	POLARIS	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
ManageSoft	MANAGESOFT	SQL SERVER	0	0	43200	100.00	0.00%	100.00%

Application Availability							Application Performance	
Application supported by database	Database Name	Database Type	Scheduled Downtime MSDT (Minutes)	Unschedule Downtime MUSDT (Minutes)	Scheduled Time MST (Minutes)	Availability Ratio	Transactions over 4 seconds	Performance Ratio
MSTBU	LCFSQL02	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
ProjectDox	PROJECTDOX	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Public Works (Hach Wims)	OPS_xxxxx	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
RESURFACING (DOTRoad)	DOTROAD	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
RFID (BOXIMS)	RFID	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
SCHED21	SCHED21	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
SHAREPOINT Internet	SHAREPOINT	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
SHAREPOINT Intranet	SHAREPOINT	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Telecom	CTI_IVR	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
TELEDRIVER	TDRGROUND	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Trip Planner	TDT_ADMIN, TDR_EVENT, TDR_MTRAVEL,	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Waste Management	HendryDataset, LeeDataset	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
ZEDS	Zeds	SQL Server	0	0	43200	100.00	0.00%	100.00%
SQL SERV TOTAL	**31**		**0**	**0**	**1339200**	**100.00**	**0.00%**	**100.00%**
COUNTY DIRECTORY	ITG_WEB	SQL SERVER	0	0	24	100.00	0.00%	100.00%
UNITED WAY	ITGAPPS	ORACLE	0	0	24	100.00	0.00%	100.00%
HUMAN SERVICES WEB SITE	ITGAPPS	ORACLE	0	0	24	100.00	0.00%	100.00%
HR JOB APPLICATION	ITGAPPS	ORACLE	0	0	24	100.00	0.00%	100.00%
LEE TRAN (TFW)	Transman	SQL SERVER	0	0	24	100.00	0.00%	100.00%
RFID	RFID	SQL SERVER	0	0	24	100.00	0.00%	100.00%
MSTBU	MSTBU	SQL SERVER	0	0	24	100.00	0.00%	100.00%
ITG SURVEY	ITG_WEB	SQL SERVER	0	0	24	100.00	0.00%	100.00%
FASTER	FasterCS	SQL SERVER	0	0	24	100.00	0.00%	100.00%
WEB TOTAL	**9**		**0**	**0**	**216**	**100.00**	**0.00%**	**100.00%**
TOTAL	**44**		**0**	**0**	**1512216**	**100%**	**0.00%**	**100.00%**

Calculation for Application Availability

Monthly Unscheduled Downtime (MUSDT)	Days	30
Monthly Scheduled Downtime (MSDT)	Hours	24
Monthly Scheduled Time (MST) = (24 x number of days in the applicable month) – MSDT	Minutes	60
Production Application Availability Ratio = ((MST – MUSDT) / MST) x 100	Total Minutes	43200