



Service Level Agreement

between

Manatee County Public Safety Department

and

**Manatee County Information Technology
Services Department**

and

**Manatee County Sheriff's Office
Palmetto Police Department
Holmes Beach Police Department
Bradenton Police Department**

SLA between PSD, ITS, MCSO and Police Departments

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1. Document Control

Document Name:	SLA between Public Safety Information Technology Services, Manatee County Sheriff's Office, Palmetto Police Department, Holmes Beach Police Department & Bradenton Police Department
Document version:	v. 1.0
Document status:	In Process
Document management :	SharePoint Extranet (for general users) URL: https://mymanatee.sharepoint.com/sites/extranet-projects/PMO/NG911/ Cherwell (for review notifications, revision and control)

2. Revision History

Version	Date	Author	Change Description
Draft v.01	06/8/2015		Initial creation
Draft v.02	09/16/2015	ITS PMO	First draft - Partially reviewed in NG911 Ops Core Team Meeting
Draft v.03	09/18/2015	ITS PMO	Second draft
Draft v.04	09/24/2015	Lisa Kalmbach & Anne Chance	Third draft
Draft v.05	9/29/2015	Lisa Kalmbach & Anne Chance	Fourth draft; Ready for sponsor review
Draft v.1.0	10/22/2015	Art Stadlin & Anne Chance & Sue Gulch	Fifth draft after ITS Manager Review on 10/16/15
	10/28/15	Paul Alexander updates	YELLOW → Changed by Paul after an Inter-Local agency meeting
	11/5/15	Meeting w/agencies	GREEN → Added just prior to the meeting BLUE → Added in response to meeting comments
	2/22/16	Authorship team updates	RED → Enhancements added more recently
FINAL	3/23/16	Art Stadlin	Having reached consensus at the agency meeting on 3/22/16, this is the FINAL version for signature.

If reviewing a printed copy of this document, there may be a more current electronic version available

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3. Service Level Agreement (SLA) Approvals

The following Customer(s) and ITS signatories shall be considered the approvers of the SLA as reflected in this document. They shall be the primary stakeholders and shall be responsible for internal review by their own teams and final approval of this document.

Organization	Representative	Approval Signature	Date
Public Safety Department	Bob Smith, Director	<i>Actual signatures will be found on the individual signature pages at the end of this document.</i>	
ITS Department	Paul Alexander, Director		
Manatee County Sheriff's Office	Brad Steube, Sheriff		
Bradenton Police Department	Mayor Wayne Poston, Police Commissioner		
Holmes Beach Police Department	William Tokajer, Chief		
Palmetto Police Department	Scott Tyler, Chief		

4. Service Level Agreement Overview

This Service Level Agreement (SLA) recognizes the shared responsibility for the operation, maintenance, support and upgrades to the technology products, services and systems employed by all public safety agencies listed in the agreement, specifically to the CAD, VESTA and Exacom systems. This responsibility is shared between the Public Safety Department (PSD), Information Technology Services Department (ITS), Manatee County Sheriff's Office (MCSO), Bradenton Police Department (BPD), Holmes Beach Police Department (HBPD), Palmetto Police Department (PPD) and the following related vendors; Intergraph, Carousel, Verizon, BrightHouse Networks, and Williams Communications.

The objective of this Service Level Agreement (SLA) is to obtain mutual approval of these responsibilities and how they shall be carried out. The SLA ensures that the proper elements and commitments are in place to meet the objectives by outlining services covered and responsibilities of participants as they are mutually understood by the primary stakeholders. This document augments the inter-local agreement signed by all involved parties.

The SLA remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. Changes shall be recorded in the Section 2.0 Revision History of this SLA and shall be effective upon approval.

4.1. System Overview

- CAD is the Computer Aided Dispatch System which enables creation, storage, dispatch and recording of all information related to emergency and non-emergency calls for service to public safety agencies. For the purposes of this SLA, the CAD system is comprised of dedicated servers; I/Calltaker and I/Dispatcher workstations; two live databases, an archive database and a

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training\testing database; I/Netviewer and I/NetDispatcher intranet applications; ProQA Applications; Informer Application; CAD BI Reporting application; and all CAD Interfaces.

- MPS is the mobile client for dispatching calls to EMS, police & fire departments mobile units and command vehicles. It is an integral part of response to calls for service that provides real-time information and updates, as well as geographic and routing information for events. For the purposes of this SLA, it is comprised of the MPS servers, local clients, network connections augmented by NetMotion, and database information that allow secure operation and transmit event information to the MPS equipped emergency response vehicles.
- Vesta is the telephone system that handles 911 calls.
- Exacom is the digital recording system.

5. Periodic Reviews

Initial review of this SLA shall be conducted on or before November 13, 2015.

Upon mutual approval of changes (if any) resulting from the initial review, the SLA shall then be reviewed on an annual basis from the new approval date.

Any party represented in this SLA may request a review for changes at any time. A mutually agreed upon review can be requested before the annual review period. To request a change, the change shall be requested in writing and sent to the ITS Client Services Manager. The request shall first be reviewed internally to evaluate the feasibility of the request and its impact to all agencies. Following a cross-agency review cycle, the change shall be effective if approved by all agencies.

The ITS Client Services Division is responsible for facilitating regular reviews of this document. Upon approval of SLA and document owners, contents of this document may be amended as required. Once revisions are approved, the yearly review cycle shall be reset based on the new approval date. The ITS Client Services Division shall incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

This SLA shall be electronically accessible to all stakeholders.

Review Period:	Annually
Previous Review Date:	November 13, 2015
Next Review Date:	<i>November 1, 2016 (projected)</i>
Document Location:	SharePoint Extranet (for general users) URL: https://mymanatee.sharepoint.com/sites/extranet-projects/PMO/NG911/ Cherwell (for review notifications, revision and control)

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6. Definitions, Acronyms and Abbreviations

Term	Definition
ASM	Automatic System Maintenance
BI	Intergraph Business Intelligence reporting software
BPD	Bradenton Police Department
CAD	Computer Aided Dispatch system (Intergraph Computer Aided Dispatch)
CAB	Change Advisory Board - The CAB is comprised of technical staff and key decision makers tasked with evaluating changes to the IT environment.
CBC	Call Backup Center (being built inside the Judicial Center)
D.A.V.I.D.	Driver And Vehicle Information Database
ECC	Manatee County Emergency Communications Center (Division)
GIS	Manatee County Geographic Information Services
HBPD	Holmes Beach Police Department
IFR	Intergraph Field Reporting for law enforcement
ITS	Manatee County Information Technology Services Department
ITS CSC	ITS Customer Service Center
MCSO	Manatee County Sheriff's Office
MPS	Mobile for Public Safety
PPD	Palmetto Police Department
ProQA	Advanced Priority Dispatch System software application
PSAP	Public Safety Answering Point (i.e. dispatch center)
PSD	Manatee County Public Safety Department
PS-IT	Manatee County Public Safety - Information Technology Division
Service Incidents	Interruptions to service or problem(s) with functionality. Incident resolution targets shall be based on priority and shall be reported to the appropriate party as designated in Appendix A.
Service Maintenance	Scheduled interruptions to service to keep a system in good operating condition. This is covered in Section 9 of this document.
Service Requests	A request for information, a change to the system, or additional system functionality.

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7. Service Incidents

7.1. Service Level Priority Descriptions and Response Requirements

All parties responsible for support and resolution of service incidents agree to meet the following response time requirements based upon the service level priority of the specific incident (as assigned in Appendix A).

Service Level Priority	Description	Initiation of notification to responsible party/parties	Response of parties to notification/start of resolution process
Priority 1 - CRITICAL	Any incident that impacts mission-critical functions and/or systems and need to be addressed immediately, including overnight/ holidays/weekends.	Within 15 minutes of PSAP initial report	Within 45 minutes from PSAP initial report
Priority 2 - MODERATE	Any incident that impacts important, but not mission-critical, functionality. Initial report of priority 2 incidents can be made immediately. After hours notification shall be made within 24 hours of original request.	Within 24 hours of PSAP initial report	Within 24 hours from PSAP initial report
Priority 3 - LOW	Any incident which has minor impact on day-to-day functions, or that can be worked around by deployment of back-up resources. Notification for priority 3 incidents shall be made during business hours by phone and/or via email.	Within 3 days (initial report by e-mail or phone)	Initial report shall be acknowledged within 2 business days; start of resolution process shall depend upon severity of problem and shall be scheduled by the responsible party

7.2. Remedies

In the event that something falls short of meeting our expectations as defined in this SLA, we shall follow standard quality methodology:

- a) Identify the problem
- b) Gather relevant information
- c) Analyze the information to determine root cause
- d) Identify potential root cause resolutions to prevent recurrence, which could include the areas of people, processes, technology, and vendor
- e) Meeting with appropriate parties to the SLA review and confirm resolutions actions

This quality methodology shall apply to any agency who is a party to this SLA.

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7.3. Service Availability Targets

Performance metrics will be provided monthly in accordance with Section 9.2 herein and with the following availability targets:

- Vesta System 99.999%
- CAD System 99.999%
- Exacom System 99.999%

Planned maintenance activities requiring system outages will not be considered as downtime. These targets pertain to the core system, and not to the failure of a single station or component.

8. Service Requests

A service request is a request for something new that previously did not exist. This may include information, a change to the system, or additional system functionality. The response time is dependent on the nature of the request, since requests are usually unique. To submit a service request, the agency may contact ITS CSC.

With regard to CAD BI Reports specifically, the agency shall be responsible for the specification and development of new reports and modification of existing reports. PS-IT shall provide CAD BI Reports assistance on complex reports when the agency is not able to complete the work on their own.

9. General Responsibilities

General responsibilities apply across all systems, hardware, and software and are generic in nature rather than specific to a particular system. Responsibilities that are specific to a particular system or incident are listed within Appendix A.

9.1. Manatee County Emergency Communications Division (ECC) Responsibilities

- 9.1.1. ECC Supervisor shall serve as the initial point of contact and notification for most Priority 1 & 2 service incidents from MCSO, PPD, HBPD & BPD. By serving as the point of contact for incidents from all agencies, all incidents shall be recorded along with open and close timestamps in SharePoint Incident Reports log.
- 9.1.2. When notified of a Priority 1 or 2 service request from any agency, the ECC Supervisor shall (1) initiate the proper notifications for resolution, (2) contact the other agencies to ascertain whether or not each agency is experiencing the same or similar incidents, and (3) provide updates to affected PSAP(s) as they become available.
- 9.1.3. ECC Supervisor shall track initiation and resolution of service incidents, and follow-up with the appropriate person, agency or vendor as to the status of the incident when necessary.
- 9.1.4. ECC Supervisor shall notify MCSO, BPD, PPD & HBPD about any service incidents that seriously interferes with critical systems operations and coordinate efforts to establish a viable temporary solution (i.e. work-around) that shall allow basic operations to continue unhampered.
- 9.1.5. ECC shall (a) provide CAD and CADDBM user support as needed, (b) develop and maintain the documentation of Standard Operating Procedures (SOP's) that affect the operations, performance and district governance of systems and (c) provide dispatcher and user updates when new call-taking protocol upgrades are implemented.
- 9.1.6. ECC shall provide 911 database and CAD addressing support as needed.

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- 9.1.7. ECC shall provide technical support for VESTA and Exacom systems as needed. The ITS Telecom Division shall act as a back up to the ECC Technical Systems Coordinator.
- 9.1.8. ECC shall provide support for CAD map incidents and scheduled maintenance updates.
- 9.1.9. All CADDDBM changes (excluding routine operational changes) shall be reviewed with PS-IT and tested in the training environment prior to implementation.
- 9.1.10. Develop and maintain documentation of agency's operating procedures that affect the operations, performance and district governance of systems. This shall include an operating procedure for handling of Priority 3 (Low) incidents.
- 9.1.11. Troubleshoot all CAD incidents with the designated agency Power User to clarify the incidents and the priority prior to calling for assistance.
- 9.1.12. Troubleshoot all MPS incidents with the designated agency Power User to identify if the incidents is related to a global MPS problem, then identify the priority and contact the appropriate person.
- 9.1.13. Provide assistance to PS-IT and ITS in troubleshooting incidents.
- 9.1.14. Communicate with all CAD and MPS users regarding any outages, performance deficiencies, application malfunctions and maintenance schedules.
- 9.1.15. Provide user training for all related software on this SLA including business processes and application enhancements that are introduced in fixes, patches and upgrades.

9.2. Public Safety Department - IT Division (PS-IT) Responsibilities

- 9.2.1. Provide IT support (24/7 for critical systems) for CAD and related software (see System Overview), MPS servers and all CAD Interfaces.
- 9.2.2. Perform program updates to CAD and related software (see System Overview), MPS servers and all CAD Interfaces to production and test environments.
- 9.2.3. Provide administration and server-side support for CAD and related software (see System Overview), MPS servers and all CAD Interfaces.
- 9.2.4. Coordinate and perform custom software and configurations changes for CAD.
- 9.2.5. CAD client software installs and create and maintain custom setup and configurations on every CAD client.
- 9.2.6. Manage and plan all upgrades, patches, maintenance and modifications for CAD and related software (see System Overview), MPS, CAD Interfaces, and core equipment.
- 9.2.7. CAD BI Report Environment maintenance and support, and report creation if agency is unable to create the report independently.
- 9.2.8. Provide specs for new hardware as it pertains to CAD, MPS and CAD Interfaces.
- 9.2.9. Maintain records for upgrades and software licenses for supported products.
- 9.2.10. Provide system performance metrics on a monthly basis.
- 9.2.11. A Cherwell Change Request shall be entered for all live CAD and MPS changes that would impact the agencies.

9.3. Information Technology Services Department (ITS) Responsibilities

- 9.3.1. Provide security management and adhere to best practices to maintain CAD system integrity.
- 9.3.2. Comply with security policies and best practices to maintain CAD system integrity.
- 9.3.3. Maintain CAD zero client and related hardware at PSAP locations.

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- 9.3.4. Maintain robust and redundant network infrastructure to support all primary and secondary PSAPs, primary and backup data centers, and the call backup center (CBC).
- 9.3.5. Maintain all CAD servers and clear cube (Blade) workstations and its security software.
- 9.3.6. Maintain and troubleshoot all secured network connections to PSAPs.
- 9.3.7. Monitor system performance and make recommendations for adjustments and improvements; and provide system performance metrics to PS-IT for the monthly report.
- 9.3.8. Provide support to ECC Technical Systems Coordinator from the ITS Department.
- 9.3.9. CAD report creation and maintenance support shall be provided as needed to Public Safety IT Support staff.

9.4. Manatee Sheriff's Office (MCSO) Responsibilities

- 9.4.1. The MCSO Communications Supervisor shall notify the ECC Supervisor regarding CAD, VESTA or Exacom incidents.
- 9.4.2. All CADDBM changes (excluding routine operational changes) shall be reviewed with PS-IT and tested in the training environment prior to implementation.
- 9.4.3. Troubleshoot all CAD incidents with the designated agency Power User to clarify the incidents and the priority prior to calling for assistance.
- 9.4.4. MCSO IT shall support and maintain their own laptops for all MPS units including, but not limited to, troubleshooting, upgrades, maintenance, patches, and map updates.
- 9.4.5. Troubleshoot all MPS incidents with the designated agency Power User and agency IT to identify if the incidents is related to a global MPS problem or a server-side problem, then identify the priority and contact the appropriate person.
- 9.4.6. Provide assistance to PS-IT and ITS in troubleshooting incidents.
- 9.4.7. Communicate with all CAD and MPS users regarding any outages, performance deficiencies, application malfunctions and maintenance schedules.
- 9.4.8. Provide user training for all related software on this SLA including business processes and application enhancements that are introduced in fixes, patches and upgrades.
- 9.4.9. Develop and maintain documentation of agency's operating procedures that affect the operations, performance and district governance of systems. This shall include an operating procedure for handling of Priority 3 (Low) incidents.
- 9.4.10. Provide formal notification to PS-IT of any pending / up-coming business changes that would substantially increase or decrease capacity needs, i.e. new mobile units or response zone changes/additions; and/or any changes in core equipment such as Vesta, CAD stations, or Networking.
- 9.4.11. Provide formal notification to PS-IT of any pending / up-coming NetMotion, laptop, CAD printer or CAD-related networking changes or maintenance.
- 9.4.12. Pay all licensing, maintenance and other fees as outlined in the inter-local agreement referenced in section 4.0.
- 9.4.13. Comply with ITSD Security Policies and Best Practices to maintain CAD system integrity.
- 9.4.14. MCSO designated person shall create and maintain their own CAD BI reports. If assistance is needed they shall contact the ITS Service Center during working hours (M-F, 8-5). The call shall be directed to PS-IT.

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9.5. Police Departments (HBPD, BPD, PPD) Responsibilities

- 9.5.1. Notify PS-IT of any pending / up-coming business changes that would substantially increase or decrease capacity needs, i.e. new mobile units or response zone changes/additions; and/or any changes in core equipment such as Vesta, CAD stations, or Networking.
- 9.5.2. Notify PS-IT of any pending / up-coming NetMotion, laptop or CAD-related networking changes or maintenance.
- 9.5.3. All CADDDBM changes (excluding routine operational changes) shall be reviewed with PS-IT and tested in the training environment prior to implementation.
- 9.5.4. Pay all licensing, maintenance and other fees as outlined in the inter-local agreement referenced in section 4.0.
- 9.5.5. Report all Priority 1 or 2 CAD, VESTA or Exacom service incidents as detailed in Appendix A to this agreement.
- 9.5.6. Report all Priority 3 incidents to the appropriate party, or as referenced in Appendix A of this document.
- 9.5.7. The agency's IT shall support and maintain their own laptops for all MPS units including, but not limited to, troubleshooting, upgrades, maintenance, patches and map updates.
- 9.5.8. Troubleshoot all CAD incidents with the designated agency Power User to clarify the incident and the priority prior to calling for assistance.
- 9.5.9. Troubleshoot all MPS incidents with the designated agency Power User and agency IT to identify that the incident is related to a global MPS problem or a server-side problem then identify the priority and contact the appropriate person.
- 9.5.10. Provide assistance to the ECC Supervisor, PS-IT and ITS in troubleshooting incidents.
- 9.5.11. Communicate with all CAD and MPS users regarding any outages, performance deficiencies, application malfunctions and maintenance schedules.
- 9.5.12. Provide user training for all related software on this SLA including business processes and application enhancements that are introduced in fixes, patches and upgrades.
- 9.5.13. Develop and maintain documentation of agency's operating procedures that affect the operations, performance and district governance of systems. This shall include an operating procedure for handling of Priority 3 (Low) incidents.
- 9.5.14. Comply with ITSD Security Policies and Best Practices to maintain CAD system integrity.
- 9.5.15. Prior to adding additional MPS Laptop(s), notify PS-IT of the new equipment. The software license shall be purchased from the Intergraph vendor and the agency shall be responsible for the cost.
- 9.5.16. Each agency's designated person shall create and maintain their own BI CAD reports. If assistance is needed they shall contact the ITS Service Center during working hours (M-F, 8-5). The call shall be directed to PS-IT.

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10. Functional Service Areas

10.1. System Changes and Maintenance

- CAD and MPS maps updates shall be performed quarterly.
- Server and database updates shall be performed quarterly.
- Storage and network maintenance shall be performed only as needed.
- Clear Cube Blade maintenance shall be performed quarterly.
- Vesta and Exacom application updates and maintenance shall be performed as needed.
- ProQA application upgrades shall be performed as needed.
- CAD, CAD-related software (see System Overview) and interfaces shall be patched or upgraded as needed.
- Agencies agree to provide preferred maintenance window(s) to be used only as required to maintain service levels. Recommendations for scheduled maintenance within the maintenance window(s) shall be made to the agencies for advanced approval and notification of impact. Immediately prior to the scheduled change, the agencies will be contacted to ensure that the system outage will not impact currently active emergencies.
- Changes to the system shall be managed through the technical ITS Change Advisory Board (CAB) process. Once the need for a change has been identified the CAB will review the change and the impact on the system. Each change shall be communicated and coordinated with the agencies who may be impacted (see table below). For CAD and MPS, the PS-IT Project Manager shall provide information on the change and the schedules to the agencies for their agreement. Likewise for Vesta and the Exacom recorder, the ECC Technical Systems Coordinator shall have this responsibility.

AGENCY	ROLE OR TITLE
BPD	Dispatch Supervisor
	IT Admin
HBPD	Communications Supervisor
	I.T.
PPD	Communications Supervisor
	IT
MCSO	Director
	Records Administrator
	Secondary Administrator
	Chief Dispatcher
PS-ECC	Chief
	Technical Coordinator

- Changes made to PSAP equipment or software may have an impact on common 911 system components. Therefore when the PSAP needs to make a non-emergency equipment or software change, they shall notify the ITS Customer Service Center (CSC) via email (itscsc@mymanatee.org) at least five (5) business days in advance of the desired change date.

The advance notice shall enable ITS and/or PS-IT to have sufficient time to review the proposed change, ensure no conflict with other change activity, to partner with the PSAP to discuss larger 911 system ramifications, and to be available on-call if requested by the PSAP by the nature of the change.

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The email notification to ITS-CSC shall follow this template format:

1. Change Title
2. Requesting PSAP
3. Contact Name and Phone number
4. Description of Work:
5. Scheduled Start Date, Time and Duration
6. Risk
7. Impact Assessment
8. Necessity Assessment
9. Back-out Plan

Upon receipt of the change template:

- MCG-ITS will open a Change Request
- A Change Request number will be emailed to Requesting PSAP
- The following will be included in this correspondence
 - If a change is unsuccessful please inform itscsc@mymanatee.org

This process is to enable the PSAP's ability to take charge of their changes and change processes, and allow them to proceed with their planned changes.

11. Appendices

11.1. Appendix A

Includes these sections (tabs):

- **Summary** - This is the boiled down summary of every system incident, who to notify about it, and what priority handling to expect. In almost every case, this is the only sheet needed in day-to-day operations.
- **Service Level Priorities** - Summarizes the definitions of the Priority levels.
- **Contacts** - This is a handy list of contacts and phone numbers.
- **Flow Charts** - Easy-to-read charts showing the lifecycle of a production support incident and request.

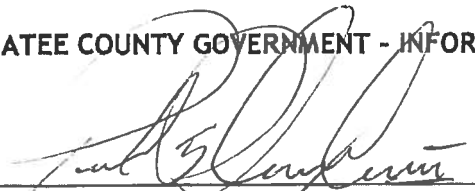
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MANATEE COUNTY PUBLIC SAFETY DEPARTMENT

By:  Date of Signature: 11/14/2016
Bob Smith, Director

SLA between PSD, ITS, MCSO and Police Departments

MANATEE COUNTY GOVERNMENT - INFORMATION TECHNOLOGY SERVICES

By: 
Paul Alexander, Director

Date of Signature: 12/8/16

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MANATEE COUNTY SHERIFF'S OFFICE

By: W. S. Steube
Brad Steube, Sheriff

Date of Signature: 04/05/2016

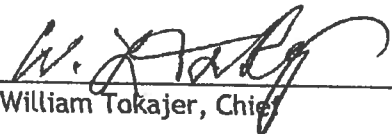
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BRADENTON POLICE DEPARTMENT

By:  Date of Signature: 11.29.16
Mayor Wayne Poston, Police Commissioner

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HOLMES BEACH POLICE DEPARTMENT

By: 
William Tokajer, Chief

Date of Signature: 5.12.16

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PALMETTO POLICE DEPARTMENT

By: Scott D. Tyler
Scott Tyler, Chief

Date of Signature: 3/31/16

SERVICE LEVEL PRIORITY/WHO TO NOTIFY	INCIDENTS BY SYSTEM	NOTES/WORK-AROUND SUGGESTIONS/RECOVERY STEPS (for PSAP and/or ECC)
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Overall:

1-CRITICAL/ ECC Supervisor	1 Total system failure (CAD+Vesta+Exacom) at one or more locations	1
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VESTA machines:

1-CRITICAL/ ECC Supervisor	1 All VESTA machines not working at one or more locations	1
	2 One VESTA machine not working (Palmetto or Holmes Beach)	2
	3 Multiple (but not all) VESTA machines not working (ECC, MCSO, Bradenton)	3
	4 Connection jack not functioning (Palmetto or Holmes Beach)	4 Try different headset and check volume levels before calling
3-LOW/ ECC Tech Systems Coordinator	5 One VESTA machine not working (ECC, MSO, Bradenton)	5
	6 Error messages on one VESTA machine (machine still functioning)	6
	7 Hardware peripheral not working (such as monitor, touchscreen, mouse, keyboard, headset)	7 Use spare equipment or machine.
	8 IRR not functioning correctly on one machine	8
	9 Connection jack not functioning (MSCO, ECC, Bradenton)	9 Try different headset and check volume levels before calling
	10 User log in problems	10
	11 Speed-dial number(s) incorrect or addition needed	11

Phone lines/system:

1-CRITICAL/ ECC SUPERVISOR	1 Unable to receive, answer, transfer, or communicate with 911 callers	1
	2 Unable to make/receive calls on admin lines at one or more locations	2

Exacom:

1-CRITICAL/ ECC SUPERVISOR	1 Call recorder partially or completely non-functional	1
	2 Call recorder generally working but something needs attention	2

SERVICE LEVEL PRIORITY/WHO TO NOTIFY	INCIDENTS BY SYSTEM	NOTES/WORK-AROUND SUGGESTIONS/RECOVERY STEPS (for PSAP and/or ECC)
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CAD:

1-CRITICAL/ ECC Supervisor	1 Complete failure of all CAD workstations at one or more locations	1
	2 Failure of CAD database 1 or 2	2
	3 CAD unacceptably slow or frozen system wide	3 (1) CopyCADlog and try recovery steps for CAD frozen at affected workstations (2) Check all other workstations to assess extent of problem
	4 Cannot clear unit off call	4 (1) Try to preempt the unit by assigning to TEST screen (2) Try to change the unit status then clear (3) Try FREE UNIT command
	5 External event or unit not working	5 (1) Try the Free Unit and Free Event command (2) Log the unit off and back on (3) If there is a workstation that does not show the event as "External", select it so it's on the main dispatcher screen, run Unit>Preempt Unit, then refresh CAD (4) Refresh CAD on all machines
2-MODERATE/ ECC Supervisor	6 HBPD & PPD: Complete failure of one CAD workstation but business may continue on other working CAD workstations	6
3-LOW/ ECC Supervisor	7 ECC: Complete failure of one CAD workstation but business may continue on other working CAD workstations	7 Use spare console
3-LOW/ MSO Supervisor	8 MCSO: Complete failure of one CAD workstation but business may continue on other working CAD workstations	8 Use spare console
3-LOW/ Use local agency resources or protocols	9 Problems with CAD operator password/user ID	9 (1) Reset password for ID to system default; user should log in and immediately reset password (2) Use agency generic log-in
	10 Unable to create specific event or copy/associate existing event	10 (1) Try different event type (2) Verify correct location
	11 Error message during operations on one CAD workstation (CAD still functions)	11 (1) CopyCADlog (2) Escalate to 2-MODERATE if incident continues (3) Escalate to 1-HIGH if incident interferes with functionality at Palmetto or Holmes Beach
	12 Automatic function (paging, case number assignment, etc.) not working - able to perform manually	12 Perform page function manually until resolved

CAD hardware:

3-LOW/ Use local agency resources or protocols	1 Peripheral hardware not working (monitor(s), mouse, keyboard)	1 Use spare equipment available as per local agency protocol
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SERVICE LEVEL PRIORITY/WHO TO NOTIFY	INCIDENTS BY SYSTEM	NOTES/WORK-AROUND SUGGESTIONS/RECOVERY STEPS (for PSAP and/or ECC)
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CAD maps:

1-CRITICAL/ ECC Supervisor	1 System-wide failure of CAD map	1
3-LOW/ ECC Supervisor	2 Map not displaying on one CAD workstation	2 (1) Use DISPLAY CAD -D command to refresh CAD display (2) If step 1 does not work, exit application and reopen
3-LOW/ ECC GIS	3 Location not generating response zone/ESZ	3 Force in correct zone
	4 Map annotation error	4 Print map and send/email to GIS with description of change needed
	5 Incorrect response zone(s) connected to address	5 Force in correct zone
3-LOW/ ECC 911 DB Coordinator	6 Existing address does not verify correctly or at all	6 (1) Use centerline address (2) Email 911 DB Coordinator for SPAD entry

ProQA:

1-CRITICAL/ ECC Supervisor	1 Failure of Police ProQA at all stations	1
3-LOW/ Use local agency resources or protocols	2 Failure of Police ProQA at one (but not all) stations	2 Close ProQA (if open) and exit CAD application; restart application.

CAD I/Page:

2-MODERATE/ ECC Supervisor	1 Complete failure of I/Page - no one is getting pages	1
	2 Pages failing to multiple users from one provider	2 If the outcome turns out to be a provider incident, the agency contact is responsible for contacting the phone vendor.
3-LOW/ ECC Operations Coordinator	3 All pages failing to one user	3
	4 Unit consistently not getting unit pages	4 (1) Check to see if unit logged in with vehicle ID (2) Check Unit>Unit Properties>Vehicle>Pager ID to see if a pager ID is designated
	5 Event page (group or individual) did not go out for one call	5 (1) Test affected group manually (2) If test successful, monitor for further problems

Informer (CAD workstations):

1-CRITICAL/ ITS-CSC	1 Failure of Informer at all terminals (CAD & MPS)	1
	2 Failure of Informer at all CAD workstations, but not MPS	2
3-LOW/ ITS-CSC	3 Failure of Informer at one CAD station	3

SERVICE LEVEL PRIORITY/WHO TO NOTIFY	INCIDENTS BY SYSTEM	NOTES/WORK-AROUND SUGGESTIONS/RECOVERY STEPS (for PSAP and/or ECC)
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NetViewer & NetDispatcher:

3-LOW/ ECC Supervisor	1 Complete failure of NetViewer	1 _____
	2 Complete failure of NetDispatcher	2 _____
	3 One NetViewer machine not working	3 _____
	4 One NetDispatcher machine not working	4 _____
3-LOW/ Use local agency resources or protocols	5 User unable to log onto/operate NetViewer or NetDispatcher	5 Reset user password in CAD and have user log in and change password (in CAD) before attempting to log into web application

CAD BI Reports:

3-LOW/ ITS-CSC	1 Complete failure of BI	1 _____
	2 One report not functioning correctly	2 _____
	3 User unable to log on/operate BI	3 _____

Intranet reports:

3-LOW/ ITS-CSC	1 All CAD/leads Intranet reports are not working	1 _____
	2 One CAD/leads Intranet report is not working	2 _____

MPS system:

1-CRITICAL/ ECC Supervisor	1 Total system failure for MPS on all laptops	1 _____
	2 System failure of MPS for one agency	2 _____

MPS unit:

3-LOW/ Use local agency resources or protocols	1 One MCSO MPS unit not working at all	1 _____
	2 One PPD, HBPD MPS unit not working at all	2 _____
	3 One MPS client cannot connect to server	3 _____
	4 One MPS user cannot log into Windows	4 _____
	5 One Law Enforcement MPS user having problems with password/ID	5 _____
	6 MPS hardware (laptop, gateway, etc.) for one unit not working/damaged	6 _____

SERVICE LEVEL PRIORITY/WHO TO NOTIFY	INCIDENTS BY SYSTEM	NOTES/WORK-AROUND SUGGESTIONS/RECOVERY STEPS (for PSAP and/or ECC)
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Informer for MPS:

1-CRITICAL/ ITS-CSC	1 Informer down for all MPS, but not for CAD	1
3-LOW/ Use local agency resources or protocols	2 Informer down for one MPS	2

IFR (In-Field Reporting):

1-CRITICAL/ ITS-CSC	1 Complete failure of all IFR	1
3-LOW/ ITS-CSC	2 IFR not working for one unit	2
	3 One unit unable to log on or connect to IFR	3

D.A.V.I.D. (Driver And Vehicle Information Database):

3-LOW/ Use local agency resources or protocols	1 D.A.V.I.D. connection incidents	1
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Last updated 3/22/2016

SERVICE LEVEL PRIORITIES

Service Level Priority	Description	Notify responsible party/parties	Acknowledge notification/start of resolution process
Priority 1 - CRITICAL	Any incident that impacts mission-critical functions and/or systems and need to be addressed immediately, including overnight/holidays/weekends.	Within 15 minutes of PSAP initial report	Within 45 minutes from PSAP initial report
Priority 2 - MODERATE	Any incident that impacts important, but not mission-critical, functionality. Initial report of priority 2 incidents can be made immediately. After hours notification shall be made within 24 hours of original request.	Within 24 hours of PSAP initial report	Within 24 hours from PSAP initial report
Priority 3 – LOW	Any incident which has minor impact on day-to-day functions, or that can be worked around by deployment of back up resources. Notification for priority 3 incidents shall be made during business hours by phone and/or via email.	Within 3 days (initial report by e-mail or phone)	Initial report shall be acknowledged within 2 business days; start of resolution process shall depend upon severity of problem and shall be scheduled by the responsible party

CONTACT INFORMATION

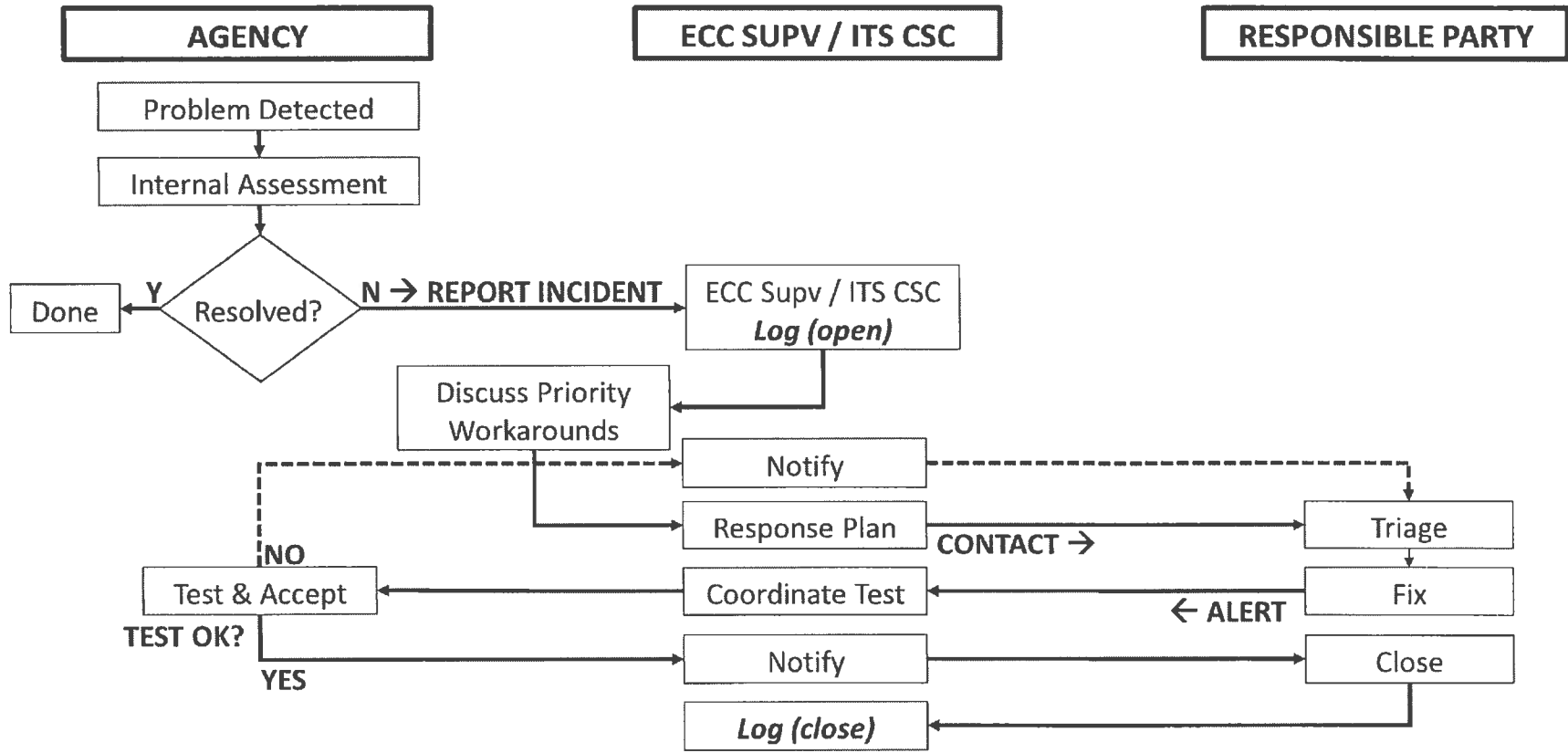
Last updated 2/25/16

ECC Supervisor	747-7776 or 748-2240	
ITS-CSC EMAIL: ITCSC@MyManatee.org	742-5807 or ext 5807	After hours: choose Option 1 for CAD

911-VESTA (Inforad group page)	ECC	Notifies all county networking & ECC admin of major outage/system problem
911-CAD (Inforad group page)	ECC	Notifies all county networking, PS-IT & ECC admin of major outage/system problem

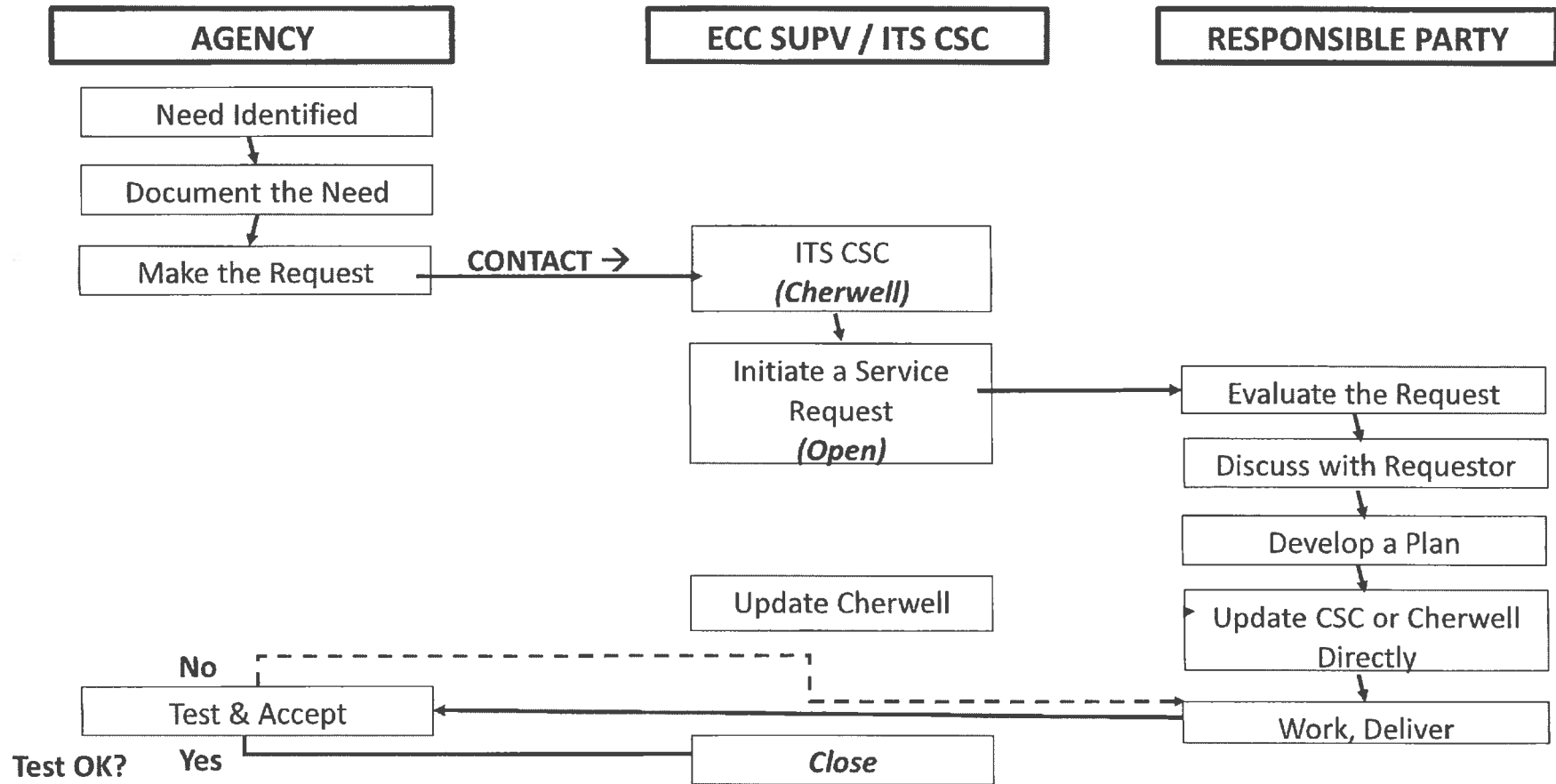
PS-IT	PS-IT on call #	749-3500 x3586		
	PS-IT lead	749-3500 x8107	Anne.Chance@mymanatee.org	
	PS-IT support	749-3500 x8108	Steven.Kemper@mymanatee.org	
ECC	ECC GIS	749-3500 x7889	Rick.Ingle@mymanatee.org	
	ECC 911 DB Coordinator	749-3500 x3514	Stacy.Needham@mymanatee.org	
	ECC Operations Coordinator	749-3500 x1647	Lisa.Kalmbach@mymanatee.org	
	ECC Tech Systems Coordinator Chief	749-3500 x3593 (941) 749-3513	Ernie.McFarland@mymanatee.org melody_bonami@mymanatee.org	CAB Contact CAB Contact
MCSO	Agency IT - MCSO Help Desk	747-3011 x2314	servicedesk@manateesherriff.com	
	MCSO Supervisor	747-3011 x1588		
	Director		debra.dickerman@manateesherriff.com	CAB Contact
	Records Administrator		Michael.Hamilton@manateesherriff.com	CAB Contact
	Secondary Administrator Chief Dispatcher		George Alexander Deborah.Crum@manateesherriff.com	CAB Contact CAB Contact
PPD	Agency IT - PPD - (BI-IT Consulting Services)	812-2190	todd@bi-itconsulting.com	CAB Contact
	Communications Supervisor		msanchez@palmettopolice.com	CAB Contact
HBPD	Agency IT - HBPD	708-5804 Cell: 941-779-5818	oglet@holmesbeach.org	CAB Contact
	Communications Supervisor	Cell: 941-737-6566	diniusm@holmesbeach.org	CAB Contact
<i>All visitors to HBPD must notify T-Rex or Mike Dinius. Please call at least 30-minutes before arriving.</i>				
BPD/BFD	Agency IT - BPD/BFD	932-9444 (After Hours -932-9447)	help.IT@cityofbradenton.com	
	Dispatch Supervisor		cindy.dudar@cityofbradenton.com	CAB Contact
	IT Admin		Michael.Terracciano@cityofbradenton.com	CAB Contact

Vesta / Exacom / CAD / CAD Interfaces / MPS Incident Lifecycle Flowchart



Last updated: 10/16/15

Vesta / Exacom / CAD / CAD Interfaces / MPS Request Lifecycle Flowchart



Last updated: 11/15/15