



West Allis/West Milwaukee Technical Support Agreement

Overview

We propose that the staff from West Allis's Department of Information Technology shall provide routine computer support for the Village of West Milwaukee. This work will be limited to network and computer hardware support only. Personnel at West Milwaukee will be responsible for internal staff training and matters relating to the use of application software. Technical support calls can be made to West Allis using the IT Hotline. Calls will be logged into the IT Support web site and handled by West Allis IT staff on a priority basis. Many problems can be resolved remotely without an in-person visit. A West Allis staff member will stop in weekly to ensure there are no outstanding computer issues at West Milwaukee. This agreement is assuming about 3-4 hours per week average. Some weeks may require more hours while other weeks may require less. West Allis will bill the Village of West Milwaukee a yearly fee of \$7,500 for this service.

Scope of Work

West Allis Department of Information Technologies will provide technical computer support for the Village of West Milwaukee. These services will include the following:

1. Network Management. West Allis will maintain West Milwaukee computer network to the same standards as it own. This will include:
 - a. Managing of Network Users. Adding, deleting of user accounts as needed. This service can be provided remotely and can be done in a daily basis.
 - b. Monitoring Network performance. West Allis will employ the same tools and techniques used on West Allis own network.
 - c. Managing Routers and Switches
 - d. Reconfigure West Milwaukee network to increase speed.
 - e. Configuration and maintenance of security software that limits vulnerability to computer viruses, worms, malware, unauthorized access to data or systems, etc. West Milwaukee is responsible for the purchase/subscription costs of said software.
2. Servers – West Allis will provide off-site storage for West Milwaukee computer system backup tapes. West Allis will not be responsible for ensuring valid backups but will consult with West Milwaukee personnel to ensure proper backups are being performed. Tapes will be picked up once a week.
 - a. Option - West Allis can maintain all backup operations of the West Milwaukee servers.
 - b. Option - West Allis can also offer to house and maintain West Milwaukee servers in its server room at city hall.
3. Workstation maintenance. West Allis will perform tasks needed to keep West Milwaukee workstations operating. This includes:
 - a. Setting up new computers.
 - b. Repairing faulty workstation hardware.
 - c. Moving of equipment when requested.



- d. Assistance in revolving operating system software problems that inhibit the use and performance of workstations. Application software problems are the responsibility of West Milwaukee. .
 - e. West Allis will guarantee a base 'image' for West Milwaukee. This image will include:
 - i. Windows XP Pro
 - ii. MS Office
4. Internet Service – Option - West Allis will share its Internet connection to West Milwaukee starting in 2007.
 5. Web Hosting - West Allis will host West Milwaukee web site. West Milwaukee will still have its own separate web site with its own separate domain but will just be located in West Allis. A visitor of the West Milwaukee web site will not be aware that he is connected to servers at West Allis. West Milwaukee will be responsible for maintaining its own web pages.
 - a. Option – Web design and construction

All problems will be logged using West Allis intranet tracking system. Monthly reports can be issued listing West Milwaukee's technical support calls and results.

West Milwaukee Phoenix software used by its police department is currently being hosted by the West Allis Police Department and is covered under a separate agreement.

24/7 Emergency Service can be provided for critical computers such as the Police Dispatch stations at a set cost of \$80 per hour.

Computer services not covered above will be charged at a rate of \$50/hour.