

Information Technology (IT) Department

Service Level Commitment (SLC)

Product/Service/Program: Automated License Plate Reader

Department(s): Police

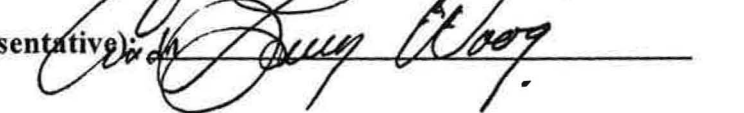
Effective Date: 05/25/2010

Last Revision Date: 05/25/2010

Period Covered: 1 Year pilot program period

IT Contact: Doug Hindman

Information Technology Director Approval:

Acknowledged by (Police Department Representative):

Service Description

This Service Level Commitment (SLC) for the Police Department defines the level of support provided by the IT Department specific to the Automated License Plate Reader Pilot Program.

Assumptions

- The Police Department will provide all coordination with the other agencies participating in the Automated License Plate Reader Pilot Program.
- Equipment purchased as part of the Automated License Plate Reader Pilot Program will not be added to the IT Department hardware inventory; therefore no funds are being collected as part of the annual budget process for hardware maintenance, hardware replacement, software maintenance, or software replacement.

Included

- The IT Department will properly operate the BOSS Server. This will be accomplished by ensuring that the BOSS software loads and runs on the designated server as specified by the software vendor.
- The IT Department will maintain the BOSS server in an environment that includes sufficient power and cooling, as well as appropriate UPS and backup power needs.
- The IT Department will make the Boss server available to the agencies as describe in the network deployment diagram attached hereto as Exhibit A.
- The IT Department will ensure all hardware and software has the appropriate warranties and support agreements.

- The IT Department will make a good faith effort to correct any outage over which Commerce City has reasonable control. The CATPA Grant provides only enough funding for one server, and therefore, the IT Department cannot commit to restoring service in any specific time frame.
- The IT Department will back up the server. Backups will be conducted on a seven (7) day rotation cycle.
- The IT Department will maintain an offsite backup copy of the BOSS server data.
- The IT Department will ensure the outside agencies have proper connectivity to the Boss Server. The IT Department will work with each of the outside agencies to ensure proper access has been granted to the properly licensed unit. The PD Department acknowledges and agrees the IT Department does not have control of the Internet, and therefore, cannot, and does not, guarantee stability or reliability.

Excluded

- The installation, operation and maintenance of the outside agencies' BOSS Client and Pagis software.
- The hardware required for Mobile Laptops and Pagis workstation installation.
- System Administration responsibilities including but are not limited to user name and password management, coordinate the installation of fixes and patches, assisting end-users with troubleshooting, overseeing upgrades and general oversight of the application.

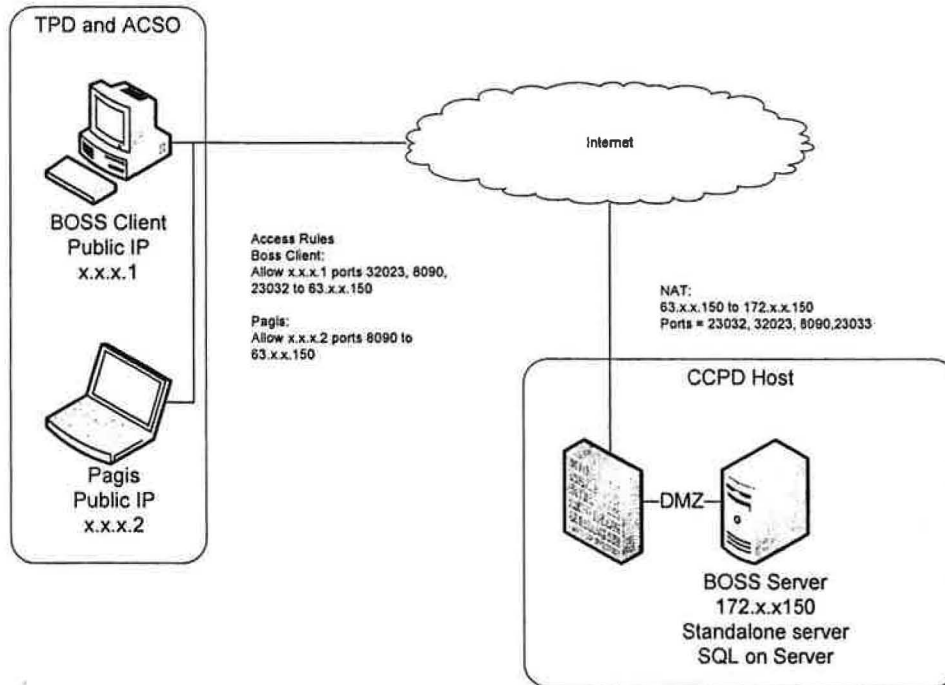
Other Conditions or Specifications

- Any changes to the basic functionality of the system must be coordinated and agreed to by all participating agencies before any changes are implemented.
- The IT Department will support the connection of two (2) public IP address per outside agency. Each outside agency is responsible for providing its own public IP address.
- The Police Department has designated the Crime Analyst, Diana German, as the ALPR System Administrator who will be responsible for the daily operations of the ALPR System. The ALPR System Administrator will be the primary point of contact with the IT Department.
- The ALPR System Administrator will be the point of contact for all technical and application administration functions. The System Administrator will be responsible for developing and maintaining relationships with internal users, outside agencies, and the product vendor.

EXHIBIT A

PIPS Network Deployment

Wednesday, April 07, 2010



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