



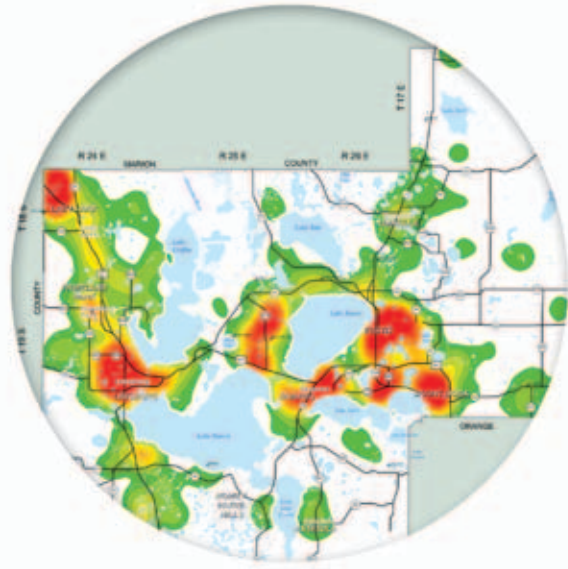
# INFORMATION TECHNOLOGY

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# **GEOGRAPHIC INFORMATION SERVICES**

## GIS Analysis Support

### Description:

It is said that approximately 80% of all data has a spatial element and Lake County GIS has the software, hardware and staff to analyze that data to identify trends and patterns, point out problems, and show connections that may not be apparent in table or text data. GIS can transform raw "data" into "information" that can be used to make wiser decisions. We can assist in everything from growth management and business analysis to environmental and disaster planning.

Some of the types of analysis we can perform include:

- Vehicle routing
- Proximity analysis
- Service area creation
- Site selection
- Resource location/allocation
- Hot spot/Density mapping

### Getting Help:

To get assistance with this service, please complete a GIS Analysis Request Form, located on the County's intranet web site (<http://bccnet.co.lake.fl.us/webforms/gis-internal-analysis-request.aspx>) or contact Sue Carroll, GIS Project Coordinator. Agencies without access to the county's intranet can submit the GIS Analysis Request Form in PDF format. Contact a member of our GIS staff at 343-9775 for the PDF form.

### Customer Responsibility:

- The customer is responsible for filling out completely the GIS Analysis Request Form
- The customer must supply any data that is not currently part of the GIS Enterprise database. Spatial data should include addresses, latitude/longitude coordinate pairs, legal descriptions, alternate key numbers or property ID numbers. All data supplied should be in electronic format (.xls, .txt, .csv, .dbf, .gpx, .shp, file geodatabase).
- The customer is responsible for making the request in a timely manner to allow sufficient time for project completion.

### Cost:

All analysis projects conducted in-house with Lake County's GIS staff and resources have no associated costs.

### Availability:

This service is available to all Board of County Commissioner Departments and other constitutional offices. Requests for this service may be made during regular business hours (Mon-Fri, 8 a.m. - 5 p.m., holidays excluded).

### Policy:

All analysis requests will be evaluated for feasibility and prioritized based on resources, availability of staff, and current workloads. It is our policy to deliver all maps, charts, tables, reports and other output in electronic format (.pdf, .jpg, .tiff, etc.). Exceptions to this will be decided on a case by case basis.

### Service Level Expectation:

Time frames and turn-around times vary widely from project to project, but Lake County GIS endeavors to complete each project in a timely manner and works with the requesting office in meeting deadlines.

### Metrics and Measures:

All project requests are logged into a Project Database for tracking, review, and audit purposes

### Value:

Using the Lake County GIS Division and keeping projects in-house holds down costs for other offices and promotes a level of accountability and accuracy that ensures quality products and a basis for good decision making.

### Related Services & Links:

Cartography Service

- GIS Web Page  
[http://www.lakecountyfl.gov/departments/information\\_technology/geographic\\_information\\_services/](http://www.lakecountyfl.gov/departments/information_technology/geographic_information_services/)
- GIS Work Request Form  
<http://bccnet.co.lake.fl.us/webforms/gis-internal-analysis-request.aspx>

## Cartographic Support

### Description:

Data, by nature, is generally tabular or textual, but it is not always easy to see patterns, trends, or problem areas when confronted with lists and tables. Lake County GIS uses cartographic techniques to create maps and web applications that convey the textual data in a way that is informative, easy to read and understand, and simple to present to others. Products include:

- Paper maps for display
- Electronic maps for Word or PowerPoint documents
- Map books
- ArcGIS Explorer Online interactive mapping.
- Map Document files for web service publication

### Getting Help:

To get assistance with this service, please complete a GIS Analysis Request Form, located on the County's intranet web site (<http://bccnet.co.lake.fl.us/webforms/gis-internal-analysis-request.aspx>) or contact Sue Carroll, GIS Project Coordinator. Agencies without access to the county's intranet can submit the GIS Analysis Request Form in PDF format. Contact a member of our GIS staff at 343-9775 for the PDF form.

### Customer Responsibility:

- The customer is responsible for filling out completely the GIS Analysis Request Form indicating the data to be mapped, size and format of the final product, and the title and use of the map. Contact the GIS Project Coordinator if you need assistance.
- The customer must supply any data to be mapped that is not currently part of the GIS Enterprise database. Spatial data should include addresses, latitude/longitude coordinate pairs, legal descriptions, alternate key numbers or property ID numbers. All data supplied should be in electronic format (.xls, .txt, .csv, .gpx, .dbf, .shp, file geodatabase).
- The customer is responsible for making the request in a timely manner to allow sufficient time for project completion.



## Cartographic Support (continued)

### Cost:

There are no costs associated with this service. However, any request that includes a large number of printed outputs may require the reimbursement of plotter paper stock (Capital Office Products: \$14.00 - \$30.00 per roll, depending on size, subject to vendor pricing). The requestor shall make the purchase and have it delivered to the GIS Division.

### Availability:

This service is available to all Board of County Commissioner Departments and other constitutional offices.

Requests for custom maps may be made during regular business hours (Mon-Fri, 8 a.m. - 5 p.m., holidays excluded).

Standard maps are available at any time from the Map Gallery web page <http://www.lakecountyfl.gov/maps/>

### Policy:

All requests for custom map products will be evaluated for feasibility and prioritized based on resources, availability of staff, and current workloads.

It is our policy to deliver all maps, charts, tables, reports and other output in electronic format (.pdf, .jpg, .tiff, etc.). Exceptions to this will be decided on a case by case basis.

### Service Level Expectation:

Time frames and turn-around times vary widely from project to project, but Lake County GIS endeavors to complete each project in a timely manner and works with the requesting office in meeting deadlines.

### Metrics and Measures:

All project requests are logged into a Project Database for tracking, review, and audit purposes

### Value:

Cartographic maps are useful in quickly conveying information, trends, and ideas in a simple, easy to read medium that can be accessed and shared by anyone.

### Related Services & Links:

- GIS Analysis Service
- County View Interactive Map  
<http://gis.lakecountyfl.gov/gisweb/default.aspx>
- Map Gallery  
<http://www.lakecountyfl.gov/maps/>

## GPS & Geocoding Support

### Description:

Lake County GIS can convert an electronic file of GPS coordinates, addresses, or alternate key numbers to produce a point file that can be used in creating various map products or in GIS analysis.

GPS coordinate pairs can locate property boundaries, buildings, utilities, or any other physical object in the world. Once these coordinates are collected (through various means such as survey equipment, GPS receivers, or even GPS enabled mobile phones), Lake County GIS can generate points that identify those coordinates and create maps showing where they lay.

Similarly, addresses and alternate key numbers can be geocoded to identify their spatial location in Lake County.

### Getting Help:

To get assistance with this service, please complete a GIS Analysis Request Form, located on the County's intranet web site (<http://bccnet.co.lake.fl.us/webforms/gis-internal-analysis-request.aspx>) or contact Sue Carroll, GIS Project Coordinator. Agencies without access to the county's intranet can submit the GIS Analysis Request Form in PDF format. Contact a member of our GIS staff at 343-9775 for the PDF form.

### Customer Responsibility:

- The customer is responsible for filling out completely the GIS Analysis Request Form indicating the data to be mapped, size and format of the final product, and the title and use of the map. Contact the GIS Project Coordinator if you need assistance.
- All data must be supplied in electronic format (gpx, .xls, .txt, .csv.)
- GPS data must include the x/y pairs in a known projection and coordinate system (UTM latitude/longitude or US National Grid are preferred)
- Address data must include the address number and full street name in a single field.
- The customer is responsible for making the request in a timely manner to allow sufficient time for project completion.

### Cost:

There are no costs associated with this service.

### Availability:

This service is available to all Board of County Commissioner Departments and other constitutional offices.

Requests for this service may be made during regular business hours (Mon-Fri, 8 a.m. - 5 p.m., holidays excluded).

### Policy:

The Lake County GIS Division does not collect GPS points in the field.

All requests for GPS map products will be evaluated for feasibility and prioritized based on resources, availability of staff, and current workloads.

It is our policy to deliver all maps, charts, tables, reports and other output in electronic format (.pdf, .jpg, .tiff, etc.). Exceptions to this will be decided on a case by case basis.

## GPS & Geocoding Support (continued)

### Service Level Expectation:

Time frames and turn-around times vary widely from project to project, but Lake County GIS endeavors to complete each project in a timely manner and works with the requesting office in meeting deadlines.

### Metrics and Measures:

All project requests are logged into a Project Database for tracking, review, and audit purposes. Points generated from electronic X/Y data are given a cursory, visual review by overlaying them on aerial photography to make sure the points fall where expected.

### Value:

Whether locating objects using GPS, or geocoding addresses or alternate keys, the accuracy of those locations can be critical. From locating emergency incidents to locating citizens in neighborhoods of special need, accurate information can mean dollars saved, or even life or death. The more accurate the data is the better the decision making.

### Related Services & Links:

- Cartographic Service
- GIS Analysis Service

## GIS Data Creation & Maintenance

### Description:

GIS allows us to view, understand, question, interpret, and visualize data in many ways that reveal relationships, patterns, and trends in the form of maps, reports, and charts. One of the roles of the Lake County GIS Division is to create, maintain, store, and share GIS data sets that allow our customers to visualize their data in order to be more efficient and make better decisions. Examples of some of the layers we maintain are:

- Tax Parcels
- City Limits
- Lakes
- Airports
- Zoning and Future Land Use
- Address locations
- Streets

### Getting Help:

For questions about available GIS data sets in the Lake County GIS Enterprise Database, please contact Sue Carroll, the GIS Project Coordinator, at 343-9794 or [scarroll@lakecountyfl.gov](mailto:scarroll@lakecountyfl.gov)

### Customer Responsibility:

Customers for whom we house data sets (the data stewards) are responsible for either updating their data directly in the database, or periodically providing updated information to the GIS staff for their input. New data must be supplied in electronic format (.xls, .txt, .csv, .dbf, .shp, file geodatabase) and should include addresses, latitude/longitude coordinate pairs, legal descriptions, alternate key numbers, property ID numbers or other methods which will allow staff to quickly identify features to be mapped.

It is the responsibility of all customers using any of the existing data, either for analysis, mapping, or simply viewing, to read the accompanying metadata in order to understand the source, accuracy, and suitability of the data to one's needs, and to use that data in a responsible manner. It is hoped that sources for the data will be cited and credit given where due when sharing the data with others.

It is the customer's responsibility to obtain any hardware/software required to edit, view, share or manipulate the data as needed.

### Cost:

There is no cost for the GIS Division to maintain data. However, if a department wishes to maintain their own data in the Enterprise Geodatabase there are licensing costs for software to be considered in order to access the data. Contact Leon Platt for Citrix licensing and Keyetta Jackson for ArcGIS licensing. There are several free data "viewers" available if you only wish to view data. Contact Sue Carroll for details.

### Availability:

This service is available to all Board of County Commissioner Departments and other constitutional offices. Requests for this service may be made during regular business hours (Mon-Fri, 8 a.m. - 5 p.m., holidays excluded).

All Enterprise data sets that are considered "public" are available 24/7 to all internal GIS users through the SDE Publication database, and to external users as shapefiles or personal geodatabases that can be downloaded from the FTP site. "Private" data that may have security concerns is available only to the GIS staff responsible for their update.

### Policy:

It is the policy of the GIS Division to keep the data sets as up to date as possible. Many sources provide the data that is maintained in the GIS database and we make every effort to cite those sources and process the updates in a timely manner. If errors or omissions are found we welcome being notified so that we can make the corrections and provide a better product.

If the creation of a new data set is required, the requestor must supply the data in electronic format for point locations (.xls, .dbf, .txt, .csv, .gpx), or provide a legal description, alternate key number(s), or other boundary description for all features to be mapped. The database associated with the new GIS features (the schema) will be designed by GIS staff and submitted to the requestor for approval to ensure all needed information is tied to the features. The requestor will be designated as the data steward. It will be up to that steward to ensure the data stays up to date (see Customer Responsibility, above).

### Service level expectation:

Time frames and turn-around times vary widely from data set to data set, but Lake County GIS endeavors to complete each creation/maintenance project in a timely manner. Tax Parcels, Streets, and Addresses generally have a 30 day turn-around. Time lines for other data sets depend on the amount of data and the complexity of the information but generally take less time.

A minimum of 15 working days are required to create new spatial data depending upon the amount of work to be done and the existing work load.

### Metrics & Measures:

All project requests are logged into a Project Database for tracking, review, and audit purposes

## GIS Data Creation & Maintenance (continued)

### Value:

Using GIS data gains benefits in cost savings and increased efficiency, better decision making, improved communication, better recordkeeping, and promotes the ability to manage geographically - understanding what is happening in geographic space and taking the appropriate action.

### Related Services & Links:

- GIS Analysis Service
- Cartography Service
- GPS and Geocoding Support
- List of most of the available datasets:  
<ftp://ftp.co.lake.fl.us/GIS/GisDownloads/Shapefiles>  
<ftp://ftp.co.lake.fl.us/GIS/GisDownloads/Geodatabases/>

## Tax Parcel Support

### Description:

The Geographic Information Systems (GIS) parcel layers and data are fundamental to all GIS in Lake County. Not only do they provide a base for the many interactive web maps used by county staff and the public at large for decision making, but they are the building blocks for most GIS analysis.

The GIS parcel layers display graphically where a property is located, how large it is, the shape of the property, and its relationship to surrounding features and other properties. The tabular attribute data provides information on ownership, value, whether it is vacant or improved, the use of the property, and other characteristics. All of this information is essential to GIS mapping and analysis. The quality and accuracy of the parcel layers ensures that new mapping and analysis is as accurate as possible when identifying areas of the county for such things as capital improvements, monetary funding, community projects, public services, or environmental concerns. Municipal boundaries, public safety jurisdictions, taxing districts, and service areas are all based on the parcels layers.

In the past, Lake County GIS has worked closely with the Property Appraiser's Office to spatially represent the inventory of tax parcels in the form of a GIS dataset. On October 1, 2013 the Lake County Property Appraiser will assume responsibility for the GIS mapping of these features utilizing the existing county GIS system.

This feature class contains all land interests that are inventoried for taxing, or cadastral, purposes. These parcels are not reflective of ownership, but of tax obligation. The polygons stored in this feature class include areas of land that are subject to a single tax obligation or lands which have multiple tax obligation interests such as condominiums. It is a representation of the approximate location of tax parcels, and it is necessary to refer to the source documents to verify specific information such as acreage, boundary distances and directions, etc.

### Getting Help:

Questions concerning the mapping of tax parcels may be directed to Larry Duke, Land Records Coordinator, or Vicki Runinger, Sr. GIS Analyst, at 343-9775, or 253-2150 after October 1, 2013. Questions about the tax record itself should be directed to the Lake County Property Appraiser's Office at 253-2150.

### Customer Responsibility:

Requests for changes to the tax parcel GIS dataset should originate with the Property Appraiser's Office. Surveys, legal descriptions, deeds, or other legally recognized documents should accompany all requests for map changes.

### Cost:

There are no costs associated with this service.

### Availability:

This service is available to the Lake County Property Appraiser's Office.

Requests for mapping updates can be made during regular business hours (Monday - Friday, 8:00am - 5:00pm, holidays excluded).

The Tax Parcel dataset is available for viewing 24/7 on the County View and City View Interactive Maps or for download from the FTP site.

### Policy:

Property mapping follows mapping standards established by the Florida Department of Revenue, as well as workflow procedures developed by the GIS staff for timely and efficient input of the data.

### Service Level Expectation:

Updates to the Tax Parcel dataset are generally made within 30 days of receiving the information. The layer is maintained continuously as new data arrives. The web maps for viewing the data are updated nightly, and the FTP site is updated weekly.

### Metrics & Measures:

Cross-checking is performed on a regular basis to compare the number of tax records in the Property Appraiser's database with the number of mapped parcels. There is currently about a 98.9% match rate. Staff works regularly to resolve errors that are identified by these reports.

### Value:

An accurate graphic depiction of property boundaries is the basis of a good geographic information system. It provides context for the land and its uses, indicates ownership and assists with valuation, acts as reference for the landscape, and can be the foundation of mapping and data analysis.

### Related Services & Links:

- GIS Analysis Service
- Cartography Service
- Cadastral Mapping Guidelines & Standards  
<http://www.nationalcad.org/data/documents/florida-cad-standards.html>
- FTP Site  
<ftp://ftp.co.lake.fl.us/GIS/GisDownloads>
- Interactive Maps  
<http://gis.lakecountyfl.gov/gisweb/>  
<http://gis.lakecountyfl.gov/CityView/>

## Addressing Support

### Description:

Fire Rescue, Law Enforcement and Emergency Medical Services depend on the accurate location of citizens in times of crisis. The main way they do this is by address. A single, central database of all known addresses in the county allows emergency responders to quickly locate an incident when someone calls 911. The GIS Division works closely with Communications/E911 and all municipalities in the county to assign and record all official addresses within Lake County.



## Addressing Support (continued)

### Getting help:

For questions about Addressing please contact Jim Dowling, Sr. GIS Analyst, at 343-9488 or [jdowling@lakecountyfl.gov](mailto:jdowling@lakecountyfl.gov)

You may also refer to [http://www.lakecountyfl.gov/departments/information\\_technology/geographic\\_information\\_services/addressing.aspx](http://www.lakecountyfl.gov/departments/information_technology/geographic_information_services/addressing.aspx) for answers to frequently asked questions.

### Customer Responsibility:

Requests for new addresses must originate in the Zoning Division.

### Cost:

There is a charge of \$7.00 for all new address assignments that is paid as part of the building permit fee. Address changes/corrections incur no cost.

### Availability:

Requests for new addresses can be made during regular business hours (Mon-Fri, 8 a.m. - 5 p.m., holidays excluded)

This dataset is available for viewing 24/7 on the County View and City View Interactive Maps or for download from the FTP site.

### Policy:

New address requests must be initiated through the Growth Management Department, Zoning Division. Existing Lake County addresses that need changing can be handled by contacting Jim Dowling directly at 343-9488. Questions concerning municipal addresses need to be directed to the municipality in question.

The GIS Division follows established guidelines for assigning addresses as outlined in the internal document entitled Addressing Business Rules.

### Service level expectation:

New addresses are generally entered into the database within 1 business day of receiving the information. Corrections can usually be taken care of the same day, depending on the amount of research involved.

### Metrics & Measures:

Monthly reports are generated to cross-check Certificates of Occupancy granted compared to addresses assigned for the previous month. Also, monthly reports of new municipal addresses are sent to each municipality to ensure that the information they intended to send was actually received by the GIS Division.

### Value:

Having an accurate, single, centralized database for all addresses in the county allows first responders to quickly locate emergency incidents, saving time, property and lives.

### Related Services & Links:

- FTP Download Site:  
<ftp://ftp.co.lake.fl.us/GIS/GisDownloads>
- Addressing web page:  
[http://www.lakecountyfl.gov/departments/information\\_technology/geographic\\_information\\_services/addressing.aspx](http://www.lakecountyfl.gov/departments/information_technology/geographic_information_services/addressing.aspx)

## Fire Rescue Support

### Description:

Fire Rescue is a critical function of Lake County and depends on accurate, up to date information for decision making, planning and mitigation, and response to potentially life-threatening situations. The GIS Division works closely with Fire Rescue to help them visualize data in order to improve their performance; lower ISO ratings to lower insurance rates; and save dollars, property, and lives.

Some examples of the projects conducted with Fire Rescue are:

- 5, 10, and 15 minute response time boundaries
- Creation of services areas
- Location of all hydrants in the county
- Generation of Run Cards

### Getting help:

For questions about Fire Rescue Support please contact Richard Helfst, Sr. GIS Analyst, at 343-9775, or Sue Carroll, GIS Project Coordinator, at 343-9794

### Customer Responsibility:

- The customer is responsible for filling out completely the GIS Analysis Request Form indicating the data to be mapped, size and format of the final product, and the title and use of the map, and any analysis that is required. Contact the GIS Project Coordinator if you need assistance.
- The customer must supply any data to be mapped or analyzed that is not currently part of the GIS Enterprise database. Spatial data should include addresses, latitude/longitude coordinate pairs, legal descriptions, alternate key numbers or property ID numbers. All data supplied should be in electronic format (.xls, .txt, .csv, .dbf, .shp, file geodatabase).
- The customer is responsible for making the request in a timely manner to allow sufficient time for project completion.

### Cost:

All projects conducted in-house with Lake County's GIS staff and resources have no associated costs.

### Availability:

This service is available to the Fire Rescue Division of Lake County's Public Safety Department during regular business hours (Mon-Fri, 8 a.m. - 5 p.m., Holidays excluded).

### Policy:

All project requests will be evaluated for feasibility and prioritized based on resources, availability of staff, and current workloads.

It is our policy to deliver all maps, charts, tables, reports and other output in electronic format (.pdf, .jpg, .tiff, etc.). Exceptions to this will be decided on a case by case basis.

### Service Level Expectation:

Time frames and turn-around times vary widely from project to project, but Lake County GIS endeavors to complete each project in a timely manner and works with the requesting office in meeting deadlines.

## Fire Rescue Support (continued)

### Metrics & Measures:

All project requests are logged into a Project Database for tracking, review, and audit purposes

### Value:

GIS, as applied to Fire Rescue and other emergency responders, can identify hot spots of incidents; find more efficient placement of resources; assist in more efficient routing of response vehicles; and allow management to monitor, assess and improve the overall performance of the division thereby saving tax dollars, property and lives.

### Related Services & Links:

- GIS Analysis Service
- Cartography Service
- GPS and Geocoding Support

## Emergency Operations Center Support

### Description:

Lake County GIS offers its technical, cartographic and analytical skills in support of Emergency Management in planning for, responding to, and mitigating disasters and emergency events in Lake County. Several staffers are assigned to the EOC GIS Team as members of the Emergency Support Function 5 (ESF5). They work to collect data that may be critical in an emergency, creating maps for strategic planning, conducting data analysis to extrapolate data for various needs, and documenting resources and response results. Information is communicated through cartographic maps, online interactive maps, and tabular data.

### Getting Help:

Questions regarding the EOC GIS Team can be directed to Sue Carroll, GIS Project Coordinator at 343-9794.

Requests for GIS Support during an emergency incident can be made by submitting an EOC GIS Map Request Form (obtained from the Lake County EOC). The request must be filled out in writing and submitted to the GIS Coordinator in paper format.

### Cost:

There are no costs to EOC staff associated with this service

### Availability:

This service is available to Lake County EOC staff and liaisons during Level I activation on a 24/7 basis, and during Level II and III activation during regular business hours (Mon-Fri, 8 a.m. - 5 p.m.).

### Policy:

Those requesting maps and data pertinent to a particular EOC event must fill out and submit a GIS Map Request Form (obtained from Lake County EOC). The request must be made in writing and submitted to the GIS Coordinator in paper format. It will be evaluated, prioritized, and filled in a timely manner based on the number of existing requests and priority.

### Service Level Expectation:

Maps and data requested during an emergency event will be filled in as timely a manner as possible.

### Metrics and Measures:

Since some financial expenditure (manpower, supplies, etc.) may be reimbursed, all map and data requests are logged into a centralized data base for accounting to FEMA and for other agencies to audit.

### Value:

Having highly skilled, trained GIS professionals on hand during emergency events provides first responders and decision makers fast, accurate data they may need to perform their jobs quicker and better. Analysis can show trends, hot-spots, or specific geographic information. A picture is worth a thousand words, but a picture with accompanying data is priceless in a potential life and death situation.

### Related Services & Links:

- GIS Analysis Service
- Cartography Service

## Lake County Sheriff's Office Support

### Description:

GIS has become an integral component in Law Enforcement. The GIS Division works with the Sheriff's staff to provide needed data, mapping, analysis and dispatch support.

Examples of past projects include:

- Mapping alleged escape routes after a crime
- GIS support for the Spillman CAD System
- Creating an ArcGIS Explorer Online interactive map for sexual predator monitoring

### Getting help:

Questions about this service can be directed to Sue Carroll, GIS Project Coordinator at 343-9794

### Customer Responsibility:

- All requests for GIS mapping and data analysis must be submitted on a GIS Work Request Form and delivered to the LCGIS Project Coordinator.
- LCSO will supply the source data to create any new spatial datasets they require that are not already in the Lake County GIS database. LCSO will be the "data steward" responsible for data collection and periodic updates to these new datasets.
- LCSO will offer feedback on data quality and accuracy by reporting errors and supplying correct data whenever possible in order to improve the dataset.
- LCSO will coordinate with municipalities to provide updated zone information in a GIS format for the Spillman CAD System.
- LCSO will be responsible for the Spillman server, software and all patches, tools and version updates. LCSO will provide access to their ArcGIS Server for County IT staff as needed.
- LCSO will coordinate with LCBCC/IT in creating a server test environment accessible to the LCGIS staff.
- LCSO will supply and maintain an FTP site or other direct connection where data can be transferred between LCGIS and LCSO.

## Lake County Sheriff's Office Support (continued)

### Cost:

There is no cost associated with service.

### Availability:

This service is available to the Lake County Sheriff's Office IT Department.

Lake County GIS support is available during regular business hours (Mon-Fri, 8 a.m. - 5 p.m., holidays excluded).

### Policy:

- All mapping/analysis requests will be evaluated for feasibility and prioritized based on resources, availability of staff, and current workloads.
- It is our policy to deliver all maps, charts, tables, reports and other output in electronic format (.pdf, .jpg, .tiff, etc.). Exceptions to this will be decided on a case by case basis.
- LCGIS will support the Spillman CAD System:
  - LCGIS will supply all necessary spatial data required for the Spillman CAD System within the reasonable ability of LCGIS to create/obtain the data and the availability of staff.
  - LCGIS will designate one analyst to act as GIS liaison. This liaison will be responsible for spatial data creation and maintenance, loading spatial data into the Spillman CAD System, and publishing mapping services.

### Service level expectation:

Time frames and turn-around times vary widely from project to project, but Lake County GIS endeavors to complete each project in a timely manner and works with the requesting office in meeting deadlines.

A minimum of 15 working days are required to customize or create new spatial data; depending upon the amount of work to be done and the existing work load this minimum requirement may increase.

Spillman CAD support shall not exceed 40 man hours per month. If additional time is required, it must be approved by Lake County management.

### Metrics & Measures:

All project requests are logged into a Project Database for tracking, review, and audit purposes

### Value:

Using a GIS gains benefits in cost savings and increased efficiencies, better decision making, improved communication, better recordkeeping, and promotes the ability to manage geographically - understanding what is happening in geographic space and taking the appropriate action.

### Related Services & Links:

- GIS Analysis Service
- Cartography Service

## Lake EMS Support

### Description:

Locating emergency incidents in a quick and efficient manner is critical for saving tax dollars, property, and lives. Lake County GIS works closely with Lake EMS to supply GIS data in a format that is usable in their Zoll Computer Aided Dispatch System, allowing them to identify the location of E911 calls, route first responders to them quickly, and monitor and manage their dispatch system in an efficient way.

Lake EMS downloads several GIS datasets directly from the county FTP site for use in their CAD System, as well as a customized Streets dataset created by the GIS Division that meets the specifications of their CAD System.

### Getting help:

Questions about this service can be directed to Jim Dowling, Sr. GIS Analyst, at 343-9775 or [jdowling@lakecountyfl.gov](mailto:jdowling@lakecountyfl.gov).

### Customer Responsibility:

The customer is responsible for notifying the GIS Division either by phone or email when an updated data set is needed. It is expected that the request will be submitted prior to any deadlines to allow time for the customized data to be generated.

### Cost:

There are no costs associated with this service.

### Availability:

This service is available to the staff of Lake EMS.

Requests for GIS support can be made during regular business hours (Mon-Fri, 8 a.m. - 5 p.m., Holidays excluded). Once generated, the custom Streets data set will be made available on the GIS FTP site for download. All other standard data sets are available 24/7 from the same FTP site.

### Policy:

Lake County GIS will create and maintain data processing models that generate the agreed-upon customized Streets data set. The model will be run upon request and the resulting data made available to Lake EMS.

Any changes to the agreed-upon customization must be made in writing and allow three weeks to implement.

### Service level expectation:

Lake County GIS endeavors to complete the generation and delivery of the customized Streets data set within three days of notification.

### Metrics & Measures:

The GIS Division keeps lines of communication open with Lake EMS to ensure that needs are met and data is accurate and useful.

### Value:

First responders' ability to get to accidents, medical emergencies, and other emergency incidents allows them to better protect tax dollars, property, and lives, thus increasing the quality of life for all Lake County citizens.

### Related Services & Links:

GIS Analysis Service



# **INFORMATION SYSTEMS**



## Accounts – Account Management

### Description:

Your BccID is your only official LCBCC Network contact. To use a county email services, computing and networking resources or remote access services you must have a BccID Account.

- BccIDs are automatically created for new employees using the DataOne new user process.
- Existing users should fill out a 'Network Access Request' form and submit it to the service desk.

A functional account is an account where many people can give the appearance of being a single entity. We use them sparingly. Functional accounts at LCBCC all have 2 things in common:

- They come with an end date
- A single owner must take responsibility for the shared account.

If you think you may require a functional account, please contact the Accounts team at 343-9611. The BccID username and password is currently used to access the following services:

- Bcc Computer Access
- BccMail
- Bcc Employee Portal
- VPN Access
- Munis

Note: Other applications administered by individual departments may have their own account requirements to access their systems. Some examples are Happy Software, CD Plus, Fire hours, and Telestaff. For information regarding these accounts please contact the application administrator within the department.

### Getting help:

To establish a BccID or if you have questions please contact LCIS Admin Support

- Online: <http://isweb/customerService/>
- Phone: 352-343-9611
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

For password resets and locked accounts please contact the LCIS Service desk

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

It is the employee's responsibility to use their BccID in accordance with all County Policies. Passwords should not be shared with any other person unless the account was designed to be shared and approval was granted by Information Systems. Systems should not be left unattended while users are logged in with their BccID. It is possible for users to lock themselves out of the Bcc Network if care is not taken while entering their BccID and password.

### Cost:

BccID is available to all Lake County Board of County Commissioner employees free of charge.

### Availability:

Your BccID is available for use at all times for exempt employees. Non-Exempt employees should refrain from using their BccID except for during standard working hours. Five failed attempts to login within sixty minutes will result in your BccID being disabled for sixty minutes.

### Policy:

- BccIDs shall be unique and shall be linked directly to a specific county employee.
- Users shall not share user accounts and passwords
- Non-Exempt employees shall use their BccIDs only during hours which have been logged on their timesheets
- To maintain a BccID, users shall abide by the 'Acceptable Use of Computer Equipment Procedure' LC42
- Passwords used to secure BccID shall be 'strong'. Must be at least 8 characters and contain 3 of the 4:
  - Upper case alpha characters
  - Lower case alpha characters
  - Special characters
  - Numbers 0-9
- For the complete account policy see IS Policy IS102

### Service level expectation:

- New employee accounts will be active and ready to go on the employees first day of employment.
- New accounts for existing users and changes to accounts will be completed within 48 hours of receipt of a completed Network Access Request form.

### Metrics & Measures:

The service desk software will log data to allow verification that service level agreements are being met. Statistics will be compiled and available on the LCIS Service Portal. All statistics will be maintained on a per fiscal year basis and published values will be year to date unless specifically stated otherwise. In some instances previous year's statistics will be available.

Measures Reported on the LCIS Service Portal:

- Percent of new employees who have a functioning BccID on their first day of employment
- Percentage of account changes handled within 48 hours of submittal

### Value:

Provides accountability for transaction that occurs on the LCBCC network and guarantees users that their identity will be protected against unauthorized impersonation.

### Related Services & Links:

- Global Directory Service
- Bcc Mail
- Bcc Calendar
- Bcc Employee Portal
- Blackberry / Mobile Device Connectivity
- VPN Access

## Accounts – Global Directory Services

### Description:

Information Systems maintains a Global Directory of all BCC ID accounts. This directory contains basic information for all accounts including BCC ID user accounts, service accounts, e-mail groups, resource accounts, as well as some external contacts for ease of use by BCC Employees for e-mail usage.

Users may access the Global Directory via Outlook or similar e-mail clients, the IS Customer Service application, Web mail, and also any connected mobile devices to BCC E-mail.

The Global Directory's purpose is to enable BCC Employees a comprehensive listing of all BCC mail-enabled employees for contacting via e-mail or telephone.

The Global Directory may contain (but is not limited to) the following information:

- Employee Name
- E-mail address
- Telephone contact information
- Office location
- Department

Upon separation, BCC employees do not have access to the Global Directory and their information and listing may be removed immediately.

### Getting help:

For assistance accessing, using, and updating information found in the Global Directory, please contact LCIS Admin Support.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

All users who have a BccID are responsible for keeping their global directory information accurate. If information is inaccurate the service desk should be notified.

### Cost:

Access to the Global Directory is of no charge.

### Availability:

Access to the global directory is restricted to authenticated BCC ID accounts and accessible via BCC Webmail, BCC Employee Portal, and any Blackberry or Mobile Devices connected and authenticated to BCC services. Please note, the global directory is not a published document, it is an electronic feature that is available to users while they are logged on to the network and is available while using specific Microsoft Server applications.

### Policy:

- Use of the Global Directory Service should be for work-related purposes only
- Users shall not provide false or inaccurate information
- Information from the Global Directory service shall not be extracted or shared without the approval or consent of Information Systems

### Service level expectation:

- Information is added to the Global Directory upon BCC ID creation.
- Updates to the Global Directory are performed in a timely manner upon submittal of updated information, service or job requirements change, or supervisor request.

### Metrics & Measures:

Processes should be written to ensure the accuracy of the Global Directory by comparing it with exports of employee data obtained from the County payroll system. In addition an annual review of the information will be performed manually.

### Value:

Provides assistance locating and finding employees and services for LCBCC computer network users.

### Related Services & Links:

- Account Management
- BCC Mail
- BCC Calendar
- BCC Employee Portal
- Blackberry / Mobile Device Connectivity

## Asset Management – Technology Change Consulting

### Description:

Service provided to evaluate a need for additional equipment/software. Also to monitor all purchases to insure equipment/software:

- Adequately meets the needs of the business process needs
- Is purchased from the existing county procurement authorized vendor contracts list, when available
- Is the best quality and pricing
- Is compatible with the existing infrastructure.

To use the IT Technology Change Consulting service, you must complete a Technology Change Request form.

Technology change request forms can be found on the county Intranet. "Documents & Forms / Information Technology / Technology Change Request Form".

The requestor must complete form with detailed information related to the requested equipment/software, a business purpose or change of, any special requirements, and director signed approval.

Note: New computers (non-replacements) being added to the county, will require software licensing purchases and a six year software maintenance commitment. Some specialty equipment may require a hardware maintenance service contract.

## Asset Management – Technology Change Consulting (continued)

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSi at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Employees are responsible for accurately filling out the technology change request form and for providing all detailed information on the form which will help Information Systems in analyzing the request. Director approval on the technology change request implies the responsibility to budget funds as specified in the six year commitment.

### Cost:

Technology Change Consulting service is available to all Lake County Board of County Commissioner Department/Divisions free of charge.

### Availability:

Technology change consulting is available to all Bcc employees and is offered during standard working hours. A Technology Change Request Form must be submitted with supervisor approval and a valid business justification.

### Policy:

- All information technology related equipment/software purchases not on the authorized purchase list must be approved through the Technology Request Consulting process.

### Service level expectation:

- 48 hour response time with a work order ticket number.
- Recommended solution 72 hours after response with order information to include recommended sources, part numbers, costs, and other pertinent information. (Recommended solutions may take longer depending on the scope of the request)

### Metrics & Measures:

The service desk software will log data to allow verification that service level agreements are being met. Statistics will be compiled and available on the LCIS Service Portal. All statistics will be maintained on a per fiscal year basis and published values will be year to date unless specifically stated otherwise. In some instances previous year's statistics will be available.

Measures Reported on the LCIS Service Portal:

- Percentage of requests responded to within 48 hours.
- Percentage of solutions delivered within 72 hours of response.

### Value:

Provides accountability for tracking of customer Technology Request Consultation and guarantee that solutions meet the requestor needs, is compatible with current infrastructure, and are purchased through the best sources.

### Related Services & Links:

- Technology Change Request Form
- Documents & Forms from the LCBCC Intranet

## Asset Management – Software Licensing

### Description:

Service to provide proper management of computer software assets.

Primary purposes are to minimize costs, replace obsolete technology, store original media, document software for ownership, and the proper disposal of obsolete software assets. Also assist IS Helpdesk in determining authorized software list for new builds and rebuilds.

Monitor and comply with Software Licensing End User License Agreements (EULA).

NOTE: For software purchase information use the Technology Request Consulting service.

### Getting help:

For help with asset management please contact:

- Online: NA
- Phone: 352-343-6570
- Email: assetman@lakecountyfl.gov
- In-Person: IT Asset Manager, Administration Building, Room 108

### Customer Responsibility:

All employees of Lake County Bcc are responsible for providing all original software installation material to LCIS. Any proof of license material should also be provided to LCIS as well as maintained by the individual department. All software should be installed by the LCIS technical staff.

### Cost:

Software Licensing service is available to all Lake County Board of County Commissioner Departments/ Divisions free of charge.

### Availability:

The software licensing service is continuously enforced for all BCC computers through the use of automated tools. Software will not be installed on any county owned equipment until software licensing services have verified the validity of the license.

## Asset Management – Software Licensing (continued)

### Policy:

- IT Asset Management will store all software unless otherwise authorized by IT or IS director.
- All software will be approved and installed by IT, unless otherwise approved by IS director.
- No software will be installed on county computers without proof of purchase.
- IT will maintain all common county applications and the periodic updates, normally once a week after standard work hours.
- Shareware is not permitted unless the application has been approved and ELUA requirements strictly followed. Sometimes a fee is required for use by anyone other than single users.
- Add-on applications need to be approved even if they are freeware, for compatibility and security reasons.

### Service level expectation:

- Original media stored safely and installed only on computers they were purchased for.
- Updates of standard county applications for optimal performance and greater security.

### Metrics & Measures:

During software license inventory, a comparison of software, reported by SMS against the asset management software license database, will determine any license deficiencies so a true-up can be made to bring the user into compliancy.

Measures Reported on the LCIS Service Portal:

- Percentage of computers within compliance.
- Percentage of computers using specific applications.
- Application usage charts.

### Value:

Provides accountability for software licensing.

### Related Services & Links:

- Asset Tracking
- Asset Disposal
- Software Installation and Upgrades

## Asset Management – Asset Tracking

### Description:

Service to provide proper management of county computer fixed assets.

Primary purpose: Follow Technology Refresh Disposal plan.

Involves budgeting for new and replacement equipment, establishing minimum specifications, quality and cost monitoring, ordering, receiving, tagging, coordinating installation and delivery, yearly tracking, and proper disposal. Also assist with lost, stolen and damaged asset investigations.

Two databases are used to track IT assets:

1. Lake County Clerk's office maintains the Fixed Asset (1) database (FASGOV)
2. Information Systems maintains Asset Management database for tracking IT capital and non-capital assets.

NOTE: Definition Fixed Asset: Tangible personal property with a value of \$1,000.00 or greater (this shall include freight and installation charges but excludes training costs) and has a useful life of at least one year.

### Getting help:

For help with asset management please contact:

- Online: NA
- Phone: 352-343-6570
- Email: [assetman@lakecountyfl.gov](mailto:assetman@lakecountyfl.gov)
- In-Person: IT Asset Manager, Administration Building, Room 108

### Customer Responsibility:

All technology purchases must be approved by IT. It is the responsibility of the department making to technology purchase to ensure that IT is aware of the purchase so the correct asset tracking occurs.

### Cost:

Asset Tracking service is available to all Lake County Board of County Commissioner Departments/ Divisions free of charge.

### Availability:

Asset tracking is offered during standard working hours.

### Policy:

- Asset Management and Property Control Procedure, establishes procedure for receiving, tagging, recording, tracking and disposing of Information Technology assets and equipment.
- Disposition of equipment will be conducted in accordance with Florida Statutes and the Policies and Procedures (LCC-40) of the Lake County Board of County Commissioners.

### Service level expectation:

Tracking IT assets for the purpose of determining End of Life status.

- Notifying Non General Fund departments when an asset in their area needs funding for replacement in upcoming budgets.
- Supplying IS director with a list of General Fund assets which require funding for replacement in upcoming budget.
- Insuring the most cost effective use of current assets. Purchasing only when no currently owned assets meet the requirements of the user/business process needs.

### Metrics & Measures:

A 100% self-audit is conducted annually and reported to the procurement Asset Manager, with 100% accountability.

- Once all assets are seen and/or accounted for, the Lake County Clerks Audit department conducts a final hands-on audit.



## Asset Management – Asset Tracking (continued)

### Value:

- To insure the Technology Refresh plan is followed.
- Provides accountability for capital and non-capital assets under the custodianship of the Office of Information Technology.

### Related Services & Links:

Rules of the Auditor General, Chapter 10.400, Local Government Owned Tangible Personal Property Lake County Asset Management and Property Control Procedure LCC-40

## Asset Management – Asset Disposal

### Description:

Service to provide proper disposal of county computer and electronic assets.

Primary purpose: Follow Technology Refresh Disposal plan.

Insure policies and procedures are strictly adhered to in the disposal of computer and electronic assets.

- All computers hard drives being disposed of by the Office of Information Technology that have contained at any time, past or present, sensitive data, will be sanitized following Department of Defense acceptable standards DoD 5220.22-M Cleaning and Sanitation Matrix.
- Constitutional Offices and the Health Department, before turning over computer assets to the Office of Information Technology, MUST complete and sign an affidavit listing all assets that have contained at any time, past or present, sensitive data, stating listed assets have been sanitized as described in DoD 5220.22-M.
- Eliminate electronic waste from being buried in our landfills through recycling.

### Getting help:

For help with asset management please contact:

- Online: NA
- Phone: 352-343-6570
- Email: [assetman@lakecountyfl.gov](mailto:assetman@lakecountyfl.gov)
- In-Person: IT Asset Manager, Administration Building, Room 108

### Customer Responsibility:

It is the employee's responsibility to contact the LCIS asset manager to assist with the disposal of all technology assets.

### Cost:

Asset Disposal service is available to all Lake County Board of County Commissioner Departments/ Divisions free of charge.

### Availability:

Asset disposal is offered during standard working hours.

### Policy:

- Asset Management and Property Control Procedure, establishes procedure for receiving, tagging, recording, tracking and disposing of Information Technology assets and equipment.
- Disposition of equipment will be conducted in accordance with Florida Statutes and the Policies and Procedures (LCC-40) of the Lake County Board of County Commissioners.

### Service level expectation:

- Proper disposal of end of life computer equipment.

### Metrics & Measures:

- Capital Assets are tracked from purchase to disposal through the county's finance module FASGOV.
- Information Systems tracks both capital and non-capital computer equipment through the asset management module of the helpdesk application.

### Value:

- To insure the Technology Refresh plan is followed.
- Provides accountability for capital and non-capital assets under the custodianship of the Office of Information Technology.

### Related Services & Links:

- LCC-40
- DoD 5220.22-M Cleaning and Sanitation Matrix.

## Asset Management – Loaner Equipment

### Description:

Service to provide loaner computers to Lake County employees.

Primary purpose: To loan a computer to a user while user is having their computer worked on.

IS will maintain available computer desktops and laptops for use by county employees.

- Loaner computers and laptops are to be assigned to users that need to be up and running, while service is being provided to their current assigned computer.
- IS will attempt to keep suitable desktops and laptops available for sign out to departments for special events, whereas their current assigned computers will not meet their event needs.

### Getting help:

For assistance with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

All Bcc employees who need loaner equipment are responsible for filling out a technology change request form. The form should be submitted to LCIS at least one week prior to needing the equipment. While in the possession of loaner equipment the employee must use the equipment properly and in accordance with all Lake County policies. Equipment must be returned on its due date.

## Asset Management – Loaner Equipment (continued)

### Cost:

Loaner Equipment service is available to all Lake County Board of County Commissioner Departments/ Divisions free of charge.

### Availability:

Loaner equipment can be checked out from LCIS during standard working hours. A one week advanced notice is requested for all loaner equipment. Check out is on a first come first serve basis.

### Policy:

IS will attempt to maintain a pool of PCs that can be checked out by divisions for short term periods of use (1 month maximum). These computers will also be used to temporarily get a user up and running when their computer fails.

### Service level expectation:

- Be assigned a loaner when user assigned computer is broken, or being serviced by IS technician and will excessively interrupt or stop users workflow.
- When available, departments can reserve a loaner for special function or event. (30 day maximum)

### Metrics & Measures:

- All loaner requests will be monitored through the helpdesk application.

### Value:

- To prevent workflow interruption and stoppage.
- Provide support for departmental events.

### Related Services & Links:

- Training Computers

## Asset Management – Training Computers

### Description:

Service to provide computers laptops for Lake County BCC sanctioned training events.

IS will maintain laptops for use by county employees for scheduled training.

- Training laptops will normally be reserved by Employee Services when a training event is scheduled.
- Other departmental training events can be scheduled through either the Helpdesk or Asset Manager.

### Getting help:

For assistance with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

All Bcc employees who need training computers are responsible for contacting the service desk at least two weeks prior to needing the equipment. While in the possession of training computers the employee must use the equipment properly and in accordance with all Lake County policies. LCIS must be notified as soon as the training is complete.

### Cost:

Training Computer service is available to all Lake County Board of County Commissioner Departments/ Divisions free of charge.

### Availability:

Training computers can be checked out from LCIS during standard working hours. A two weeks advanced notice is requested for all training computers. Check out is on a first come first serve basis.

### Policy:

IS will attempt to maintain a pool of training laptops that can be checked out by department/divisions for short term periods of use (1 week maximum) for the purpose of departmental training event.

### Service level expectation:

- Reserve, when available, laptops for use in a departmental training event.

### Metrics & Measures:

- All training laptop requests will be monitored through the helpdesk application.

### Value:

- To provide training laptops for training events.

### Related Services & Links:

- Loaner Equipment

## Business Continuity – Availability & Recoverability of Critical Systems

### Description:

Information Systems is responsible for the maintaining of the BCC computer systems infrastructure. It is our duty to evaluate the state of the infrastructure with respect to its ability to provide the service level agreements established and its ability to meet the strategic goals of the county commissioners.

In the event that the infrastructure is found inadequate, it is our duty to inform the county manager and to provide viable options, including budget recommendations as necessary. Periodically, service level agreements may need to be adjusted to provide realistic expectations regarding continuity of operations and availability of critical systems.

Information Systems is responsible for the budgeting of funds to maintain the BCC computer systems infrastructure. This includes repair and maintenance necessary to keep the systems running at our current service level agreements as well as capital equipment required to meet the needs of a continuously evolving and changing technology.

Information Systems maintains the documentation for continuity of operations for all physical computer systems and network devices used by BCC employees.

## Business Continuity – Availability and Recoverability of Critical Systems (continued)

All Information Systems employees are responsible for attending ongoing BCP training when presented by Office of Information Technology Administrative Services.

In the event of an Emergency, Information systems will enter into recovery mode as dictated by the specific emergency. Recovery may be as simple as restoring corrupted information, bringing a critical system back online, to complete recovery of all critical systems at an alternative location.

Part of the Business Continuity Plan, covers employees ability to access systems remotely and work from home or a designated remote location if necessary. In this event, our remote access systems would be utilized in a manner consistent with the priorities defined by the BCP.

### Getting help:

For information regarding the Information Technology Business Continuity Plan please contact IT Administration Services

- Phone: 352-343-9873
- Email: ceads@lakecountyfl.gov
- In-Person: Cynthia Eads, Administration Building, Room 108

### Customer Responsibility:

All department directors should participate in business impact analysis exercises and accurately indicate their costs due to loss of various technical systems. Department directors should familiarize themselves with the IT business impact analysis and with the IT business continuity plan so that expectations can be evaluated before an actual emergency occurs. Systems that are lacking in their ability to perform as expected should be promptly reported to the service desk. LCIS should be properly notified in advance of any actions taken by departments that may affect the capacity of technology related system.

### Cost:

This service is provided as part of our standard operations and there are no fees to the individual departments

### Availability:

The Information Technology Business Continuity Plan is continuously maintained and is available in the form of 12 bounded volumes.

### Policy:

Information systems shall maintain the following Business Continuity Documentation:

- Servers (Volume 1 & 2)
- Networks (Volume 1 & 2)

All LCIS employees will receive regular training on BCP procedures.

Information Systems Recover Operations will be tested annually to ensure that the BCP documentation is technically accurate and meets the documented recovery goals.

### Service level expectation:

100% accuracy of the BCP documentation

- Servers (Volume 1 & 2)
- Networks (Volume 1 & 2)

Recovery goals met 100% of the time.

### Metrics & Measures:

Internal Audits on the BCP documentation will be done and the results will be recorded and made available on the LCIS Service Portal.

Annual implementation of the BCP plan will be conducted and the results will be documented on the LCIS Service Portal.

- Thoroughness and accuracy of the plan will be evaluated on a scale of 1 to 5
- Ability to meet recovery goals will be noted.

### Value:

Continuity of operations is essential in order to minimize the amount of time necessary to resume critical government services when faced with an unexpected catastrophe.

It is our utmost priority to be able to provide the citizens with the government services they rely on.

### Related Services & Links:

- Data Backup
- Data Restoration
- Server Hosting
- Virtual Server Hosting
- Storage Services
- Emergency Management Support

## Business Continuity – Data Backup

### Description:

Information Systems is responsible for maintaining LCBCC's data integrity and viability. It is our duty to archive the county's electronic data files, and have them available for restoration in a timely fashion

The services Lake County Information Systems provide offer four types of backup services

- Full Server Backup
- Partial data only backup
- Continuous data protection/snapshots
- Full online synchronization

The level of service required for each client can be tailored for their own specific needs.

As part of our Data backup service we provide our clients with a quarterly audit trail where we test the integrity and viability of our backups to ensure the service we are providing stays as efficient as possible.

## Business Continuity – Data Backup (continued)

### Getting help:

For assistance with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Data backups are performed only on designated servers. Users should store all important files on servers that are being backed up. General user files should be stored in your user folder or in your department folder. Do not assume that all servers are backed up. Users are expected to understand tape retention, and how the retention policy could result in a loss of data if missing data or corruption of data is not reported immediately. If you have any questions or concerns you should contact LCIS Admin Support.

### Cost:

This service is provided as part of our standard operations and there are no fees to Lake County Board of County Commissioners

### Availability:

Data Backups can be requested to protect information on data center servers only. Users are responsible for data stored on local computers or department managed servers.

### Policy:

- Servers will only be allowed into service with the installation of one or more of the supported backup agents
- Servers will only be allowed into production after the creation of a backup policy which conforms to the client's backup window.
- Servers will only be allowed into service after a successful full server backup.
- Information Systems will audit the client's data backups on a quarterly and annual basis.

### Service level expectation:

New server additions to the backup policy will be completed within 24 hours from receipt of request through the Information Systems Service desk System

It is expected that data shall be recoverable from any server that is currently being backed up. Because of backup windows, backup failures and timing issues it is possible that the most recent 48 hours of data may be unrecoverable in rare instances.

Backups should not be considered archives of information. The purpose of backups is for recovery purposes only. Tapes retention is set for 90 days. After 90 days tapes can be reused and the data on the tapes is unrecoverable. It is important to understand that if data disappears from a server or if data is corrupted and it is unnoticed for 90 days then the data will not be recoverable.

### Metrics & Measures:

A list of servers that are scheduled for backup and the type of backup being performed is available from LCIS. The tape backup software will be monitored daily for errors. Quarterly restore audits will be done to ensure that recover is possible.

### Value:

Backup Services guarantee that the client's data is available for recovery based on the level of service requested by the client. Information System also maintains safe guards to prevent unauthorized access of client's data through the use of strong data encryption algorithms.

### Related Services & Links:

- Data Restoration
- Storage Services

## Business Continuity – Data Restoration

### Description:

Information Systems is responsible for maintaining LCBCC's data integrity and viability. It is our duty to archive the county's electronic data files, and have them available for restoration in a timely fashion. The data restoration services Lake County Information Systems provide offer multiple levels of restores. They fall into the following categories of data restoration services

- Full Server restoration
- Restoration of individual files

Client data can be restored back as far as three months using one of the following methodologies:

- Snapshot restoration
- Tape restore

Storage of client's data is maintained at two locations. For security and redundancy data is maintained locally as well as at an offsite storage facility.

The level of service required for each client can be tailored for their own specific needs.

As part of our data restoration service we provide our clients; we test data recoverability and viability on a quarterly and annual basis

### Getting help:

For assistance with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

If restoration of data is needed, a service desk ticket should be opened. Please include details regarding the name and location of the file(s), when the file(s) was noticed missing or corrupt, the last date that the file(s) was confirmed good, and when the data restoration is needed by. If you are requesting for an old version of data to be restored please provide details on where to recover the data so that the restore does not overwrite existing data. The default restore location is to the original folder with its original name, which could overwrite data if a file(s) already exists in that location with the same name. In some cases data may be stored off site on tapes and could involve a cost to expedite the return of the tapes.



## Business Continuity – Data Restoration (continued)

### Cost:

This service is provided as part of our standard operations and there are no fees to Lake County Board of County Commissioners

### Availability:

Data restoration is available to Bcc users by opening a Service desk ticket requesting data to be restored and the dates to restore

### Policy:

Restorations will be requested using the Information Systems Service desk system Information Systems will audit the client's data backups on a quarterly and annual basis.

### Service level expectation:

Data restoration requests are expected to be started within 2 hours after receipt of the Service desk request, unless otherwise specified differently from the client. The length of time for the restoration may vary depending on the size of the data.

99% Data recovery of information that falls within the period of 2 days old to 90 days old should result in 100% recoverability. Data that is less than 2 days old should be recoverable 99% of the time. Data that is over 90 days old and has been missing or corrupted for 90 days or more will be recoverable 0% of the time.

Client data retention is stored for 3 months at a secured offsite facility.

### Metrics & Measures:

The service desk software will log data to allow verification that service level agreements are being met.

Statistics will be compiled and available on the LCIS Service Portal. All statistics will be maintained on a per fiscal year basis and published values will be year to date unless specifically stated otherwise. In some instances previous year's statistics will be available. The Clerk of Courts performs internal audits on the BCC data recovery procedures and systems.

### Value:

Data restoration services guarantee that the client's data is available for recovery based on the level of service requested by the client. This ensures that critical data the client needs to provide service to citizens is available.

Information System also maintains safeguards to prevent unauthorized access of client's/citizens data through the use of strong data encryption algorithms.

### Related Services & Links:

- Data Backup
- Storage Services

## Business Consulting – System Selection

### Description:

We can help satisfy departmental system needs. When a client identifies a need, our first step in identifying potential solutions is to thoroughly document the client's functional requirements from both management and operational perspectives. After clearly defining requirements, we research a variety of options and provide a written analysis designed to facilitate selection of the best solution given the functional requirements as well as the project's timing and financial constraints. This analysis includes an evaluation of existing commercial, open source solutions, solutions developed by other counties and/or custom development options.

If the client decision is to adopt a vendor application, we assist in selecting a product that will best fulfill functional objectives and project constraints as well as industry standards. When the decision is to "build," we transfer the knowledge of your needs to the PASS division who can fulfill your needs.

This is a custom service tailored to the client's specific needs. Project initiatives will utilize this service.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCS1 at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

It is the customer's responsibility to fill out a Technology Change Request form before they purchase or negotiate the purchase of any technology based hardware or software. Technology will not be integrated into the Lake County computer network unless proper consultation has taken place.

### Cost:

This service is provided as part of our standard operations and there are no fees to the individual department.

### Availability:

LCIS consulting services are available Mon-Fri, 9 a.m.-4 p.m..

This service is available to all county divisions. The meeting should consist of the stakeholders as well as the divisions IS liaison. Please schedule an appointment with the LCIS consultant and be prepared to describe the functional requirements both from the perspective of the division director and from the perspective of the average user of the system.

### Policy:

- LCIS offers consulting services to all county divisions.
- LCIS publishes a list of approved technology items that may be purchased on Pcard without LCIS approval.
- All technology needs shall be evaluated by a LCIS representative before any serious negotiations between a county division and a 3rd party vendor take place regarding the purchase of technology based systems.

## Business Consulting – System Selection (continued)

### Service level expectation:

- All consulting request will be responded to within 48 hours.
- We will guarantee a meeting with your staff within 10 days of the notification.

### Metrics & Measures:

We will measure our ability to meet our service level by using the IS Work Order Request system. A new category of work order will be added to support these requests.

### Value:

- Ensure compatibility between 3rd party solutions and the existing technology infrastructure.
- Ensure interoperability between applications so that multiple systems can share data without duplication of entry.
- Ensure that the proposed solution is in alignment with county goals, will solve the departments' specific problem and meet the user's functional requirements. We can also identify any trouble areas that should be considered before purchase.
- Information Systems can offer expertise in vendor selection to ensure that products are purchased at the best price and with vendors who we already have established relationships with.

### Related Services & Links:

- Application portfolio management & support.

## Business Consulting – Application Portfolio Management & Support

### Description:

An application portfolio is a group of commercial, open-source or, custom developed software applications that promote a department's or divisions administrative functions. Managing applications and databases effectively can reduce maintenance costs, increase stability, and improve performance and is especially important for business-critical systems.

Application portfolio management includes a full array of support activities including application installation, maintenance and upgrades, as well as hosting, security, backup, recovery, and technical support. Application support services include consolidation of related applications to provide better overall functionality and offering user support and training in business systems function.

LCIS supports the underlying technical infrastructure for custom developed systems, but specific training and application support for these systems should be procured through the 3rd party vendor on an annual basis.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSA at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

It is the customer's responsibility to fill out a Technology Change Request form before they purchase or negotiate the purchase of any third party technology based system. Technology will not be integrated into the Lake County computer network unless proper consultation has taken place. It is the customer's responsibility to make sure that Information Systems is included in training regarding the maintenance and upkeep requirements for third party systems. Customers should not assume that Information Systems can properly support all third party systems. In many cases, the customer will be responsible for contracting support directly with the third party vendor. All software must be kept up to date and annual maintenance should be included with all purchases.

### Cost:

This service is provided as part of our standard operations and there are no fees to the individual department.

### Availability:

LCIS consulting services are available Mon-Fri, 9 a.m.-4 p.m..

This service is available to all county divisions. The meeting should consist of the stakeholders as well as the divisions IS liaison. Please schedule an appointment with the LCIS consultant and be prepared to describe the functional requirements both from the perspective of the division director and from the perspective of the average user of the system.

### Policy:

- LCIS offers consulting services to all county divisions.
- LCIS publishes a list of approved technology items that may be purchased on Pcard without LCIS approval.
- All technology needs shall be evaluated by a LCIS representative before any serious negotiations between a county division and a 3rd party vendor take place regarding the purchase of technology based systems.

### Service level expectation:

All consulting request will be responded to within 48 hours.

We will guarantee a meeting with your staff within 10 days of the notification.

### Metrics & Measures:

We will measure our ability to meet our service level by using the IS Work Order Request system. A new category of work order will be added to support these requests.

### Value:

- Ensure compatibility between 3rd party solutions and the existing technology infrastructure.
- Ensure interoperability between applications so that multiple systems can share data without duplication of entry.
- Ensure that the proposed solution is in alignment with county goals, will solve the departments' specific problem and meet the users' functional requirements. We can also identify any trouble areas that should be considered before purchase.
- Information Systems can offer expertise in vendor selection to ensure that products are purchased at the best price and with vendors who we already have established relationships with.

### Related Services & Links:

- Application portfolio management & support

## Business Consulting – Business Systems Printing

### Description:

All employees have access to a wide array of networked printers and scanners.

Employees can contact LCIS and make a network printer solution available via out Network print server. Rights and access can be decided by the employee/department.

Networked printers are preferred due to their high-availability and flexibility. They can be categorized in 3 different areas.

1. LaserJet/Inkjet printers: The bulk of all printing done within the BOCC.
2. Lanier/Multi-Function units: Provide ability to scan and copy as well as print. Print costs on these devices are “per-page” as opposed to the materials cost of other solutions.
3. High Plotter solutions: provide high resolution//large scale print output for CAD and GIS applications.
4. Networked Printers are available to any computer within the confines of the County network.
5. Networked printers are available from remote connection via the “employee portal”.

A networked printer will provide the following functionality:

- Ability to adjust settings for print job i.e. Paper size, color/black and white, duplexing etc.
- Ability to print across departments.
- In the case of scanner/printer units, the ability to scan documents and save them to a network location.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCIS at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

For help troubleshooting issues with printing please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: helpdesk@lakecountyfl.gov
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

It is the customer’s responsibility to fill out a Technology Change Request form before they purchase or negotiate the purchase of any printing device. Technology will not be integrated into the Lake County computer network unless proper consultation has taken place. Existing printer devices should not be changed/replaced or reconfigured without notifying the service desk.

### Cost:

- Networked Printers shall be maintained and paid for by their respective departments. All Ink/Toner will be the responsibility of each department to replace and maintain.
- Printer hardware failures will be referred to a county vendor and paid for by their respective department.

### Availability:

The networked printing solution is available to all employees with a valid BCCID and is accessible 24 hours a day 7 days a week.

### Policy:

- Networked printers purchases should be done with the consultation of the IT department to ensure reliability and compatibility.
- Local printer solutions will be supported and provided at the request of the departments needing that functionality. The built-in limitations will be addressed and passed on to the employee using the local printer solution. LCIS will not configure local printers for sharing unless they are network ready.

### Service level expectation:

- Network print services will have a 99% uptime except for scheduled maintenance.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to print due to a system failure or crash. Statistics will be compiled and available on the LCIS Service Portal.

Measures Reported on the LCIS Service Portal:

- Percent of time Network printing is available to employees. Will be measured by amount of time that the print server is accessible to the employees via print spooling service monitors.

### Value:

Provides BCC employees with stable, convenient printing solutions for all Business Systems Printing. These solutions allow our county employees too quickly and effectively process requests made by citizens that require paper transactions.

### Related Services & Links:

- Employee Portal
- IT hardware recommendations.

## Data Center – Physical Server Hosting

### Description:

Information Systems is responsible for hosting LCBCC’s servers. It is our duty to maintain the server hardware and operating systems.

The Server Hosting services Lake County Information Systems provides is a safe reliable Data center that is monitored for fire and network failures. The Server hosting service also provides redundant power supplies as well as battery backups, and UPS’s, offer clients the best in technology to prevent the possibility of unscheduled downtime

## Data Center – Physical Server Hosting (continued)

Lake County Information Systems will build exactly what the customer wants to host with a full range of services including:

- Customizable configurations
- Web hosting
- SQL Databases
- Virtual Host Servers
- Backup
- Monitoring

As part of our Server hosting service we can provide our clients with audit reports documenting server uptime, availability and utilization to ensure the service we are providing stays as efficient as possible.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSi at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Server hardware should only be purchased from valid quotations provided by Information Systems. Proper consulting will ensure that all hardware meets all required specifications. Information Systems will only host equipment that meets our specifications for both required hardware and software. It is extremely important that users follow procedures. Unauthorized server hardware will not be attached to the LCBCC network.

### Cost:

This service is provided as part of our standard operations and there are no fees to Lake County Board of County Commissioners. If there is a need for a higher level of Server hosting there will be an additional licensing charge.

### Availability:

Server hosting services are available to all Bcc Departments.

### Policy:

- Servers will only be allowed into service with the installation of Vendor hardware and software monitoring agents
- Servers will only be allowed into service with the installation of one of Information Systems backup agents.
- Servers will only be allowed into production after the creation of a backup policy which conforms to the client's backup window.
- Servers will only be allowed into service after a successful full server backup.

### Service level expectation:

- New servers will be installed once a Project has been entered into the Information Systems Service desk system, and a change request has been discussed and approved.
- Server hosting can be configured to function at 99% to 99.8% uptime, excluding planned maintenance periods.

### Metrics & Measures:

All Statistics will be maintained regarding uptime and reported failures regarding the inability to access data from BCC computer systems. Statistics are compiled and stored by Information Systems, and published by the Information Systems Director as requested via our audit policy.

### Value:

Server hosting Services guarantee that the client's servers meet the highest standards of efficiency and conform to industry standard COBIT practices. This ensures that critical servers providing information to citizens are always available.

Information System also maintains safeguards to prevent unauthorized access of client's/citizens data through the use of strong encryption algorithms, security safeguards, and a stringent change management policy.

### Related Services & Links:

- Virtual Server Hosting
- Storage Services

## Data Center – Virtual Server Hosting

### Description:

Information Systems is responsible for Virtual Server hosting LCBCC's servers. It is our duty to maintain the server hardware and operating systems.

The Virtual Server Hosting services Lake County Information Systems provides is a safe reliable Data center that is monitored for fire and network failures. The Virtual Server hosting service also provides redundant power supplies as well as battery backups, and UPS's, offer clients the best in technology to prevent the possibility of unscheduled downtime. In addition all Virtual servers have redundant data paths for either manual or automated recovery.

Lake County Information Systems will build exactly what the customer wants to host with a full range of services including:

- Customizable configurations
- Web hosting
- SQL Databases
- Backup
- Monitoring

As part of our Virtual Server hosting service we can provide our clients with audit reports documenting server uptime, availability and utilization to ensure the service we are providing stays as efficient as possible.



## Data Center – Virtual Server Hosting (continued)

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSl at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Departments should get Information Systems involved with all technical purchases as soon as possible. Representatives from Information Systems can ask the correct questions which could prevent unnecessary purchases of server equipment. In many cases, virtual servers can be created on our existing infrastructure to meet the requirements for many vendors.

If departments feel they need a specialized dedicated server then Information Systems may be able to satisfy the requirements using our virtual infrastructure. A proper business case needs to be established using a technology change request form.

### Cost:

This service is provided as part of our standard operations and there are no fees to Lake County Board of County Commissioners. If there is a need for a higher level of Server hosting there will be an additional licensing charge.

### Availability:

Server hosting services are available to all BCC Departments.

### Policy:

- Servers will only be allowed into service with the installation of Vendor software monitoring agents
- Servers will only be allowed into production after the creation of a backup policy which conforms to the client's backup window.
- Servers will only be allowed into service after a successful full server backup.

### Service level expectation:

New servers will be installed or replicated once a Project has been entered into the Information Systems Service desk system, and a change request has been discussed and approved. Upon approval new systems can be setup up and functional within 48 hours.

Virtual Servers can be configured to function at 99% to 99.8% uptime, excluding planned maintenance periods.

### Metrics & Measures:

All Statistics will be maintained regarding uptime and reported failures regarding the inability to access data from BCC computer systems. Statistics are compiled and stored by Information Systems, and published by the Information Systems Director as requested via our audit policy.

### Value:

The Virtual Server hosting Services guarantee that the client's servers meet the highest standards of efficiency and conform to industry standard COBIT practices. This ensures that critical servers providing information to citizens are always available.

The Virtual Server hosting services is considered green technology by combining industry standard hardware and software into one platform to allow reductions in power consumption, reductions in cooling, and reduction in Data Center space.

Information System also maintains safeguards to prevent unauthorized access of client's/citizens data through the use of strong encryption algorithms, security safeguards, and a stringent change management policy.

### Related Services & Links:

- Virtual Server Hosting
- Storage Services

## Data Center – Storage Services

### Description:

Information Systems is responsible for Storage Services. It is our duty to maintain the server hardware and operating systems.

The Storage services Lake County Information Systems provides is a safe reliable Data center that is monitored for fire and network failures. Storage service also provides redundant power supplies as well as battery backups, and UPS's, offer clients the best in technology to prevent the possibility of unscheduled downtime.

Lake County Information Systems Storage services are a flexible storage system that can be tailored to a specific client's needs for extra data space. Through the use of standards compliant iSCSI initiators Information Systems can add storage to any machine. Information Systems Storage service provides a full range of storage services including:

- Onsite and Replicated Offsite Storage servers
- Secure data transfer to offsite data center
- Redundant disk-based storage
- Continuous Data Protection
- WAN RAID-1 Disks
- Quick and easy restoration of data volumes
- Free or low-cost client software
- Direct data access with point in time restore

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSl at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

## Data Center – Storage Services (continued)

### Customer Responsibility:

Users or departments needing additional storage should document their business case using a technology change request form. Users should not attempt to fulfill their storage needs on their own. Unauthorized storage devices should not be attached to the LCBCC network and will not be supported by Information Systems. Any devices found during audits will be removed from the network.

### Cost:

There are additional fees for this service. Cost of additional storage equipment and drivers will be discussed with the Information Systems Director. This is a flexible open storage solution that can be custom tailored to any of our clients' needs.

### Availability:

Storage services are available to all BCC Departments.

### Policy:

- Storage will only be allocated to machines that have backup policy assigned to them. This will include the possibility or backups at the storage server's location.
- Systems using Information Systems storage service will use our recommended ISCSI initiator software sweet
- Critical Servers will only be allowed into service once they have been configured for automatic failover storage solutions.

### Service level expectation:

- Service desk Allocation of shared storage can occur as quickly as within 48 hours of a completed Technology Change Request Form depending on requirements. For dedicated storage systems time estimates will be provide on an individual basis.Storage Services can be configured to function at 99% to 99.8% uptime depending on the user's needs, excluding planned maintenance periods.

### Metrics & Measures:

All Statistics will be maintained regarding uptime and reported failures regarding the inability to access data from BCC computer systems. Statistics are compiled and stored by Information Systems, and published by the Information Systems Director as requested via our audit policy.

### Value:

- Storage services guarantee provide our clients the ability to store data past the physical capacity of their systems, in a secure and efficient manner. Through the use of additional features storage services ensures that critical servers providing information to citizens are always available.
- Storage services is considered green technology by combining industry standard storage hardware with smaller footprint servers allowing for a reductions in power consumption, reductions in cooling, and reduction in Data Center space.
- Information System also maintains safeguards to prevent unauthorized access of client's/citizens data through the use of strong encryption algorithms, security safeguards, and a stringent change management policy.

### Related Services & Links:

- Virtual Server Hosting
- Storage Services

## Collaboration – BCC Mail & Calendar

### Description:

E-mail service is available and provided to BCC employees with BCCID accounts. This allows e-mail delivery and receipt to anyone with a valid e-mail address, whether they are internal customers or external customers.

All e-mail incoming and outgoing is scanned for viruses, worms, Trojans, and any other type of known vulnerability or malware. E-mail is also scanned, analyzed, and quarantined to minimize the amount of spam (or junk-e-mail) and to remove offensive that is received by BCC employees.

E-mail addresses are generated from the BCCID and automatically given a 'lakecountyfl.gov' suffix. For example, if your BCCID is JDoe, your valid e-mail address is: jdoe@lakecountyfl.gov

Some departments and offices may have different e-mail suffixes. The Global Directory as well as the BCC Intranet lists these e-mail addresses.

E-mail service may be provided via desktop mail programs, such as Outlook, web applications, or mobile devices using Microsoft Exchange, Outlook Web Access, Blackberry or other compatible devices and technologies.

E-mails older than 90 days are automatically archived into an e-mail archival system. These e-mails are easily retrievable and searchable within the Outlook e-mail client. Other methods of access to e-mail may have limited e-mail archive functionality.

E-mail service also includes these applications (may be dependent on e-mail client used):

- Personal Calendar & Scheduling
- Personal Contacts List
- Task List
- Notes
- Shared Calendars and Contacts may also be available. Please consult Information Systems on how these may be utilized.

### Getting help:

For technical information regarding this service please contact LCIS Admin Support.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

For help troubleshooting issues with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

## Collaboration – BCC Mail & Calendar (continued)

### Customer Responsibility:

Users are responsible to ensure the privacy of their email accounts. Access to email accounts should be controlled and sharing of BCCIDs is prohibited in most cases. Email and calendar services should only be accessed during working hours for non-exempt employees. Proper email etiquette should be followed at all times. The email system should not be used to copy files from user to user (network shares or the ftp site is more appropriate for those types of tasks). The county's standard email client is Microsoft Outlook and users are encouraged to train themselves in the use of this software application.

### Cost:

E-mail service is provided at no additional cost to Employees with a BCC ID.

### Availability:

Access to e-mail service is available for use 24 hours a day 7 days a week for exempt employees. Non-Exempt employees should refrain from using County e-mail except for during scheduled working hours.

### Policy:

- BCC E-mail should be used for County use, with minimal personal or non-business related use
- BCC E-mail should not be shared between users, nor allow non-authorized users access to the system
- All BCC E-mail is considered property of Lake County, and no expectation of privacy should exist.
- All BCC E-mail may be subject to Florida Sunshine and Public Records laws.
- Users should follow generally accepted e-mail etiquette and guidelines
- Mailboxes will be set at a 1GB limit
- Certain e-mails due to content or size may be detained for delivery and receipt.
- E-mail delivery may be dependent on external agencies availability

### Service level expectation:

- E-mail will be accessible for new users concurrently with their BCC ID account.
- New e-mail accounts for existing users and changes to e-mail accounts will be completed within 24 hours of receipt of a completed Network Access Request form.
- Bcc E-mail shall function and have a 99% uptime, excluding planned maintenance periods.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to use the BccID to gain access to the BCC computer systems. Statistics will be compiled and available on the LCIS Service Portal. All statistics will be maintained on a per fiscal year basis and published values will be year to date unless specifically stated otherwise. In some instances previous year's statistics will be available.

Measures Reported on the LCIS Service Portal:

- Percent of new employees who have a functioning e-mail account on their first day of employment
- Percentage of account changes handled within 24 hours of submittal
- Number hours that Microsoft Exchange services have been functional / number of hours in a fiscal year.

### Value:

E-mail provides quick and reliable communication between employees and external entities.

### Related Services & Links:

- Global Directory Service
- BCC Calendar
- BCC Employee Portal
- Blackberry / Mobile Device Connectivity

## Collaboration – Blackberry / Mobile Device Connectivity

### Description:

BCC E-mail may be accessed not only through computer desktops, but also through various handheld and cellular phone equipment. The most popular of these include (but are not limited to): iPhones, iPod Touch, Blackberry cell phones, and various other cell phones that support Microsoft Exchange, Outlook Webmail, or similar e-mail technologies.

Devices may be configured to access BCC E-mail, Contacts, and Calendar applications inclusive to BCC E-mail service.

Set up and configuration of this service differs between devices. Please contact Information Systems for more information regarding mobile device service, usage, and configuration.

Please note: Activation of e-mail service on cell phone devices may incur special service charges by your cell phone or service provider. Please contact your service provider for more information.

### Getting help:

For help troubleshooting issues with this service please contact LCIS Admin Support.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Users are responsible to ensure the privacy of their email accounts. Access to email accounts should be controlled and sharing of BCCIDs is prohibited in most cases. Email and calendar services should only be accessed during working hours for non exempt employees. Proper email etiquette should be followed at all times. If your phone is email enabled, you are responsible for all emails sent from your phone.

### Cost:

E-mail service to mobile devices may incur a separate charge for licensing. Please consult Information Systems for more information and pricing.

### Availability:

E-mail service on mobile devices is available for 24 hours a day 7 days a week for exempt employees. Non-Exempt employees should refrain from using County e-mail except for during standard working hours and may be subject to limitations at other times.

## Collaboration – Blackberry / Mobile Device Connectivity (continued)

### Policy:

- E-mail accessed through Mobile Devices are subject to the same policies and statues as normal e-mail.
- Using County E-mail on your personal mobile device may subject it to State of Florida Sunshine and Public Records Laws including discovery.
- Certain e-mail types and attachments may not be viewable and certain e-mail applications may have limited functionality on mobile devices.
- E-mails sent on mobile devices may change e-mail format and appearance.

### Service level expectation:

- New requests for user access to e-mail via mobile devices may be subject to new phone technologies and devices compatibility.
- Requests for new service will be completed within 48 hours of receipt of a IS work order.
- BCC E-mail shall function and have a 99% uptime, excluding planned maintenance periods.
- IS will provide set up and configuration information and limited support ONLY for mobile devices. All support should be handled by the mobile device service provider.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to use the BccID to gain access to the BCC computer systems. Statistics will be compiled and available on the LCIS Service Portal. All statistics will be maintained on a per fiscal year basis and published values will be year to date unless specifically stated otherwise. In some instances previous year's statistics will be available.

Measures Reported on the LCIS Service Portal:

- Number of mobile device set up requests completed
- Percentage of service requests related to mobile devices handled within 24 hours of submittal
- Number hours that Microsoft Exchange services have been functional / number of hours in a fiscal year.

### Value:

E-mail access via mobile devices allows employees to quickly respond to correspondence while not at their workstations.

### Related Services & Links:

- Global Directory Service
- BCC Calendar
- BCC Webmail
- BCC Employee Portal

## Collaboration – Personal Mail Archive

### Description:

E-mails older than 90 days are automatically archived into an e-mail archival system. These e-mails are easily retrievable and searchable within the Outlook e-mail client. This functionality is also present via Outlook Webmail.

Automatically archiving e-mail older than 90 days allows Information Systems to conserve storage space and minimize overhead on the e-mail server.

Archiving occurs by replacing the original e-mail on the e-mail server with a “stub” e-mail that contains only a portion of the original e-mail including TO and FROM information for sorting and searching capabilities. The original e-mail is then moved to another location, but embeds its location into a link inside the “stub” that now resides in the user mailbox. Users may access the original e-mail by double-clicking the e-mail in the e-mail list or the URL embedded in the “stub” e-mail. Once the original message is retrieved, users may REPLY, FORWARD, or perform any normal e-mail functions to it as they would a normal e-mail.

Archiving is done automatically for all BCC employee e-mail accounts. Archiving helps users maintain small mailboxes that are easy to manage, but also allows them searching and retrieval capabilities for archived messages sometimes several years old.

### Getting help:

For help troubleshooting issues with this service please contact LCIS Admin Support.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Users should not use any other means for archiving email messages (this includes but is not limited to pst files). Users should only archive emails that have personal significance; all others should be deleted from their inbox within 90 days to prevent unnecessary archival. Users are not responsible for archiving emails for public records purposes.

### Cost:

Personal e-mail archiving is available at no additional cost to employees with a BCC ID.

### Availability:

Access to the personal e-mail archive is automatically available to users on the BCC backbone using Microsoft Outlook or Outlook Webmail. Users not on the BCC backbone, part of the LAKEGOV domain, or accessing e-mail with other e-mail clients or mobile devices may not have full functionality or accessibility.

### Policy:

- E-mail stored in the Personal Mail Archive is subject to State of Florida Sunshine and Public Records Laws and statutes.
- As of this writing, e-mails are archived indefinitely, however, as standards and practices are redefined over time, the archive may morph to adhere to County mandates, statue requirements, or other limitations and guidelines.



## Collaboration – Personal Mail Archive (continued)

### Service level expectation:

- Archiving will be automatically enabled for all BCC Employee e-mail accounts. Other entities may be enabled on a request basis.
- BCC E-mail Archive shall function and have a 99% uptime, excluding planned maintenance periods.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to use the BccID to gain access to the BCC computer systems. Statistics will be compiled and available on the LCIS Service Portal. All statistics will be maintained on a per fiscal year basis and published values will be year to date unless specifically stated otherwise. In some instances previous year's statistics will be available.

Measures Reported on the LCIS Service Portal:

- Percent of new employees who have a functioning e-mail account on their first day of employment
- Percentage of account changes handled within 24 hours of submittal
- Number hours that Microsoft Exchange services have been functional / number of hours in a fiscal year.

### Value:

E-mail provides quick and reliable communication between employees and external entities.

### Related Services & Links:

- Global Directory Service
- BCC Calendar
- BCC Employee Portal
- Blackberry / Mobile Device Connectivity

## Collaboration – Public Records Archive

### Description:

All e-mail that is received, sent, and generated within the BCC E-mail system is archived in a separate Public Records Archive system. This system's purpose is to create an archived copy of all County e-mail so that requests for Public Records may be compiled and fulfilled in a timely manner.

E-mail that is archived is indexed by sender, recipient, date and time, subject, as well as content. Public requests for e-mails matching certain criteria such as time sent or received, content, and subject matter are fulfilled via an application that allows the operator to compile a request report and archive it in a variety of formats to fulfill the request submitted.

Public Records requests are submitted through individual departments or the County Attorney's office, and IT representative assists them in compiling the report. The report is then reviewed for non-Public Record content, and once completed, submitted to the original requestor.

Public Records Archive system maintains all e-mail for infinity, as mandated by the County Attorney. Retention may be adjusted in the future as standards, statutes, and regulatory information is further defined.

### Getting help:

For help with e-mail Public Records requests, please contact the County Attorney's Office:

### Customer Responsibility:

All incoming and outgoing county email is archived automatically without any intervention on the user's part. In order to ensure compliance with public records users should refrain from using other email systems to conduct county business. This pertains to county email only; other electronic documents are the responsibility of the user to ensure that public records requirements are met.

### Cost:

The Public Records Archive is provided at no additional cost to users with BCC IDs and e-mail accounts.

### Availability:

Access to the Public Records Archive is not available to BCC employees, but is handled through the Public Records request and fulfillment procedure.

### Policy:

- BCC E-mail and e-mails contained in the Public Records Archive are subject to State of Florida Sunshine and Public Records Law.
- BCC E-mail is public information, and there should be no expectation of privacy regarding subject matter or content.

### Service level expectation:

- The Public Records Archive system shall be available to aid in Public Records requests as needed.
- The Public Records Archive system shall meet a 95% reliability rate, excluding system maintenance and scheduled downtime.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to use the BccID to gain access to the BCC computer systems. Statistics will be compiled and available on the LCIS Service Portal. All statistics will be maintained on a per fiscal year basis and published values will be year to date unless specifically stated otherwise. In some instances previous year's statistics will be available.

Measures Reported on the LCIS Service Portal:

- Number of e-mails archived

### Value:

The Public Archive gives Information Technology the tools and ability to fulfill and respond to Public Records requests as dictated under Florida Statute.

### Related Services & Links:

- Global Directory Service
- BCC Calendar
- BCC Employee Portal
- Blackberry / Mobile Device Connectivity

## Emergency Management Support

### Description:

Information Systems plays a substantial role in the support of emergency management situations. These services apply to standard EOC meetings, training exercises and emergency activation. All exempt employees of Information Systems are made available to Public Safety to participate in whatever capacity necessary. The priorities of the Information Systems division change to one of EOC support whenever the EOC center is activated. During EOC activation all service level agreements between LCIS and other departments are secondary to the needs of Emergency Management. Some of our supporting roles include but are not limited to:

- EOC Setup—Since Lake County does not have a fixed EOC center, computers and communications equipment must be setup for all EOC events.
- EOC Technology Support—the EOC center is staffed by at least one LCIS employee whenever it is activated. The LCIS representative is responsible for ensuring that any and all technology needs are met. All other staff members are available to assist with EOC technology requests.
- EOC Teardown - Since Lake County does not have a fixed EOC center, computers and communications equipment must be disassembled and stored during times when the EOC center is not activated.
- EOC Computer Solutions—LCIS works closely with Public Safety to provide reliable and easily maintained computer solutions for EOC specific applications. LCIS stores and maintains all EOC computers.
- Disaster Recovery Planning—LCIS consults with Public Safety and plans solutions and alternatives to ensure that the technology needed during EOC activation is available and to ensure that alternative plans are available to meet unexpected circumstances.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCIS at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

It is important for Emergency Management to keep Information Systems aware of any changes in setup or teardown procedures. Information Systems should be involved in all decisions to implement hardware or software technology. It is important the Emergency Management understands the current system limitations and service levels that can be expected.

### Cost:

This service is provided as part of our standard operations and there are no fees to the public safety department.

EOC staffing is generally mandatory and unpaid, but hourly compensation may be initiated by the County Manager under some circumstances.

### Availability:

Information Systems has an emergency contact list and all exempt employees are required to be available 24/7 and to report for action if needed in the event of EOC activation.

### Policy:

All exempt LCIS employees must submit their emergency contact information and must make every attempt to respond to all EOC activations as dictated by the Information Technology internal policies. Failure to respond to activation will result in disciplinary action.

EOC shall be staffed by at least one LCIS representative 24/7 for as long as EOC is active or until the person in command feels that IT support is no longer needed. In which case the employee on duty must leave their contact information and remain available until they are relieved of duty by the LCIS Director.

### Service level expectation:

- During EOC activation, all service level agreements between LCIS and individual departments are secondary and all attempts are made to provide emergency management with whatever level of support is necessary and within our capabilities.
- EOC Setup should be complete within 2 hours of notification of the EOC activation.
- If requested employees must report for duty within 2 hours.
- LCIS shall staff EOC to the degree needed or to their greatest capability.

### Metrics & Measures:

- EOC exercises shall be treated like actual events and an emergency response evaluation will be conducted at the end of each such event and published on the LCIS Service Portal.
- EOC activation time, setup begin time and completion times shall be recorded for all exercises and events. These results will be documented and used to evaluate the efficiency of the process.
- All EOC hours will be logged by all employees and all incidents should be documented.

### Value:

An Emergency Operations Center that operates smoothly and effectively can mean the difference between life and death of a citizen of Lake County. Every employee of the Information Systems division takes this responsibility seriously and respects the commitments necessary to save lives and support those in need.

### Related Services & Links:

- Emergency operations may require the use of all services provided by Information systems

## Filtering Services – Web Site Filtering

### Description:

Internet access through the BCC Network and backbone is filtered for malicious and offensive material by Information Systems.

Filtering prevents employees from visiting potentially harmful and objectionable web sites, helps prevent the infection of BCC workstations of Trojans and malware, and can also help employee productivity by preventing or limiting access to non-business or non-productive website destinations.

Web sites may be added or removed manually to provide exemptions or exceptions to filtered destinations. Additionally, exceptions may be made for certain individuals or groups to access certain websites or web applications. Users may make requests via a work order from the helpdesk application. Supervisor approval may be required for such requests.

Logging is also performed of Internet activity. Information regarding a user's internet history may be requested and various reports generated regarding internet site destinations, traffic amounts, and overall generalized summary reports of internet activity.

### Getting help:

For help troubleshooting issues with this service please contact LCIS Admin Support.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Although Information Systems has implemented web filtering it is important for users to understand the positive and negative effects of this service. This service is a best attempt approach to block harmful or inappropriate web sites and does not guarantee 100% accuracy. Additionally some sites may be incorrectly categorized and thus unnecessarily blocked by this service. User feedback can help in fine tuning this service to produce higher accuracy.

### Cost:

Website and Internet Traffic Filtering is available at no additional cost for employees with BCC IDs.

### Availability:

Internet Traffic and Website filtering is available for clients that access the internet through the BCC network and backbone. Filtering is also available for clients that connect via VPN, Citrix, and the Employee Portal.

### Policy:

- Use of the Internet and limitations are subject to Lake County Policy LC77.
- Use of internet access should be for business or work-related use only.
- No expectation of privacy should be held regarding information accessed, sent, or received across the internet or BCC network.

### Service level expectation:

- 99% All web browsing will be filtered.

### Metrics & Measures:

The web filtering system keeps an internal database of statistical information on which basic reports can be produced upon management's request.

### Value:

Web site filtering helps mitigate offensive and non-productive material being viewed and transmitted across the BCC network. This service also helps prevent the infection of viruses, Trojans, and other malware that spread via web pages and internet traffic.

### Related Services & Links:

- Global Directory Service
- BCC Calendar
- BCC Employee Portal
- Blackberry / Mobile Device Connectivity

## Filtering Services – E-mail Filtering & Quarantine

### Description:

All incoming e-mail is scanned, analyzed, and filtered to prevent offensive or harmful e-mail from entering the BCC network. E-mails are scanned and analyzed for several criteria, including content, attachments, and origin to minimize spam and junk mail.

E-mails that meet any of the criteria cause the message to be flagged and "quarantined". These messages are re-routed to a separate system so offensive and spam messages do not enter the end-user's Inbox. This helps minimize access to offensive material as well as prevent junk e-mail from being added to the Public Records Archive generated from incoming e-mail to the BCC.

Notification of messages quarantined for each user are sent out weekly. Employees who wish to examine their quarantined messages may do so by clicking the URL embedded in the e-mail and view them via a web page.

Quarantined messages, may be released to the end-users mailbox or deleted from the quarantine system.

Users experiencing problems with e-mail delivery or improper quarantine action may contact LCIS to request certain senders or organizations to be "whitelisted" so that certain scanning and analysis can be bypassed in the future and ensure timely delivery of e-mail.

E-mail scanning and quarantine is a very valuable resource that protects users from both harmful and offensive material.

Note: Some messages may be deleted during the e-mail scanning and analysis phase if they contain a virus or exceedingly meet spam criteria. Exceptions can be arranged and whitelists for essential e-mail may be created by LCIS.

### Getting help:

For help troubleshooting issues with this service please contact LCIS Admin Support.

For assistance with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

## Filtering Services – E-mail Filtering and Quarantine *(continued)*

### Customer Responsibility:

Although Information Systems has implemented email filtering it is important for users to understand the positive and negative effects of this service. This service is a best attempt approach to block harmful or inappropriate emails and does not guarantee 100% accuracy. Additionally some emails may be incorrectly categorized and thus unnecessarily blocked by this service. User feedback can help in fine tuning this service to produce higher accuracy.

### Cost:

E-mail scanning, analyzing, and quarantine is provided at no additional cost to BCC ID email accounts and mailboxes.

### Availability:

E-mail scanning, analyzing and quarantine is automatically available to all BCC ID e-mail accounts and mailboxes. Access to the quarantine is available internally as well as externally when e-mail is accessed through webmail access. Mobile device access to the quarantine may be limited.

### Policy:

- Use of BCC E-mail is subject to Lake County Policy LC77.
- Use of e-mail should be for business or work-related use only.
- Users should minimize personal use of e-mail, including registration of non-newsletters, promotions, or any other non-business use.
- No expectation of privacy should be held regarding information accessed, sent, or received across the internet or BCC network.

### Service level expectation:

- 99% All emails will be scanned before being delivered to the Information Systems email server.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to use the BccID to gain access to the BCC computer systems. Statistics will be compiled and available on the LCIS Service Portal. All statistics will be maintained on a per fiscal year basis and published values will be year to date unless specifically stated otherwise. In some instances previous year's statistics will be available. Reports will be generated for users to indicate emails that are quarantined. Additional statistics will be accumulated by the system which can be used to provide other reports showing the effectiveness of the product.

Measures Reported on the LCIS Service Portal:

- E-mails quarantined
- Virus e-mails detected and quarantined

### Value:

E-mail filtering and quarantining helps contribute to a productive and non-offensive work environment for employees. It also helps mitigate and reduce the threat of viruses, Trojans, or other harmful malware that is transmitted via e-mail.

### Related Services & Links:

- Global Directory Service
- BCC Calendar
- BCC Employee Portal
- Blackberry / Mobile Device Connectivity

## Filtering Services – Antivirus / Anti-Malware

### Description:

All BCC workstations and servers run antivirus and antimalware software to provide protection against viruses, Trojans, spyware or malware, and other forms of malicious and harmful software.

Harmful programs as well as files or documents that are detected as containing such malicious software or code is first subjected to an attempt to 'clean' or remove the malicious code. Upon unsuccessful "cleans", the suspect file or program is then deleted from the system to prevent system infection or outbreak.

Normal software updates are essential for effective antivirus/anti-malware system, and are continually issued to clients upon release from the software manufacturer. All systems are automatically updated from a central server and scanning is done continuously on all new files created or modified by computer systems.

Anti-malware scanning is also performed by the software in order to help prevent the infection of spyware on client computers. This helps prevent pop-ups, slow-down of network and local resources, and system downtime.

If viruses are not detected by the system and infection occurs, the system may be removed from the network and a technician will perform a hands-on analysis of the machine and software running on it to ascertain the threat present and take steps to repair, restore, and clean the infected workstation.

Anti-virus and anti-malware applications are required to protect workstations and laptops from harmful software and prevent data loss.

### Getting help:

For help troubleshooting issues with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

Although Information Systems has implemented antivirus services it is important for users to understand the positive and negative effects of this service. This service is a best attempt approach to block harmful or inappropriate software and does not guarantee 100% accuracy. Additionally some software may be incorrectly categorized and thus unnecessarily blocked by this service. User feedback can help in fine tuning this service to produce higher accuracy. Users are responsible for notifying Information Systems when systems are being utilized without antivirus services or antivirus services with outdated definitions.

### Cost:

Antivirus / Antimalware protection is available at no additional cost to all BCC-owned and licensed workstations. Pricing for licensing may be obtained from LCIS.



## Filtering Services – Antivirus / Anti-Malware (continued)

### Availability:

Antivirus / Anti-malware protection is mandatory and automatically installed for workstations, laptops, and servers connected to the BCC backbone or network. Mobile device support may be limited or not available.

### Policy:

- Use of BCC E-mail is subject to Lake County Policy LC77.
- Use of e-mail should be for business or work-related use only.
- Users should minimize personal use of e-mail, including registration of non-newsletters, promotions, or any other non-business use.
- No expectation of privacy should be held regarding information accessed, sent, or received across the internet or BCC network.

### Service level expectation:

- 99%All systems will run Antivirus / Anti malware service
- Daily Virus Definition update will be released.

### Metrics & Measures:

Statistical information is maintained by the Enterprise virus system. This statistical information may be used to generate reports showing the effectiveness of the service.

Measures Reported on the LCIS Service Portal:

- Machines protected by Antivirus/Antimalware
- Number of viruses detected.Number of infections and/or outbreaks each year

### Value:

Antivirus / Anti-malware is essential for protecting system resources and operability, as well as helping to protect against data loss and system downtime.

### Related Services & Links:

- Global Directory Service
- BCC Calendar
- BCC Employee Portal
- Blackberry / Mobile Device Connectivity

## Filtering Services – Firewall

### Description:

Information System provides and maintains 3 different types of Firewalls.

1. External Firewall.  
Information System provides and maintains a firewall that blocks all incoming and outgoing Internet traffic. A firewall rule allowing certain types of network traffic (Web, E-mail etc) may be allowed upon submitting a Firewall Request form. The only network traffic allowed in from or out to the Internet will be traffic that has been evaluated as necessary by the Information Systems security team.

2. Internal Firewall.  
Information System provides and maintains a firewall that will block all incoming and outgoing network traffic to other Lake County entities such as the Sheriff Office, Clerk of Courts, Library Services, Tax Collector, and Property Appraiser. A firewall rule allowing certain types of network traffic (Munis, Court View etc) may be allowed upon submitting a Firewall Request form. The only network traffic allowed to travel between BCC and other entities will be traffic that has been evaluated as necessary by the Information Systems security team.
3. Remote Sites Firewall.  
All remote sites connecting to the LCBCC network over the Internet will require a firewall. Information System will maintain a firewall that will allow all network traffic outbound and block all inbound network traffic.

NOTE: All users requesting access to network resources other than LCBCC, complete the Firewall Request form found on the intranet and submit it to the IS Director.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSi at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Customers are not required to determine if they need firewall services. Information Systems will make this determination but customers do need to be aware of the implications of having firewall services in place. In some cases firewall services may prevent certain desirable services from being available. These issues can usually be resolved through proper firewall configuration.

### Cost:

This service is provided free there are no fees.

Some departments may have to buy a firewall for the remote offices to gain access to the LCBCC network.

### Availability:

The Firewall service is continuously active and in place at all times for all users of the LCBCC Network. Services to create custom access rules for users with specific connectivity needs are available during normal working hours.

### Policy:

- Computer user policy.
- Firewall Request policy
- Internet policy

### Service level expectation:

- The External and the Internal Firewall will be available 24 hours a day 7 days a week.
- All Firewall Request forms will be completed in two business days.

## Filtering Services – Firewall (continued)

### Metrics & Measures:

All statistics will be maintained regarding timely response to request forms. Statistics will be compiled and available on the LCIS Service Portal. Firewall rules will be documented and available for reporting purposes.

### Value:

Provides the ability for LCBCC employees to access network resources outside of LCBCC network.

### Related Services & Links:

- Web Site Filtering
- Email Filtering
- Antivirus/Antimalware

## Desktop Support – Computer Setup

### Description:

New computer setups are handled as soon as the budgeted PC's arrive from the Vendor.

New PC's are configured for each department and user that they are intended for.

- New PC's are customized based on what applications are needed for that user/department.
- New PC's are customized for the hardware devices they will be connected to: Scanners/DVD Writers/Cameras/Card Readers.

A new PC setup will usually include several services:

- User settings transferred from the replaced PC
- Files transferred to new PC such as favorites.
- PC configured for external county approved devices.

Note: In any situation whether a new PC or a replacement PC is being setup, please contact IT as soon as possible regarding special configuration requests.

### Getting help:

For assistance with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

Users requesting computer setup must schedule an appointment and should be available during the time in case the technician has questions. Users should make the technician aware of any special settings or software that is being utilized. All data should be stored on network storage but if not the user should notify technician to prevent data loss. If users are moving from one location to another they are responsible for moving the computer equipment. Information Systems will be happy to reconnect the equipment at the new location if a work order is placed with the service desk.

### Cost:

New PC setups are available to all Lake County Board of County Commissioner employees free of charge.

### Availability:

PC Setup is available for all PCs purchased through the county purchasing system.

### Policy:

- All PCs purchased through the county purchasing system must be approved by the IT director.

### Service level expectation:

- New employees will have a PC available on their first day of employment.

### Metrics & Measures:

Measures Reported on the LCIS Service Portal:

- Percent of new employees who have a functioning PC on their first day of employment

### Value:

In today's society, productivity revolves around the computer and technology. Computers are an essential tool for many of our users and are used extensively for many of the services that directly impact our county citizens. LCIS is committed to getting the technical tools in the hands of our users as quickly as possible.

### Related Services & Links:

- Service desk Services
- Global Directory Service
- Bcc Mail & Calendar
- Software Installation and Upgrades

## Desktop Support – Software Installation & Upgrades

### Description:

LCIS shall recommend and install software and upgrades to PCs.

LCIS will determine the compatibility and hardware/OS requirements for the software installations.

Software upgrades may include the following:

1. Operating systems and subsequent security/compatibility/reliability upgrades.
  - Unsupported PC hardware may prevent operating system upgrades.
  - Peripheral hardware such as printers and scanners may need to be upgraded along with the operating system.
2. 3rd party vendor software required for business productivity.
  - 3rd party vendor software needs to be assessed for compatibility with other applications as well as the PC Operating System (Windows XP/Vista/7)

## Desktop Support – Software Installation & Upgrades (continued)

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCS I at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Software should not be purchased without the consent of Information Systems. Original disks and instruction manuals along with proof of purchase shall be provided to the technician upon installation of software. When utilizing nonstandard software users should budget appropriately for support services and software maintenance. All software installs and upgrades should be initiated through a service desk work order. Certain budget considerations need to be taken into account and planned for such as old hardware/software that will need to be upgraded.

### Cost:

- Software installations and upgrades are provided without a cost to the employee/department.
- Software and upgrades may be purchased through different vendors recommended through LCIS or procurement.
- Additional expenses may be incurred if old equipment is incompatible and needs to be replaced.

### Availability:

All BCC employees with supervisor approval can submit a Software Installation and/or upgrade request using the Technology Change Request form. The form must be submitted to LCIS to ensure proper requirements pertaining to the software are met.

### Policy:

- LCIS shall handle licensing issues and will not install any software or upgrades without the proper licensing for that software.
- Software should be approved by LCIS to ensure compatibility and functionality.

### Service level expectation:

- Requests will be responded to within 2 business days of submittal.
- Installations will be completed within 2 weeks of request.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to install software or upgrades. Statistics will be compiled and available on the LCIS Service Portal.

Measures Reported on the LCIS Service Portal:

- Amount of time taken to respond to an installation request.
- Amount of time taken to complete a software installation.

### Value:

Provides reliable applications that work well on existing PCs enabling our employees to work as efficiently as possible. New software installations and upgrades are vital to keeping citizen requests completed in a timely, organized, and optimal manner.

### Related Services & Links:

- Service desk Services
- Computer Setup
- Computer Upgrades

## Desktop Support – Computer Troubleshooting

### Description:

LCIS provides the infrastructure and foundation for maintaining and assessing PC issues quickly and effectively.

LCIS will investigate PC problems via the helpdesk and attempt to quickly assess problems and conditions preventing users from being able to work.

Computer troubleshooting is triaged starting at the helpdesk and is then passed on to second and third level support depending on the severity of the issue.

1. Helpdesk fields work order requests and determines how to provide the proper service to assist the customer. Initial troubleshooting steps are performed.
2. If the problem will require further diagnosis, the issue is queued and then passed on to a Network Technician.

### Getting help:

For assistance with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: helpdesk@lakecountyfl.gov
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

Users should attempt to keep accurate records of computer issues including details such as screenshots of error messages and dates and times of failures. A work order should be submitted through the service desk if the user needs a technician to help troubleshoot an issue. The users should plan to be available while the technician is working on the issue incase questions arise.

### Cost:

- Computer troubleshooting is provided without a cost to the employee/department.
- Some costs could be incurred due to out of warranty replacement parts or additional equipment desired by the customer and their funding source.

### Availability:

The computer troubleshooting service is available to all BCC computer users. Requests must be submitted to LCIS via the helpdesk phone line or electronically via the helpdesk computer application.

## Desktop Support – Computer Troubleshooting (continued)

### Policy:

- LCIS shall handle all troubleshooting of PCs. PCs should not be diagnosed and or repaired without the knowledge and assistance of LCIS.
- Any software installed on county computers must be properly licensed and all media stored by LCIT.
- Any changes in computer device assignments must be disclosed to LCIS.

### Service level expectation:

- Computer troubleshooting requests will be fielded from 8 a.m. until 5 p.m. Monday through Friday.
- Emergency off hour requests will be fielded by an LCIS staff member with a response time of no later than 4 hours.
- Troubleshooting tickets will be assigned to a technician within 2 hours of entry.
- Critical computer troubleshooting tickets will be resolved within 24 hours or a “loaner PC” will be issued until the PC is fixed.
- The majority of troubleshooting tickets will be completed within 48 hours of assignment.

### Metrics & Measures:

All statistics will be maintained regarding the amount of time taken to resolve a PC troubleshooting request. Statistics will be compiled and available on the LCIS Service Portal.

Measures Reported on the LCIS Service Portal:

- Percentage of work orders assigned to a technician within 2 hours
- Amount of time taken to complete a work order request once it is submitted and assigned to a technician.

### Value:

Provides reliable PC systems that enable employees to effectively and efficiently complete their work. Provides a smooth and reliable system experience.

### Related Services & Links:

- Service desk Services
- Software Installation and Upgrades
- Computer Upgrades
- Connectivity Troubleshooting

## Desktop Support – Computer Upgrades

### Description:

LCIS provides assessment and recommendations for computer hardware upgrades.

LCIS will work with departments to determine upgrade paths.

Computer upgrades are assessed and recommended based on the application that needs to be run or project that needs to be completed.

- Computer upgrades consist of memory, storage, optical drive, processors etc...
- Upgrades may also include external devices such as monitors, mouse/keyboard, or other functionality devices

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSl at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Users who are requesting a computer upgrade must complete a business case using a technology change request form.

### Cost:

- Computer upgrade assessment is provided at no cost.
- Computer hardware upgrades are paid for by their respective departments.

### Availability:

Computer Upgrade requests are available to all BCC computer users with supervisor approval and submittal of a Technology Change Request Form.

### Policy:

- All Computer upgrades will be implemented by the LCIS department.

### Service level expectation:

- Computer upgrade recommendations will be provided within 24 business hours of the initial request.

### Metrics & Measures:

All statistics will be maintained regarding the amount of time taken to complete a computer upgrade request. Statistics will be compiled and available on the LCIS Service Portal.

Measures Reported on the LCIS Service Portal:

- Amount of time taken to respond to an initial computer upgrade request.

### Value:

Provides a fast and efficient platform upon which employees are able to perform their tasks.

### Related Services & Links:

- Service desk Services
- Software Installation and Upgrades
- Computer Upgrades
- Connectivity Troubleshooting



## Desktop support – Connectivity troubleshooting

### Description:

LCIS provides reliable access to its network from all County PCs.

LCIS will work with departments to determine connectivity problems. These problems can arise from either a wired or a wireless connection point.

Connectivity problems will initially be assessed at the helpdesk and then moved to a technician to resolve.

There are several fault points for a connection to the county network.

1. Local PC: Viruses and spyware can prevent a computer from accessing the network. Network card issues can also prevent the PC from connecting.
2. The wall-jack where the PC plugs into.
3. Cabling running from the PC to the wall jack, Wall jack to the switch.
4. Port on the switch in the wiring closet.

Wire testing kits are used by the LCIS department to determine connectivity issues that are not directly related to the PC itself. This enables LCIS to find the cause of the connectivity problem quickly.

### Getting help:

For assistance with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

Before submitting a work order for connectivity issues please try to gather as much information about the problem as possible. Questions that should be addressed are: Is the issue affecting multiple machines in the same area or is it isolated to a single machine? Are the cables all plugged in to the back of the computer? Does your computer have access to the internet? Does your computer have access to your my documents?

### Cost:

- Connectivity troubleshooting is provided at no cost.

### Availability:

The connectivity troubleshooting service is available to all BCC computer users. Requests must be submitted to LCIS via the helpdesk phone line or electronically via the helpdesk computer application.

### Policy:

- All connectivity problems will be assessed by the LCIS department.

### Service level expectation:

- Connectivity issues will be resolved within 8 hours of initial problem during normal business hours.

### Metrics & Measures:

All statistics will be maintained regarding the connectivity uptime and downtime, and Statistics will be compiled and available on the LCIS Service Portal.

Measures Reported on the LCIS Service Portal:

- Number of connectivity related work orders.
- Amount of time taken to resolve a connectivity issue measured by helpdesk ticket completion times.

### Value:

Provides reliable connections to all county resources required for employees to complete work.

### Related Services & Links:

- Service desk Services
- Computer Troubleshooting

## Service Desk

### Description:

All county PCs should be configured with the IS Work Order Request application which runs in the system tray of each PC. Assuming the PC is capable, work orders should be submitted using this application by double clicking on the icon and submitting the work order request form. Most work orders should be assigned to a technician within 2 hours of submittal and the user will receive an email verifying the assignment.

The LCIS service desk provides live technical support during normal working hours. Our staff is qualified to help you with a variety of computer related issues. For simple troubleshooting issues, we have the capability to connect remotely into any county PC while we have you on the phone. Calls that cannot be resolved within a few minutes will be converted to a work order and assigned to an available technician.

The LCIS service desk line can be accessed 24 hours a day and emergency service requests can be left on voice mail. Our phone systems are programmed to attempt to contact our support personnel if emergency assistance is requested.

Other forms of service provided by LCIS consist of our customer service portal at <http://isweb/customerService/> where status on work orders, global issues, and statistics can be found.

### Getting help:

The LCIS Service Desk is here to help with all your technical challenges.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

All assistance should be routed through the service desk. Please do not contact technicians or network administrators directly.

## Service Desk (continued)

### Cost:

The LCIS service desk is provided as a standard service to all LCBCC employees

### Availability:

All LCBCC employees and employees from other entities who rely on services provided by LCIS may utilize the service desk during the normal service desk hours of 8 a.m.-5 p.m., Mon-Fri.

Emergency message can be left during non-standard hours.

The LCIS Service Desk is not a public service and does not offer advice or troubleshooting for non-county equipment.

### Policy:

Information System shall provide a service desk service

All requests for any service shall be initiated through the service desk in the form of a work order.

### Service level expectation:

The service desk shall be reachable 99% of the time.

All work orders will be assigned to a technician within two hours of submittal.

During non-working hours our automated phone system will attempt to reach staff members at home but the service desk does not officially have a person on call.

### Metrics & Measures:

- The service desk uptime and hold times can be measured using the phone systems built in statistics.
- Other metrics will be measured using the service desk reporting.

### Value:

The service desk allows for efficient routing of technical issues and allows simple issues to be immediately resolved. The customer service portal can be used to research solutions for common problems and to find global issues as well as scheduled maintenance times.

### Related Services & Links:

- All LCIS services

## Internet Access

### Description:

Information Systems leases a 100Meg Internet service from Embarq which is currently split into two services. LCBCC has 25Meg dedicated and Library Services has 75Meg dedicated.

All users connected to the LCBCC network have access by default to the LCBCC's 25Meg dedicated internet service. This is a guaranteed service and is supported by the LCIS service desk. This service is filtered and access is monitored. This service is also protected by an intrusion prevention device that automatically adjusts proactively to certain threats. Because of this, external access from the Internet to LCBCC systems may be blocked for certain users or sites from time to time depending on the threat associated with the remote location.

LCIS can support other county entities connected to the county backbone with either dedicated internet service or shared internet service.

- LCIS can dedicate a portion of our service by allocating a certain amount of bandwidth to a vLAN that can be dedicated to the entity
- LCIS can also provide other county entities with shared Internet access to the LCBCC 25Meg portion of the leased internet service. We can set this shared access up to be filtered or non-filtered. We cannot remove the intrusion prevention inherent to this service.

### Getting help:

BCC users experiencing Internet issues should contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSl at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

BCC Internet access is a privilege and should be used properly and for work purposes only. Personal use of the Internet should be conducted on one of the public access devices or using a personal device connected to the wireless welcome network. User should be conscious that bandwidth on both internet connections is limited and activities should be limited, otherwise restrictions will need to be put in place to control bandwidth consumption.

### Cost:

All users connected to the LCBCC network share in the costs to provide the leased 25Meg Internet service.

Costs for dedicated and shared internet access to external entities is contracted independently for each entity.

### Availability:

All users connected to the LCBCC network have Internet access. We do filter this access, so some sites are blocked as per county policy.

### Policy:

Internet access, for business related purposes, is available to all county employees attached to the LCBCC network.

Internet access on the LCBCC network will be monitored, filtered and protected by intrusion prevention devices.

### Service level expectation:

LCIS will commit to the same level of service that is guaranteed by Embarq through our contract for leased Internet services.

## Internet Access (continued)

### Metrics & Measures:

LCIS will monitor external access to the Internet using a monitoring application. Statistics will be recorded and uptime will be posted on the LCIS service portal.

### Value:

Internet Access is a crucial service in providing our citizens with the information that they need. This service supports our ability to communicate with citizens via email and it allows citizens to access the web sites and ftp sites that are hosted by LCIS.

### Related Services & Links:

- Wireless Services
- Web Services
- Intrusion Prevention

## Wireless Services – Welcome Net

### Description:

LCBCC leases a 5M Internet service and access is provided free of charge through LCBCC's wireless 'Welcome' network. This service can be utilized from any wireless hotspot location throughout the county. LCIS does not offer support for connecting to this network nor do we guarantee availability.

Information System provides a free INTERNET wireless (Wi-Fi) Hot Spot for our citizens and employees at the following locations.

SSID: Welcome

- |  |  |
|--|--|
| <p>1. Lake County Administration Building<br/>315 W. Main St Tavares, FL<br/><i>On the 5th FL, 4th FL Public Safety, and the 2nd FL.<br/>Service available from 8 a.m. to 5 p.m., M - F</i></p>                              | <p>4. Lake County Environmental Utilities<br/>13126 Astatula Landfill Road, Astatula, FL<br/><i>In the Administration Building, WMFO Building,<br/>and the Haz Mat Building<br/>Service available from 8 a.m. to 5 p.m., M - F</i></p> |
| <p>2. Lake County Tourist Welcome Center<br/>20763 U.S. Highway 27, Groveland, FL<br/><i>In the Parking Lot, service available 24 hours<br/>7 days a week<br/>Inside, service available from 8 a.m. to 5 p.m., M - F</i></p> | <p>5. Lake County Community Services<br/><i>In the conference room in Building E<br/>Service available from 7 a.m. to 6 p.m., M - T</i></p>  |
| <p>3. Lake County Public Works<br/>437 Ardice Ave, Eustis, FL<br/><i>In the Parking Lot, service available<br/>24 hours 7 days a week</i></p>  | <p>6. Lake County Ag Center<br/><i>Training Rooms<br/>Service available from 8 a.m. to 5 p.m., M - F</i></p>   |

### Getting help:

Information System does not provide support for this service. Use at your own risk.

### Customer Responsibility:

Wireless Internet access is a privilege and should be used properly. User should be conscious that bandwidth on internet connections is limited and activities should be limited, otherwise restrictions will need to be put in place to control bandwidth consumption.

NOTE: Internet access over the welcome network is unfiltered. The wireless hotspots are unsecured networks and should be used at your own risk. Proper precautions should be taken to ensure that your computer and its data are not exposed to other wireless users.

### Cost:

This service is provided free there are no fees.

### Availability:

This service is availability 24 hours 7 days a week at all wireless hotspots.

### Policy:

This service should be used at your own risk.

### Service level expectation:

Access to the Public wireless network will be available 24 hours 7 days a week however there is no guaranteed uptime and outages are not handled on a priority basis.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to use the LCBCC private wireless network. Statistics will be compiled and available on the LCIS Service Portal.

Measures Reported on the LCIS Service Portal:

- Number of hour's services has been functional.

### Value:

Provides the ability for citizens and employees to access the Internet from their own computers from the above locations.

### Related Services & Links:

- LCBCC Net

## Wireless Services – LCBCC Net

### Description:

Information System provides a private wireless (Wi-Fi) access to LCBCC network for employees at the following locations.

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Lake County Administration Building<br/>315 W. Main St Tavares, FL<br/><i>On the 5th FL, 4th FL Public Safety, and the 2nd FL.<br/>Service available from 8 a.m. to 5 p.m., M - F</i></li> <li>2. Lake County Tourist Welcome Center<br/>20763 U.S. Highway 27, Groveland, FL<br/><i>In the Parking Lot, service available 24 hours<br/>7 days a week<br/>Inside, service available from 8 a.m. to 5 p.m., M - F</i></li> <li>3. Lake County Public Works<br/>437 Ardice Ave, Eustis, FL<br/><i>In the Parking Lot, service available<br/>24 hours 7 days a week</i></li> </ol> | <ol style="list-style-type: none"> <li>4. Lake County Environmental Utilities<br/>13126 Astatula Landfill Road, Astatula, FL<br/><i>In the Administration Building, WMFO Building,<br/>and the Haz Mat Building<br/>Service available from 8 a.m. to 5 p.m., M - F</i></li> <li>5. Lake County Community Services<br/><i>In the conference room in Building E<br/>Service available from 7 a.m. to 6 p.m., M - T</i></li> <li>6. Lake County Ag Center<br/><i>Training Rooms<br/>Service available from 8 a.m. to 5 p.m., M - F</i></li> </ol> |
|---|--|

All LCBCC computers that need access to the private wireless (Wi-Fi) LCBCC network must be configured by Information Systems. Non county computers are prohibited from connecting to the network.

### Getting help:

For help troubleshooting issues with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

To request a new wireless access point please fill out a Technology change Request Form and submit it to LCSl at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Users are prohibited from installing wireless access points on the LCBCC network. Users should familiarize themselves with the various Wi-Fi spots that they intend to use since wireless signal strength can vary from location to location.

### Cost:

This service is provided free there are no fees.

### Availability:

This service is available for use 24 hours a day 7 days a week for exempt employees. Non-Exempt employees should refrain from using this service outside of their scheduled working hours.

### Policy:

Only LCBCC owned computers can access the private wireless (Wi-Fi) LCBCC network.

All LCBCC users that need access to the private wireless (Wi-Fi) LCBCC network must complete a PRIVATE WIRELESS NETWORK request form and approved by your Department director and submitted to IS Director.

### Service level expectation:

Access to the Public wireless network will be available 24 hours 7 days a week however there is no guaranteed uptime and outages are not handled on a priority basis.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to use the LCBCC private wireless network. Statistics will be compiled and available on the LCIS Service Portal.

Measures Reported on the LCIS Service Portal:

- Number of hour's services has been functional.

### Value:

Provides the ability for LCBCC employees to access their files from the above locations.

### Related Services & Links:

- Welcome Net

## Wireless Services – Point to Point Wireless

### Description:

Information System provides the capability of consulting on the feasibility of installing a wireless point to point network access from two or more location.

This gives the ability to extend our LCBCC network to location that providing a fiber or copper cable run to the location that is prohibited by distances and or cost.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSl at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

If users believe a wireless point to point service could be beneficial they should schedule a consulting session with Information Systems.

### Cost:

The users division or department will be responsible for purchasing the equipment necessary along with any installation fees charged by the vendor.



## Wireless Services – Point to Point Wireless (continued)

### Availability:

Availability is determined based on individual consulting sessions. Users interested in this service should get supervisor approval and submit a Technology Change Request Form to LCIS.

### Policy:

All users requesting this service must complete a technology change request form found on the intranet and submit it to the IS Director.

### Service level expectation:

Wireless point to point connections are susceptible to weather conditions. Heavy rain or fog may cause reduced performance and in many cases a complete outage. Issues will be responded to within 2 hours but restoration of service could take several days if hardware needs to be returned.

### Metrics & Measures:

None

### Value:

Provides the ability for LCBCC employees to access their files from locations where running cables is not feasible.

### Related Services & Links:

- Leased Connectivity
- Fiber Backbone Services

## Networking Services – DHCP

### Description:

Information System maintains a local DHCP server that provides the ability to assign IP addresses and other network settings to a user's computer when they are logging into the network. It eliminates having IS to manually assign permanent IP address. And provides the ability for LCBCC employees to relocate their computer to other location and access network resources.

### Getting help:

For help troubleshooting issues with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

No action is required by the user for normal operation. Users should not attempt to configure network settings. Users should not attach non county computers to the LCBCC network.

### Cost:

This service is provided free there are no fees.

### Availability:

DHCP is normally a transparent service that is consumed by all users and runs 24 hours, 7 days a week.

### Policy:

- Computer user's policy
- Internet policy

### Service level expectation:

DHCP will have a 99% uptime

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to use the DHCP service. Statistics will be compiled and available on the LCIS Service Portal.

Measures Reported on the LCIS Service Portal:

- Number of hour's services has been functional.

### Value:

Provides the ability for LCBCC employees to relocate their computer to other location and access network resources.

### Related Services & Links:

- DNS

## Networking Services – DNS

### Description:

Information System maintains a local DNS server that provides the ability to turn names for local web sites and local network resources such as file servers, work stations, printers into numeric IP address. Without the DNS service users would need to memorize the IP address for all resources that they use.

### Getting help:

For help troubleshooting issues with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

DNS services typically do not require action on the user's part. Users should not attempt to configure network settings.

### Cost:

This service is provided free there are no fees.

### Availability:

DNS is normally a transparent service that is consumed by all users and runs 24 hours, 7 days a week.

## Networking Services – DNS (continued)

### Policy:

- Computer users' policy
- Internet policy

### Service level expectation:

DNS services should have an uptime of 99%

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to use the DNS service. Statistics will be compiled and available on the LCIS Service Portal.

Measures Reported on the LCIS Service Portal:

- Number of hour's services has been functional.

### Value:

Provides the ability for LCBCC employees to access network resources without having to remember complicated network addresses.

### Related Services & Links:

- DHCP

## Networking Services – Monitoring & Alerting

### Description:

LCIS runs various monitoring utilities to baseline the activities of our infrastructure and to give us a real-time view of what is happening at any specific point in time. These utilities help us to measure uptime enabling us to see if we are meeting our service level expectations. We are able to monitor the following devices:

- Any hardware device can be detected if connected to the LCBCC network.
- Any windows server can be monitored for CPU utilization, memory usage and network utilization.
- Any application service that runs on the windows platform can be monitored to ensure uptime.
- Any Networking device that supports RMON or SNMP can be monitored.
- Web sites can be monitored from the internal perspective but we do not have the capability to monitor from outside the LCBCC network.
- We can monitor the temperature and relative humidity of both the Data Center and Network room.
- We can consolidate event logs for various systems, analyze them and report on them.
- Results of all backup jobs are monitored and the results can be displayed through various reports

In addition to monitoring we can configure thresholds for certain parameters and if those thresholds are met then an alert can be generated to either email or call a specific contact person.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSI at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Users who would like to utilize this service will be required to provide technical information regarding the system that is being monitored. User expectations should be in line with the stated service level expectation. This is not a guaranteed service and should not be used for critical systems.

### Cost:

There is no charge for Monitoring and Alerting.

### Availability:

Monitoring and Alerting services run 24/7. Some of the results are published on the LCIS service portal while others require special tools available only to LCIS.

Monitoring and Alerting services are available to any user who has a valid BCCID. There must be a valid business requirement to setup monitoring. This requires submission of a technology request form and a consulting session.

### Policy:

- All services that have a uptime specified through a service level expectation shall be monitored and shall have an alert configured to notify the person in charge of that service.
- Requests for Monitoring shall be submitted using a technology request form.

### Service level expectation:

LCIS will do its best to ensure that Monitoring and Alerting is a continuous service 24/7. This service is offered as a best attempt convenience and should not be used for situations that require dependable accuracy.

### Metrics & Measures:

LCIS will manually log, using the service desk application, all failures of the monitoring system and all critical events that do not produce an alert from this system.

### Value:

When systems are down, we cannot service our citizens appropriately. Monitoring and Alerting is critical to ensuring that service levels are met. We cannot afford to have redundant systems that operate 24/7 so it is important for LCIS to know immediately when a system fails so that we can begin troubleshooting and get the system back online as quickly as possible.

### Related Services & Links:

- Server Hosting
- Virtual Server Hosting
- Storage Services
- Data Backup
- Service desk
- Web Hosting

## Network & Wireless – Leased Connectivity

### Description:

Information System provides consulting assistance with leased line connectivity issues between the main Administration Building and sites not located in downtown Tavares campus. We currently lease fiber optic cable from the city of Leesburg Fl, and telephone lines from Embarq. Depending on your location will determine what option that maybe used.

Once that the leased lines are in use Information System will be the go-between to the leased line provider and you.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSi at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Someone at the remote location should be familiar with the vendor equipment to the extent that they can at lease inform Information Systems on the operational status of the equipment. Connectivity failures should be reported to the service desk. Users should not attempt to troubleshoot issues beyond whether or not the equipment is power up.

### Cost:

- Typical monthly costs for a 10meg DSL/Cable connection run about \$85 per month
- Typical monthly costs range from \$300-\$500 for T1 connectivity
- Typical monthly costs range from\$450 - \$1500 depending on distance for 1GB dedicated fiber

### Availability:

This service is available to all departments

### Policy:

All users requesting this service must complete a technology change request form found on the intranet and submit it to the IS Director.

### Service level expectation:

We will respond to your request within 48 of submission of your Technology Change Request Form. Most leased services take anywhere from 2-4 weeks to schedule installation so make sure your request is submitted early.

### Metrics & Measures:

All statistics will be maintained regarding response times and resolution tiems. Statistics will be compiled and available on the LCIS Service Portal.

Measures Reported on the LCIS Service Portal:

- Amount of time taken to respond to an installation request.
- Amount of time taken to have the leased service installed and operational.

### Value:

Provides the ability for remote location to access LCBCC network resources.

### Related Services & Links:

- Wireless Point to Point
- Fiber Backbone Services
- Network Integration Services

## Network & Wireless – Fiber Backbone Services

### Description:

Information System provides fiber optic cable connectivity to 12 Lake County buildings in the downtown Tavares campus. They are the Sheriff Office, Jail, Judicial Center, Public Defender, Mosquito Control, Record Storage, Public Record Storage, Mail Receiving, Administration, Historical Court House, Tax/Pa, Judicial Center Information Technology.

Provides the ability for LCBCC, Constitutional Offices, and other Sate of Fl office to share information with other of their staff in other locations in the downtown campus, and will provide the ability for LCBCC, Constitutional Offices, and other Sate of Fl office to share information with each other in the downtown campus with the appropriate security measure in place.

### Getting help:

For help troubleshooting issues with this service please contact LCIS Admin Support.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Fiber panels should not be tampered with. All connectivity issues should be reported to the BCC service desk. Customers should maintain their own firewall between their internal network and the LCBCC backbone. Customers are responsible for troubleshooting their own equipment before reporting connectivity issues.

### Cost:

This service is provided free there are no fees. In some cases the customer may be required to purchase needed equipment.

### Availability:

This is a restricted service parties must submit a technology change request form found on the intranet.

### Policy:

All users requesting this service must complete a technology change request form found on the intranet and submit it to the IS Director.

## Network & Wireless – Fiber Backbone Services (continued)

### Service level expectation:

Within two business days after submitting a technology change request form you will be contacted to setup a meeting with you and IS.

Once in place backbone fiber connectivity will be available 24 hours 7 days a week except for planned maintenance times. The fiber backbone is extremely reliable and has an uptime of 99%.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to access network data over the leased fiber or telephone lines. Statistics will be compiled and available on the LCIS Service Portal.

Measures Reported on the LCIS Service Portal:

- Number of hour's services has been functional.

### Value:

Provides the ability for LCBCC, Constitutional Offices, and other State of FL office to share information with other of their staff in other locations in the downtown campus, and will provide the ability for LCBCC, Constitutional Offices, and other State of FL office to share information with each other in the downtown campus with the appropriate security measure in place.

### Related Services & Links:

- Network Integration Services

## Networking & Wireless – Network Integration Services

### Description:

Network Integration involves the connectivity of any independently managed network into the LCBCC backbone. LCIS works with county entities that need access to LCBCC IT services to establish the best option for network integration. LCIS fully supports the following relationships:

- Integration as part of the Lakegov.bcc domain. LCIS manages all global directory resources.
- Integration as a sub domain under the Lakegov.bcc domain. LCIS manages some global directory resources but has the ability to delegate management to a 3rd party administrator.
- Trust relationships between external independent domains. LCIS has no management over any of the global directory resources.

LCIS will help entities determine the best method of connecting into the LCBCC backbone and will work with their IT staff to configure proper security and communications. Backbone switches are generally provided by and configured by LCIS, however they can be managed by LCIS or by the external entity.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSJ at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Customer responsibilities vary depending upon the type of integration service. Customers are responsible for establishing a written contract with BCCIT to establish responsibilities and service level expectations.

### Cost:

Fees for network integration vary and are determined on a case by case basis.

### Availability:

Network Integration is available to all county entities that need IT services provided through connectivity to the LCBCC backbone.

### Policy:

- All networks connected to the LCBCC backbone shall be firewalled and only those ports necessary to provide the contracted service shall be opened. All other ports shall be configured to a default which disallows communications with the LCBCC backbone.
- Each network integration requires a service level agreement between the agency and LCIS.
- LCIS will control and allocate IP addressing as well as vLAN addressing and will specify protocol standards for backbone communications.

### Service level expectation:

Service level expectations vary depending upon the type of integration service. Customers are responsible for establishing a written contract with BCCIT to establish responsibilities and service level expectations.

### Metrics & Measures:

LCIS will measure the metrics for all service level agreements and provide the contracting entity with the results as specified in individual service level agreements.

### Value:

- When county entities share services they save tax payer dollars.
- When county entities share information they can be more efficient and provide a more effective service to the citizens.

LCIS embraces these principles through cooperation and network integration between BCC and other county entities.

### Related Services & Links:

- Leased Connectivity Consulting
- Fiber Backbone Services
- Global Directory Services



## Networking & Wireless – Engineering and Construction Consulting

### Description:

All county buildings should be designed to meet the technology specifications as dictated by the Office of Information Technology. LCIS works in conjunction with Telecommunications to maintain the Design Standards for Communications Wiring Systems and the Lake County Telecommunications/ Data Specifications.

A LCIS representative should be involved with design decisions from project start since IT design overlaps and affects building operations systems, vertical and horizontal space utilization, and user/organizational business needs.

Information systems will affect all design objectives of the complex modern commercial, institutional, or governmental building:

- Accessible for physically challenged user access to telecommunications and security devices
- Cost-Effective for initial construction cost and user life-cycle cost
- Functional/Operational for integrated control of building operational systems and building automated systems (BAS)
- Productive for user health and comfort, and business/organization needs
- Secure/Safe for building security access, surveillance, fire/smoke detection and alarm systems; and user LAN/WAN network security
- Sustainable—Enhance Indoor Environmental Quality; Optimize O&M Practices for high performance optimization of building controls and operational systems
- The design and implementation of wiring and cabling systems has direct impact on aesthetics and preserving historic spaces within the building.

Design for IT flexibility requires consideration of all or some of the following:

- Adequate power for future building/system expansion including emergency power supply
- Adaptable power and telecommunication cores
- Adaptable dedicated electrical and telecommunications spaces
- HVAC delivery to dedicated IT spaces
- Network security
- Strategically located branch takeoffs and utility stubs
- Adaptable plenum systems—either overhead or under floor, coordinated with space needs for parallel HVAC, power, lighting, and fire protection systems as applicable
- Overhead exposed cable trays integrated with parallel HVAC, power, lighting, and fire protection systems

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

The customer is responsible for notifying LCIS of any construction projects and should consult with a representative from LCIS early in the design phase. All construction vendors are responsible for meeting the cabling and communications design standards and requirements as specified in LCBCC design guides.

### Cost:

This service is provided as part of our standard operations

### Availability:

LCIS consulting services are available Mon-Fri, 9 a.m.-4 p.m. or by appointment.

### Policy:

LCIS will provide a representative for any engineering or construction meeting involving the design or support of data communication services.

### Service level expectation:

LCIS will provide representation to all meeting requests given at least 48 hour notice.

### Metrics & Measures:

LCIS will measure the metrics for all service level agreements and provide the contracting entity with the results on a yearly basis.

### Value:

LCIS can help make sure new buildings and renovations take into consideration the Information systems requirements. Introduction of these requirements in the early design stages can save money and ensure usability and efficiency.

LCIS will ensure that all costs associated with Information Systems are included in the projects overall budget.

LCIS can enforce county telecommunication standards which save money and ensure interoperability when used across the board on all projects.

### Related Services & Links:

- Leased Connectivity Consulting
- Fiber Backbone Services

## Web Services – Web Hosting

### Description:

Lake County Information Systems hosts and maintains numerous websites and web applications for various County departments and agencies. These web sites, applications, and portals supply information regarding County services and requirements, contact information, and business to be contact over the internet, directly from the citizen's computer.

Internal departments may wish to have certain software applications hosted or operated via WebPages, thus making it easier for employees, citizens, or other customers to conveniently access data, request information or service related to their department and mission.

Additionally, internal and external agencies to the BCC may wish to have departmental websites hosted so as to provide customers with contact information or generalized department and service information in a convenient and efficient manner electronically.

LCIS has the ability to support a wide-variety of web applications and web sites for both internal as well as external access. Consultation may be necessary to a service, application, and hosting needs and availability.

## Web Services – Web Hosting (continued)

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSl at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Customers are responsible for their own design and programming. Other responsibilities vary depending on the extent of the service provided.

### Cost:

Web hosting may incur additional charges depending on hardware and software requirements, domain name registration, or other costs related to the implementation of web services. Please contact LCIS for consultation.

### Availability:

Web hosting is available to Lake County BCC departments and divisions. External agencies to the BCC may require additional costs or inter-agency agreements to allow service and support. LCIS does not host web sites for the public.

### Policy:

- Web sites hosted and maintained on LCIS equipment and network must be related to County business.
- Web sites may be subject to Lake County Policy LC77 regarding proper use.
- Information and data transmitted and hosted on BCC web sites may be subject to State of Florida Sunshine and Public Records laws and regulations.
- Privacy of data shared or transmitted on may be limited—for more information, please consult LCIS.

### Service level expectation:

- Web sites hosted by LCIS shall have a 99% uptime service record, excluding system maintenance.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to use the BccID to gain access to the BCC computer systems. Statistics will be compiled and available on the LCIS Service Portal. All statistics will be maintained on a per fiscal year basis and published values will be year to date unless specifically stated otherwise. In some instances previous year's statistics will be available.

Measures Reported on the LCIS Service Portal:

- Web site availability
- Web server availability

### Value:

Web hosting allows County departments and divisions to provide services to employees and citizens across the intranet and internet, minimizing paper usage, travel time, and increasing convenience for the customer.

### Related Services & Links:

- Global Directory Service
- BCC Calendar
- BCC Employee Portal
- Blackberry / Mobile Device Connectivity

## Web Services – FTP Hosting

### Description:

Lake County Information Systems hosts and maintains an FTP site for the purpose of sharing and distributing large amounts of information across the internet. Since sending large files via e-mail can be problematic and inefficient, placing large files or folders on a FTP site can make this data available for downloading by any user with a working connection to the internet quickly and efficiently.

Files hosted on the FTP site are available for download by external users, agencies, or customers. External agencies may also transfer files to BCC customers by obtaining login credentials with upload capability to certain folders on the FTP site.

FTP hosting can be a efficient and easy way to share large amounts of data with external customers and agencies. LCIS can provide instructions and access to this service upon request.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSl at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

The customer is responsible for placing their files in their designated folder. The designated folder should be maintained so that outdated files do not consume valuable storage space. LCIS should be notified when the ftp folder is no longer needed.

### Cost:

FTP file hosting and sharing is available at no additional cost to employees with a valid BCC ID.

### Availability:

FTP hosting and file sharing is available for internal departments and employees with a valid BCC ID. External users may have download-only access unless previously arranged write access to the FTP site is granted.

## Web Services – FTP Hosting (continued)

### Policy:

- FTP hosting and file hosting is for LCBCC work-related business only and should not be used for personal use.
- Files and data stored on the FTP site are not backed up, and FTP hosting therefore should not be viewed as a storage backup solution.
- Files and data stored or shared via FTP may be subject to State of Florida Sunshine and Public Records laws and statutes.
- No expectation of privacy should be held regarding files and data stored or shared on the FTP site.

### Service level expectation:

- FTP sites hosted by LCIS shall have a 99% uptime service record, excluding system maintenance.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to use the BccID to gain access to the BCC computer systems. Statistics will be compiled and available on the LCIS Service Portal. All statistics will be maintained on a per fiscal year basis and published values will be year to date unless specifically stated otherwise. In some instances previous year's statistics will be available.

Measures Reported on the LCIS Service Portal:

- FTP site availability

### Value:

FTP hosting allows County employees and users share large amounts of data and files with external customers and agencies easily and efficiently.

### Related Services & Links:

- Global Directory Service
- BCC Calendar
- BCC Employee Portal
- Blackberry / Mobile Device Connectivity

## Remote Access – Bcc Employee Portal

### Description:

The BCC Employee Portal uses Citrix Secure Gateway technology to publish applications over the Internet. The Employee Portal can be reached from the Lake County web page by those employees who have approved access. Once logged into the portal, employees will be presented with all of the applications which they have been given access to. When applications are run through the portal a session is actually started on a server in the LC Data Center and only screen, keyboard and mouse information is transmitted over the Internet.

The applications that are currently published are:

- Microsoft Office
- Outlook
- Munis
- CD plus
- Special Assessments
- Cartegraph
- GIS
- TeleStaff
- Firehouse
- Happy
- BCC Intranet

Users also have direct access to their networked printers and mapped drives:

- Department Share
- Division Share
- User Folder

The Employee portal is the ideal solution for working at home, working while traveling and is our solution for continuity of operations during a pandemic situation.

The Employee portal is also used by mobile workers who conduct business in the field and small remote offices that have an internet connection but no other connectivity to the LCBCC network.

NOTE: In order to receive access to a specified application the employee must have a licensed copy of the application and the version must be identical to the version published on the Employee Portal.

NOTE: Additional applications can be added to the employee portal by submitting a valid business justification using the Technology Change Request Form.

### Getting help:

For help troubleshooting issues with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCS1 at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

It is the user's responsibility to ensure the security of their portal account. Login information should never be shared. Browsers should not be configured to memorized portal login information. In general the portal should not be accessed from public computers. Use of the portal requires installation of a Citrix web control. Support is not provided for non-county PCs, thus users should install the add-on at their own risk and only if they are comfortable with installing windows software.

### Cost:

All users connecting to the BCC Employee Portal need to be licensed with a Microsoft Terminal Server license.

- Cost: \$100 per named user

For departments that have five or more users we may require the purchase of one or more concurrent Citrix licenses

- Cost \$250 each

Please contact LCIS for additional information regarding the purchase of licenses.

## Remote Access – Bcc Employee Portal (continued)

### Availability:

Users must satisfy the licensing requirements and then must fill out a technology change request form to receive access to the Employee Portal.

Non-Exempt employees should only access the Employee Portal during normally scheduled hours.

The Employee Portal shall be accessible 7 days a week 23 hours a day.

### Policy:

- Misuse of the BCC Employee Portal will result in the user's access being removed.
- Do not ever share your login credentials
- Non-Exempt employees must log all hours that they spend using the Employee portal on their time sheets
- LCIS provides limited support for users who are accessing the portal from a non county owned PC.

### Service level expectation:

- Published applications should have a 98% uptime excluding scheduled maintenance.
- We will only publish the most current versions of applications on the BCC Employee Portal.
- Our goal is to publish all critical applications used by county employees.
- We currently support 150 concurrent users on the Employee Portal

### Metrics & Measures:

Uptime of the Employee portal will be monitored by network utilities. Other metrics will be recorded and presented on the LCIS customer service portal.

### Value:

In the event of a pandemic, certain county functions could continue to operate remotely bringing value to the Lake County Citizens.

Employees can be more productive by working from home and while traveling.

Some workers in the field now have connectivity that could not be provided in the past.

The Citrix technology allows us to deliver applications to locations over lower speed, less expensive connectivity options.

### Related Services & Links:

- VPN Access
- 3rd Party Vendor Access
- Reverse 911 Access
- Honeywell Energy Management Access

## Remote Access – VPN Access

### Description:

LCIS offers Virtual Private Network (VPN) access over the internet via a secure browser connection (https). A VPN is basically a tunnel that isolates your communications from other users on the internet so that your information and your connection cannot be compromised. In addition all of the communications that takes place is encrypted.

Once authenticated, your VPN connection makes your computer act as if it is physically connected to the LCBCC network. You can then access your files just as you would on your county PC at work. We do not recommend that applications be run over a VPN connection because performance for most users will be unacceptable. VPN access will allow users to copy files to their PC so that they can be worked on locally. When the user is finished working on the file it can be copied back to its location on the county file server. The advantage of the VPN solution is that it is less expensive per user than the Employee portal solution.

For users who need the ability to run applications we recommend the use of the Employee Portal or we can enable remote desktop functionality over the VPN connection for users who know how to use remote desktop.

VPN access is the low cost solution for working at home, working while traveling and is one of our solutions for continuity of operations during a pandemic situation.

### Getting help:

To setup an appointment for consultation please contact LCIS Admin Support using the email below. To apply for this service please fill out a Technology change Request Form and submit it to LCSl at the email address listed below.

- Online: Technology Change Request Form
- Phone: 352-343-9790
- Email: isadmin@lakecountyfl.gov
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

It is the user's responsibility to ensure the security of their VPN account. Login information should never be shared. Browsers should not be configured to memorized VPN login information. In general the VPN service should not be used from public computers. Use of the VPN may require installation of a Cisco VPN client. Support is not provided for non county PCs, thus users should install the add-on at their own risk and only if they are comfortable with installing windows software.

### Cost:

All users connecting to the VPN need to be licensed with a Cisco SSL VPN license.

- Cost: \$75 per concurrent user

All users accessing remote desktop over the VPN need to be licensed with a Microsoft Terminal Server license.

- Cost: \$100 per named user

Please contact LCIS for additional information regarding the purchase of licenses.



## Remote Access – VPN Access (continued)

### Availability:

Users must satisfy the licensing requirements and they must fill out a technology request form to receive access over the VPN connection.

Non-Exempt employees should not access the VPN during non working hours.

The VPN Access shall be accessible 7 days a week 24 hours a day.

### Policy:

- Misuse of the VPN Access will result in the user's access being removed.
- Do not ever share your login credentials
- Non-Exempt employees must log all hours that they spend using the VPN Access on their time sheets
- LCIS provides limited support for users who are accessing the VPN from a non county owned PC.

### Service level expectation:

The VPN should have a 99% uptime excluding scheduled maintenance.

We currently support 50 concurrent users via VPN Access

### Metrics & Measures:

Metrics for uptime and concurrent users will be recorded in the IS database and will be presented on the LCIS customer service portal.

### Value:

In the event of a pandemic, certain county functions could continue to operate remotely bringing value to the Lake County Citizens.

Employees can be more productive by working from home and while traveling.

The SSL VPN technology offers limited but simple access to files for users at a much lower price than the BCC Employee portal which is based on Citrix technology.

### Related Services & Links:

- BCC Employee Portal
- 3rd Party Vendor Access
- Reverse 911 Access
- Honeywell Energy Management Access

## SCCM – Desktop Operating System Deployment

### Description:

Information Systems is responsible for the deployment of Desktop operating systems. It is Information Systems duty to maintain the client's hardware and software demands.

Lake County Information Systems Desktop deployment services are a process in which Information Systems can load various operating systems to client machines. These operating systems contain the following:

- Windows XP
- Windows 7 32bit
- Windows 7 64bit
- Windows Sever 2003
- Windows Server 2008

The process that Lake County Information System employs can be done manually or through automated scripts.

Lake County Information Systems Automated Desktop Operating system deployment service, provides clients with a platform in which a machine can be built and installed in a short window of time with customized configurations

### Getting help:

For assistance with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

Users should not attempt to use this service without consulting with LCIS. Using this service will result in the entire computer being wiped clean with a new install. All existing data and programs will be completely unrecoverable.

### Cost:

There are no additional fees for this service. Cost of client hardware and software licenses is budgeted by Information Systems annually. The system models selected for clients are based on the Information Systems Directors annual review of hardware and software available.

### Availability:

Desktop Operating System Deployment services are available to all users with a county PC. Information Systems provides a customizable platform which can be used to build any of our supported operating systems, in a quick and efficient manner.

## SCCM – Desktop Operating System Deployment (continued)

### Policy:

- All platforms will be built through Information Systems “Build” server
- All deployed platforms are to contain Anti Virus software, updates, and agents.
- All platforms will report data back to the deployment and patch management servers
- Client’s platforms will only be deployed with a work order entered into the Information Systems Service desk system.

### Service level expectation:

Desktop Operating System Deployment services have an expectation of deploying new platforms within thirty (30) days of receipt. Information Systems will fix or reimagine a client’s platform using the operating system deployment process to meet agreed upon service levels.

### Metrics & Measures:

All Statistics will be maintained regarding deployment time and receipt of client’s platforms. Statistics are compiled and stored by Information Systems, and published by the Information Systems Director as requested via our audit policy.

### Value:

Desktop Operating system deployment services guarantee to provide our clients with a platform that has been tweaked and tuned for their particular task. This service also guarantees through the automated process that all machines are build identically, which lessens the chance of failure, and increases Information Systems ability to assess and solve related problems after a platform has been deployed to a client.

Information System also maintains safeguards to prevent unauthorized access of client’s/citizens data through the use of strong encryption algorithms, security safeguards, and a stringent change management policy.

### Related Services & Links:

- Software Distribution
- Software Updates and Patch Management
- Software Metering

## SCCM – Software Distribution

### Description:

Information Systems is responsible for Software Distribution. It is Information Systems duty to maintain the client’s software demands.

Lake County Information Systems Software Distribution service is an automated process of deploying software to registered clients machines, which is done for the most part without interrupting the client’s day to day activities, and is transparent to the client. Information Systems has invested heavily into an infrastructure that will allow the deployment of any software using various vendor software for distribution, some of which include:

- Application Virtualization
- System Center Configuration Manager 2007
- Xen App Server
- Terminal Server

The process that Lake County Information System employs can be done manually or through automated applications.

Lake County Information Systems Software Distribution service, provides clients with confidence that software is distributed in an efficient manner in some cases without even restarting their machines depending on the methodology employed,

### Getting help:

For assistance with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

The customer is responsible for building or providing the files that need to be distributed along with a windows installer compatible setup program. The setup program must be capable of running without user interaction. Users should be notified before applications are distributed to their computers.

### Cost:

There are no additional fees for this service. Cost of client software licenses is budgeted by Information Systems annually.

### Availability:

Software Distribution services are available to divisions that have purchased specific applications that need to be rolled out to their employees in an automated fashion. This service is also ideal for other division within IT who need to distribute custom software to BCC users. Information Systems provides an open architecture that will distribute software to various windows platforms, in a quick and efficient manner.

## SCCM – Software Distribution (continued)

### Policy:

- All platforms will have one of the approved Software distribution clients installed.
- All software deployed will be installed from the distribution infrastructure.
- All platforms will report data back to the distribution servers
- Client's software installations will only be deployed with a work order entered into the Information Systems Service desk system.

### Service level expectation:

Software Distribution services have an expectation of being deployed within the clients requested time period specified in a help desk ticket; unless the distribution is to effect a large population of machines or critical machines. In special cases a change management request must be approved first and then will be included in the monthly maintenance cycle.

### Metrics & Measures:

All Statistics will be maintained regarding software distribution time. Statistics are compiled and stored by Information Systems, and published by the Information Systems Director as requested via our audit policy.

### Value:

Lake County's Software Distribution services guarantee to provide our clients with a quick method of installing software. This service provides Information Systems the ability to install software at anytime, whether it is an emergency, or a maintenance window we can deploy software to our clients.

Information System also maintains safeguards to prevent unauthorized access of client's/citizens data through the use of strong encryption algorithms, security safeguards, and a stringent change management policy.

### Related Services & Links:

- Desktop Operating System Deployment
- Software Updates and Patch Management
- Software Metering

## SCCM – Software Updates & Patch Management

### Description:

Information Systems is responsible for Software Updates and Patch Management. It is Information Systems duty to maintain the client's platform at current patch levels, to proactively combat any security that could arise.

Lake County Information Systems Software updates and patch management service is an automated process of deploying software patches and updates to registered clients machines. Information Systems has invested heavily into an infrastructure that will allow the deployment of any software patch or update allowing Information Systems to proactively combat any potential threat to the client's platform.

Lake County Information Systems Software Updates and patch management service provides clients with confidence that Information Systems is keeping up with the constant flow of patches, security fixes, operating system upgrades and application updates. The Software Updates and Patch Management service makes the complex task of tracking and applying software updates throughout the enterprise easier for the client.

### Getting help:

For help troubleshooting issues with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In-Person: Network Technician, Administration Building, Room 126

### Customer Responsibility:

When notified that updates will be pushed out, users should log out of their PCs and leave them powered on when they leave at the end of the day. Users should not leave any critical processes running on their computers on these nights. If updates are waiting to be installed on a PC the user should close all programs then click on the notification and install the updates. Users with laptop computers are required to connect the laptop to the network and leave it running on nights when updates are pushed out or they can be connected to the network on the following day, but there could be a slight performance impact. Laptops should not be left disconnected from the network for several months.

### Cost:

There are no additional fees for this service. Cost of client software licenses is budgeted by Information Systems annually.

### Availability:

Software Updates and patch management services are mandatory for all county owned PCs. Information Systems provides an open architecture that will distribute software to various windows platforms, in a quick and efficient manner.

### Policy:

- All platforms will have the patch management agent installed.
- All updates and security patches will be deployed from the Patch management server.
- All platforms will report data back to the deployment servers
- Updates and patches are deployed in a monthly fashion during the schedule monthly maintenance cycle. Unless otherwise specified.

### Service level expectation:

Software Updates and Patch Management services have an expectation of being deployed within the client's maintenance cycle as to not interfere with the client's day to day activities. The intelligence of the automated update and patch management system is as such that the clients only receive updates and fixes for software that is currently installed on their platform.

### Metrics & Measures:

All Statistics will be maintained regarding software updates and patch management success and failure rate. Statistics are compiled and stored by Information Systems, and published by the Information Systems Director as requested via our audit policy.

## SCCM – Software Updates and Patch Management (continued)

### Value:

Lake County's Software Updates and Patch Management services provide a key service in handling the appearance of new security threats in the changing world of today's technology, and in protecting clients and citizens data. Through the use of this technology Information System also maintains safeguards to prevent unauthorized access of client's/citizens data through the use of strong encryption algorithms, security safeguards, and a stringent change management policy.

### Related Services & Links:

- Desktop Operating System Deployment
- Software Distribution
- Software Metering

## SCCM – Software Metering

### Description:

Information Systems is responsible for Software Metering. It is Information Systems duty to maintain the client's licenses and to allocate the correct amount of licenses as to not violate any agreements.

Lake County Information Systems Software Metering service is an automated process which monitors the client's machines and reports the statistics of what software is being used, by how many users. The software metering system we have put in place will help Information System to monitor the following:

- How many copies of a particular software program have been deployed to the computers in your organization? Among those computers, you can determine how many users actually run the program.
- How many licenses of a particular software program you need to purchase when you renew your license agreement with the software vendor.
- Whether any users are still running a particular software program. If the program is not being used, you might consider retiring the program.
- Which times of the day a software program is most frequently used.

### Getting help:

For assistance with this service please contact the LCIS Service Desk.

- Online: <http://isweb/customerService/>
- Phone: 352-343-9790
- Email: [isadmin@lakecountyfl.gov](mailto:isadmin@lakecountyfl.gov)
- In-Person: Network Administrator, Administration Building, Room 126

### Customer Responsibility:

Software metering is a service that does not require user interaction.

### Cost:

There are no additional fees for this service. Cost of client software licenses is budgeted by Information Systems annually.

### Availability:

Software metering services are used internally by Information Systems to collect software usage data. This data is used for auditing purposes as well as to help the department's budget for licenses for the next budget year. This data is also available to the departments who must comply with custom software license restrictions.

### Policy:

- All platforms will have the Software Metering agent installed.
- All clients machines will be scanned multiple times a day to keep a running total of software in use by the client.
- Reports will be available online to clients to monitor their software usage.

### Service level expectation:

Software Metering services have an expectation of being available 99% of the time to the client, constantly monitoring the clients infrastructure and platforms The intelligence of the metering software constantly generates and reports statistical data.

### Metrics & Measures:

All Statistics will be maintained regarding software usage, licenses, and trends will be maintained by Information Systems. Statistics are compiled and stored by Information Systems, and published by the Information Systems Director as requested via our audit policy.

### Value:

Lake County's Software Metering services provide a key service in handling helping the county track its software usage and licenses thus allowing the county to only budget for software it will use and not to spend taxpayer money that could be used by other county. Through the use of this technology Information System would maintain safeguards to prevent unauthorized use of software which in turn could compromise of client's/citizens data.

### Related Services & Links:

- Desktop Operating System Deployment
- Software Distribution
- Software Updates and Patch Management





# PROGRAMMING & APPLICATION SUPPORT SERVICES



## Data Management & Security

### Description:

PASS is responsible for all of the major database systems within the county. This includes ensuring all the data within the county is backed up and can be restored in a timely manner if needed. Data management also includes security to ensure that users only have access to the data they are authorized for.

### Getting Help:

For questions regarding database management or security contact the Programming and Application Support Services Division.

- Phone: 352-343-9879
- Email: [abourne@lakecountyfl.gov](mailto:abourne@lakecountyfl.gov)
- In Person: Adam Bourne, Room 108

### Cost:

The only costs incurred will involve licensing and/or hardware costs if your needs are greater than what we can currently provide. Please consult with PASS in order to determine your data needs.

### Availability:

Database services are available at all times during normal operating hours. PASS provides 98% uptime excluding planned maintenance periods.

### Policy:

All data is backed up on a daily basis.

Maintenance will be performed during times when it has a minimum impact on operations.

### Service Level Expectations:

Database services are available at all times during normal operating hours. PASS provides 98% uptime excluding planned maintenance periods.

Consulting related to database services is available during normal business hours.

### Customer Responsibility:

If database services are needed, it is the responsibility of the customer to contact PASS. All databases are automatically backed up on a daily basis. If a database needs to be restored for any reason it is the responsibility of the customer to notify PASS.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures regarding the inability to backup database systems. Statistics are compiled and stored by Programming and Application Support Services, and published by the PASS Director as requested.

### Value:

Data management guarantees that the client's data is available for recovery. PASS also maintains safe guards to prevent unauthorized access of client's data.

### Related Services & Links:

- Enterprise Application Support

## Enterprise Application Support

### Description:

PASS is responsible for supporting most of the enterprise wide applications in use through the county. This ties in closely with Data Management since almost all of the enterprise applications utilize a database that is directly maintained by PASS. PASS also supports smaller applications that may be used by specific departments. PASS is constantly working on automating processes that have the largest impact to the organization's business functions. A few of the enterprise applications that PASS supports includes: Automated Agenda, Email Archive, GIS, Electronic Document Management and many others.

### Getting Help:

If you have a problem with an existing enterprise application please contact the help desk.

- Phone: 352-343-9790
- Email: [helpdesk@lakecountyfl.gov](mailto:helpdesk@lakecountyfl.gov)
- In Person: Pat Werner, Room 108

For questions regarding setting up a new enterprise application please contact the Programming and Application Support Services Division.

- Phone: 352-343-9792
- Email: [eross@lakecountyfl.gov](mailto:eross@lakecountyfl.gov)
- In Person: Erikk Ross, Room 108

### Cost:

There is no cost from PASS with maintaining existing enterprise application. There may be costs involved with licensing and annual maintenance from providers of the application. This will vary depending on the application.

### Availability:

Enterprise applications are available at all times during normal operating hours. PASS provides 98% uptime excluding planned maintenance periods.

### Policy:

Maintenance will be performed during times when it has a minimum impact on operations.

### Service Level Expectations:

Enterprise applications are available at all times during normal operating hours. PASS provides 98% uptime excluding planned maintenance periods.

Consulting related to enterprise applications is available during normal business hours.

### Customer Responsibility:

It is the responsibility of the customer to inform us when an issue arises. Please see the "Getting Help" section on who to contact.

### Metrics & Measures:

All statistics will be maintained regarding uptime and reported failures. Statistics are compiled and stored by Programming and Application Services, and published by the PASS Director as requested.

## Enterprise Application Support (continued)

### Value

Maintaining our enterprise wide applications ensures that processes move smoothly and efficiently. If these systems were to stop working, users would be unable to do their jobs.

### Related Services & Links

- Data Management and Security

## Electronic Document Management

### Description

Paper records can be a nightmare. They can be difficult to store and even more difficult to retrieve. DataOne, the Lake County electronic document management system, allows departments to store all of their paper documents electronically. With over 9 million documents in the system already, DataOne continues to expand as departments recognize the need to store documents electronically.

Documents stored within DataOne can be shared across multiple departments/divisions thus improving the sharing of information and possibly customer service.

Storing records electronically also supports the Lake County Green Initiative.

### Getting Help

If you have questions about DataOne including technical issues, please contact PASS.

- Phone: 352-343-9798
- Email: scoates@lakecountyfl.gov
- In Person: Shelly Coates, Room 108

### Cost

PASS will evaluate your electronic document needs and determine if any costs are involved.

### Availability

DataOne is available at all times during normal operating hours. PASS provides 98% uptime excluding planned maintenance periods.

### Policy

All electronic documents should be stored within DataOne. This ensures that the documents are all centrally located, can only be accessed by authorized users and meet the required document retention policies of the county.

Maintenance will be performed during times when it has a minimum impact on operations.

### Service Level Expectations

DataOne is available at all times during normal operating hours. PASS provides 98% uptime excluding planned maintenance periods.

Consulting related to DataOne is available during normal business hours.

### Customer Responsibility

It is the responsibility of the customer to inform us when an issue arises. Please see the "Getting Help" section on who to contact. It is also the responsibility of the customer to inform PASS when they want to store documents electronically.

Customers are also responsible for monitoring the quality of the documents they input into the system.

### Metrics & Measures

All statistics will be maintained regarding uptime and reported failures. Statistics are compiled and stored by Programming and Application Services, and published by the PASS Director as requested.

### Value

Storing documents electronically ensures that documents can be easily found when needed. This can include multiple departments and divisions being able to share the same documents, which improves customer service.

Electronic documents also allows for improved workflows and process improvements. Electronic documents reduce our reliance on paper which supports the counties Green Initiative.

### Related Services & Links

- Data Management and Security
- Enterprise Application Support

## Geographic Information Services Support

### Description

PASS works very closely with the GIS division in order to provide mapping solutions throughout the county. PASS has been integral in setting up the enterprise SDE environment which ensures all GIS users have access to the data they need. Custom GIS development is another area which PASS provides support to GIS users. PASS developed the web mapping applications currently in use including the Interactive Map and Property Finder web sites. PASS is also responsible for the maintenance of the SDE database and ArcGIS Server.

### Getting Help

All GIS related questions should go through the GIS Division first.

- Phone: 352-343-9775
- Email: scaroll@lakecountyfl.gov
- In Person: Sue Carroll

### Cost

GIS support and services is provided at no cost. The only costs involved could be software licenses or additional hardware if required.

### Availability

GIS support is available at all times during normal operating hours. PASS provides 98% uptime excluding planned maintenance periods.

## Geographic Information Services Support (continued)

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### Policy

- All data is backed up on a daily basis.
- Maintenance will be performed during times when it has a minimum impact on operations.

### Service Level Expectations

GIS Services are available at all times during normal operating hours. PASS provides 98% uptime excluding planned maintenance periods.

### Customer Responsibility

It is the responsibility of the customer to inform us when an issue arises. Please see the “Getting Help” section on who to contact.

### Metrics & Measures

All statistics will be maintained regarding uptime and reported failures. Statistics are compiled and stored by Programming and Application Services, and published by the PASS Director as requested.

### Value

The GIS Services PASS provides form the foundation of the enterprise GIS architecture. From the storing of data to the creation of the interactive web site, PASS has helped the GIS division enhance the way GIS is delivered to internal users and the public.

### Related Services & Links

- Data Management and Security
- Enterprise Application Support

## Custom Application Development

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### Description

PASS develops custom applications that improve efficiencies throughout the county. Often times it is not economical to purchase a solution from a third party vendor. There are also times where a solution simply does not exist for the required problem. In cases like these PASS can develop a custom application hat meets the needs of the users. Custom applications are generally the solution for improving upon a manual process.

### Getting Help

Questions in regards to custom application development should go through the PASS Director.

- Phone: 352-343-9792
- Email: [eross@lakecountyfl.gov](mailto:eross@lakecountyfl.gov)
- In Person: Erikk Ross

### Cost

Custom application development is provided at no cost. The only costs involved could be software licenses or additional hardware if required.

### Availability

Custom application development consulting is available during normal business hours.

### Policy

Whenever possible all custom applications will be web based. Before an application is built, research should be conducted to make sure there is not an affordable product that already exists that will solve the business need.

### Service Level Expectations

PASS provides 98% uptime on custom built applications excluding planned maintenance periods.

### Customer Responsibility

It is the responsibility of the customer to inform us when an issue arises. Please see the “Getting Help” section on who to contact. It is also the responsibility of the customer to work with PASS in order to develop an application that will meet their needs. This includes being part of the planning and testing phases.

### Metrics & Measures

All statistics will be maintained regarding uptime and reported failures. Statistics are compiled and stored by Programming and Application Services, and published by the PASS Director as requested.

### Value

Custom applications can be built for our users exact needs, thus improving work processes. Building a custom application in house can also save the county money.

### Related Services & Links

- Data Management and Security
- Enterprise Application Support

## Reporting

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### Description

Finding relevant data when you need it is a challenge that many departments face today. PASS is able to take a set of data and create meaningful reports. PASS has developed reports for several departments which enable end users to make business decisions.

### Getting Help

Questions in regards to reports go through the PASS Director.

- Phone: 352-343-9792
- Email: [eross@lakecountyfl.gov](mailto:eross@lakecountyfl.gov)
- In Person: Erikk Ross

### Cost

Reporting is a service provided by PASS at no costs. The only potential costs incurred would be software licensing or hardware. PASS can determine if any costs will be involved.



## Reporting (continued)

### Availability

Report consulting is available during normal business hours. Reports created by PASS are also available during normal business hours.

### Policy

Crystal Reports should be avoided when possible. PASS has an enterprise wide reporting system which does not require any special software to be installed on computers. Instead it is accessed through the browser.

### Service Level Expectations

PASS provides 98% uptime on custom reports excluding planned maintenance periods.

### Customer Responsibility

It is the responsibility of the customer to inform us when an issue arises. Please see the “Getting Help” section on who to contact. It is also the responsibility of the customer to work with PASS in order to develop reports that will meet their needs. The customer is also responsible for verifying that the data within the report is accurate.

### Metrics & Measures

All statistics will be maintained regarding uptime and reported failures. Statistics are compiled and stored by Programming and Application Services, and published by the PASS Director as requested.

### Value

Accurate reports provides decision makers with the data they need on demand. Reports also save time since users do not have to aggregate the data themselves.

### Related Services & Links

- Data Management and Security
- Custom Application Development

## Professional Services

### Description

Many departments do not have a “techie” to help them with technological planning and management. PASS offers project management to other departments in order to facilitate process improvement. Not all solutions require technology. Some solutions simply require a different way of thinking, which is a service PASS can provide.

### Getting Help

For consulting, please contact PASS:

- Phone: 352-343-9792
- Email: [eross@lakecountyfl.gov](mailto:eross@lakecountyfl.gov)
- In Person: Erikk Ross

### Cost

This service is provided at no cost.

### Availability

Professional services are available during regular working hours.

This service is available to all county departments. The meeting should consist of all stakeholders involved. Please schedule an appointment with PASS and be prepared to describe the functional requirements both from the perspective of the department and from the perspective of the average user of the system.

### Policy

All technology needs shall be evaluated by PASS before any serious negotiations between a county division and a 3rd party vendor take place regarding the purchase of technology based systems.

### Service Level Expectations

Requests for professional services shall be responded to within 48 hours.

### Customer Responsibility

It is the responsibility of the customer to contact PASS in regards to professional services.

### Metrics & Measures

N/A

### Value

Ensure that the proposed solution is in alignment with county goals, will solve the department’s specific problem and meet the user’s functional requirements. PASS will also identify any trouble areas that should be considered before purchase.

PASS can provide expertise that might not otherwise exist within a department.

### Related Services & Links

- Custom Application Development



# RECORDS MANAGEMENT

## Records Coordinator Training

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### Description

Records Management conducts training once a year in a classroom setting to refresh all Records Coordinators on the procedures for sending records to storage, retrieving records, and disposal of records. Changes to the General Schedule GS1-SL are presented and discussed. Training is also provided on an as needed basis.

### Getting Help

Anyone with questions regarding the procedures for records disposal may contact Records Management.

- Phone: 352-253-6112 or 352-343-9633
- Fax: 352-343-9629

The office is located at 315 West Main Street, Tavares, FL 32778, on the first floor of the Administration Building, Suite 108. Hours of operation are Mon-Fri, 8 a.m. to 5 p.m.

Records Management is closed for business on BCC approved holidays. Records Management also has information available on the intranet at [http://bccnet/information\\_technology/records\\_management.aspx](http://bccnet/information_technology/records_management.aspx).

The web site includes a training presentation on The Basics of Records Management, the Government-in-the-Sunshine Manual, and the current General Records Schedule GS1-SL.

### Customer Responsibility

It is the responsibility of the department to notify Records Management when they have a training need or when they have changed Records Coordinators to insure the new person is trained properly.

### Cost

Records Coordinator training is provided at no cost to the departments.

### Availability

Records Management training is available during normal business hours.

### Policy

It is Records Management's policy to conduct training once a year for current Records Coordinators and to provide training to new Records Coordinators as needed.

### Service Level Expectations

Upon receipt of a request for training, the training will be scheduled as soon as possible so the Records Coordinator has plenty of time to absorb the information prior to performing the duties of the job.

### Metrics & Measures

Records Management will monitor the number of Records Coordinators receiving training annually and will strive to obtain 100% participation.

### Value

This service provides the knowledge necessary for department Records Coordinators to carry out a records management program that is compliant with Florida statutes.

### Related Services & Links

Additional Records Management resources can be found at [http://bccnet/information\\_technology/records\\_management.aspx](http://bccnet/information_technology/records_management.aspx).

## Records Disposal

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### Description

When records that are stored in the Records Management warehouse inventory have met State retention requirements, Records Management will prepare a disposal notice listing those records and will send the notice to the department Records Coordinator. It is the responsibility of the department Records Coordinator to review those records and obtain department head approval for them to be destroyed.

### Getting Help

Anyone with questions regarding the procedures for records disposal may contact Records Management.

- Phone: 352-253-6112 or 352-343-9633
- Fax: 352-343-9629

The office is located at 315 West Main Street, Tavares, FL 32778, on the first floor of the Administration Building, Suite 108. Hours of operation are Mon-Fri, 8 a.m. to 5 p.m.

Records Management is closed for business on BCC approved holidays. Records Management also has information available on the intranet at [http://bccnet/information\\_technology/records\\_management.aspx](http://bccnet/information_technology/records_management.aspx).

The web site includes a training presentation on The Basics of Records Management, the Government-in-the-Sunshine Manual, and the current General Records Schedule GS1-SL.

### Customer Responsibility

It is the responsibility of the departmental Records Coordinator receiving the disposal notice to determine within two weeks if the records can be destroyed, obtain appropriate sign off, and notify Records Management that the records can be disposed.

## Records Disposal (continued)

### Cost

There is no additional cost to the departments for typical records disposal.

### Availability

Records Management is available to answer all questions regarding the proper procedures for destroying records that have met their retention.

### Policy

It is the policy of Records Management to notify the departments when records held in inventory have met their retention and to obtain the departments' authorization prior to destroying the records.

### Service Level Expectation

When records that are stored in the Records Management warehouse inventory have met State retention requirements, Records Management will prepare a disposal notice listing those records and will send the notice to the department Records Coordinator. If after two weeks from the date the disposal notice is prepared, Records Management has not heard back from the department, they will contact the department Records Coordinator to determine if the records have been authorized for disposal. When departmental authorization is obtained Records Management will dispose/destroy the records.

### Metrics & Measures

Records Management verifies the disposal notice has been marked indicating the records can be destroyed and proper authorization has been given. Records Management shall monitor the number of boxes eligible for destruction and how many boxes have actually been destroyed to determine the effectiveness of the disposal program. Boxes destroyed shall be reported to the State on the required form.

### Value

Value is found in compliance with state laws and risk avoidance. Records that are disposed free up storage space and no longer need to be managed.

### Related Services & Links

Additional Records Management resources can be found at [http://bccnet/information\\_technology/records\\_management.aspx](http://bccnet/information_technology/records_management.aspx).

## Records Retrieval

### Description

Records Management is responsible for the retrieval of records held in their custody. The requesting department shall submit the online records request form to the Records Management office.

### Getting Help

Anyone with questions regarding the procedures for records disposal may contact Records Management.

- Phone: 352-253-6112 or 352-343-9633
- Fax: 352-343-9629

The office is located at 315 West Main Street, Tavares, FL 32778, on the first floor of the Administration Building, Suite 108. Hours of operation are Mon-Fri, 8 a.m. to 5 p.m.

Records Management is closed for business on BCC approved holidays. Records Management also has information available on the intranet at [http://bccnet/information\\_technology/records\\_management.aspx](http://bccnet/information_technology/records_management.aspx).

The web site includes a training presentation on The Basics of Records Management, the Government-in-the-Sunshine Manual, and the current General Records Schedule GS1-SL.

### Customer Responsibility

It is the responsibility of the department requesting retrieval of record(s) to submit a records request form available on the intranet (link below) providing the necessary information such as file number, description, and box number so the file can be retrieved efficiently.

### Cost

There is no cost to the departments for typical records retrieval.

### Availability

Records Management strives to provide records requests in a reasonable time as stated in the Government-in-the-Sunshine Manual Section 119.07(1)(a),F.S.

### Policy

The policy of Records Management is to fulfill records requests within 24 hours and emergency requests within four (4) hours.



## Records Retrieval (continued)

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### Service Level Expectation

Records Management strives to fulfill all records requests the same day (if they are made before 2 p.m.) and to fulfill emergency requests as soon as we receive them.

### Metrics & Measures

Records Management shall track the number of requests being made and the time taken to fulfill each request. The results will be used to determine if Records Management is meeting the service level expectation.

### Value

The value that a good Records Management program brings to the organization is proven in the ability to locate a requested record in a timely fashion showing compliance with state law and risk avoidance.

### Related Services & Links

Additional Records Management resources can be found at [http://bccnet/information\\_technology/records\\_management.aspx](http://bccnet/information_technology/records_management.aspx).

## Records Storage

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### Description

Records that can no longer be stored in the department work space may be transferred to Records Management for storage in the BCC warehouse. Records must be properly prepared before Records Management will take custody.

### Getting Help

Anyone with questions regarding the procedures for records disposal may contact Records Management.

- Phone: 352-253-6112 or 352-343-9633
- Fax: 352-343-9629

The office is located at 315 West Main Street, Tavares, FL 32778, on the first floor of the Administration Building, Suite 108. Hours of operation are Mon-Fri, 8 a.m. to 5 p.m.

Records Management is closed for business on BCC approved holidays. Records Management also has information available on the intranet at [http://bccnet/information\\_technology/records\\_management.aspx](http://bccnet/information_technology/records_management.aspx).

The web site includes a training presentation on The Basics of Records Management, the Government-in-the-Sunshine Manual, and the current General Records Schedule GS1-SL.

### Customer Responsibility

The department Records Coordinator is responsible for filling out the proper paperwork and preparing each box to be received into the custody of Records Management.

### Cost

There is no cost to the departments for typical records storage or supplies.

### Availability

Records Management is available to take all questions regarding the proper procedures on how the paperwork is to be completed and the boxes prepared. Records Coordinators have the procedures available to them on the intranet at the link below.

### Policy

It is the policy of Records Management to make sure all paperwork is complete and all boxes are properly prepared before taking them into inventory.

### Service Level Expectation

Records Management verifies all paperwork and boxes before they are accepted. Once accepted, the boxes are picked up on Friday of each week.

### Metrics & Measures

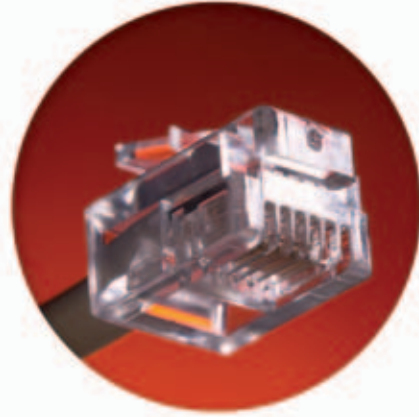
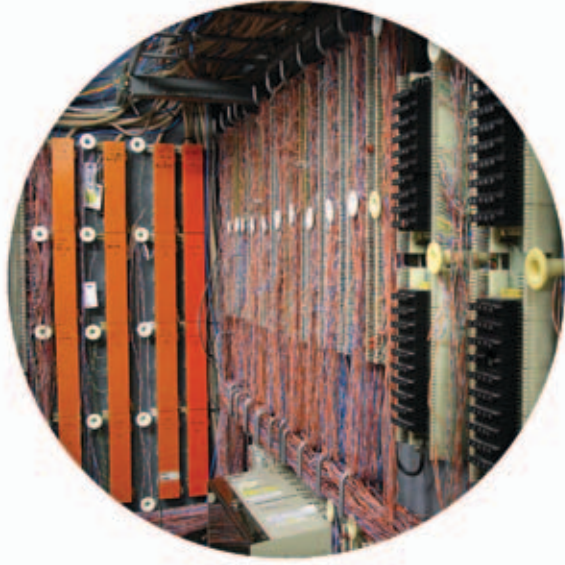
Records Management verifies all paperwork and boxes before they are accepted into inventory to make sure that the contents of the box are attached to the proper item number on the GS1-SL Schedule. This item number is what determines the records retention for the box and we want to make sure that we are keeping the box for the correct amount of time.

### Value

The value that a good Records Management program brings to the organization is proven in the ability to locate a requested record in a timely fashion showing compliance with state law and risk avoidance.

### Related Services & Links

Additional Records Management resources can be found at [http://bccnet/information\\_technology/records\\_management.aspx](http://bccnet/information_technology/records_management.aspx)



# TELECOMMUNICATION SYSTEMS

## Voice Services

### Description

To provide all telephone voice services including services for the hearing impaired and voicemail to all Constitutional Offices

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

All maintenance is handled free of charge, the only cost is the purchase of a phone or a phone port. Moving phones and employees, no charge.

### Availability

Telecommunications work Mon-Fri, 8 a.m. - 5 p.m.. We are 'On Call' 24 hours a day for emergency service.

### Policy

Voice services include providing a telephone with local and long distance access, tracking phone calls, provide voice mail to all who require the service, TTY services for the hearing impaired to be able to call the county to receive services. All Offices of the following are covered under the Telecommunications Office:

- Board of County Commissioners Offices
- Sheriff Headquarters and all sub stations
- Clerk of the Court Offices
- Tax Collector
- Property Appraiser
- Supervisor of Elections
- Court Administration
- Public Defender
- States Attorney
- State and District offices such as Department of Environmental Health, 5th Judicial District

### Service Level Expectation

The expectation of the Office of Telecommunications is to respond with a sense of urgency to all telephone and voice outages. For all down phone systems, down is defined by no in or out phone calls are possible, then the office will respond within 2 business hours. If after hours, the outage is determined to be service affecting then the Telecommunications will respond within 4 hours.

### Metric and Measures

All work orders and request are tracked and reviewed on a regular basis. Voice mail logs and telephone call logs are also tracked and reviewed. All maintenance is monitored and all chronic maintenance is logged as a different category.

### Value

Handling all service and phone request in-house prevents from engaging a vendor. By not calling on vendors we are able to respond faster and better with no added cost from the outside.

### Related Services & Links

- Website - [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- BCC Internal Site - Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides

## Repair & Maintain Telephone Infrastructure

### Description

All maintenance and repairs are provided to all Constitutional Offices. Telecommunications performs all adds, moves and changes for telephone and voice needs, plus all repairs and maintenance. All request need to be made via the website by opening a work order, go to [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov) and click Work Orders on the left hand side of the page. If for some reason a work cannot be open via the web a phone call can be placed to Telecommunications at 352-343-9897. All repairs and maintenance issues are handled internal through the office of Telecommunications, if the phone company is needed the office of Telecommunications will make that contact.

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

The telephone infrastructure is the ongoing expense of keeping the phone systems functioning as they should and adding the needed cards to meet the need of our customers.

### Availability

Telecommunications work Mon-Fri, 8 a.m. - 5 p.m. We are 'On Call' 24 hours a day for emergency service.

## Repair and Maintain Telephone Infrastructure (continued)

### Policy

All PBXs, phone systems, single line phones, voice mail, conferencing, desktop multiline phones all fall under the responsibility of Telecommunications. Any changes to the infrastructure must be handled by the Telecommunications Office.

### Service Level Expectation

Telecommunications will service and maintain all phone equipment within the county in a timely manner. Telecommunications works to be proactive on all maintenance on the infrastructure of the telephone network including all fiber connections along with all phone company circuits and phone lines. If a problem occurs an internal work order is entered and within 2 hours the issue will be reviewed and accessed.

All repairs are taken care out of inventory on hand, which speeds the repair time. This inventory includes complete backup phone systems, cards, and phones.

### Metrics & Measures

Monitoring all phone equipment for alarms, monitoring work orders give the best measurement of the SLE.

### Value

Keeping all repairs and maintenance in-house and not having to engage a vendor, increases efficiencies, reduces costs, and maintain clean records

### Related Services & Links

- Website - [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- BCC Internal Site - Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides
- Technician Manuals
- User / tech Forums

## 24 Hour Support

### Description

24 Hour Support is provided to all offices and departments that cannot function without phone services. Telecommunications is on call for all offices, for example:

- Sheriff's 911 Communications Center
- Sheriff sub stations
- Environmental Services
- Libraries
- Sheriff's Corrections Facility
- Plus many other offices

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

The cost of offering 24 hour support varies, for Telecommunications, it is either overtime or comp time, plus if a vendor is called in, the cost will be Time and Materials with the vendor. The cost to the end user is nothing.

### Availability

Telecommunications work Mon-Fri, 8 a.m. - 5 p.m. We are 'On Call' 24 hours a day for emergency service.

### Policy

All service required after normal business hours will be handled by the Telecommunications office exclusively. All calls need to be placed to the office and let the on-call tech determine the need.

### Service Level Expectation

Telecommunications has provided a 24 hour voice server which offers an auto attendant with an option to leave messages and mark them as an emergency. After a message is left notifications are sent out using a predetermined call list.

Telecommunications will respond to the message left in the voice server within 1 hour and actively seeking a resolution to the problem within 4 hours of the response time.

### Metrics & Measures

Customer feedback is the main measurement

### Value

By offering 24 hour services and not paying labor rates for a vendor is an instant cost savings

### Related Services & Links

- Website - [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- BCC Internal Site - Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides
- Technician Manuals
- User / tech Forums



## Analyze Phone Bills

### Description

Telecommunications offers the service of reviewing all phone bills, this includes reviewing the amount of the phone lines, in some cases conducting traffic studies, removing unwanted charges, and once complete the cost savings will begin.

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

By taking the time to analyze the phone bills, cost savings is always being monitored. This allows for cost control and better performance of the phone services.

### Availability

Telecommunications work Mon-Fri, 8 a.m. - 5 p.m. We are 'On Call' 24 hours a day for emergency service.

### Policy

All bill reviews will be handled during normal business hours and will be handled in a timely manner. Telecommunications ask that you provide a complete copy of your bill and do not stop any payments regarding your account.

### Service Level Expectation

Upon request Telecommunications will review all phone company phone bills, evaluate phone lines verses usage, make recommendations to the departments on changes that will allow for better cost savings and to make the work environment run smoother.

### Metrics & Measures

Customer feedback is the main measurement

### Value

This service is an ongoing savings tool for all offices, by having an office review the bills creates a cost savings and accountability

### Related Services & Links

- Website - [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- BCC Internal Site - Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides
- Technician Manuals
- User / tech Forums

## Telecommunications Solutions Provider

### Description

Solution Providers is a way of saying that anything can be done with enough thought and creative measures. Working with each department and office to make their working conditions better is what a solution provider is.

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

There is no cost associated in creating solutions or spending the research time, only a cost savings.

### Availability

Telecommunications work Mon-Fri, 8 a.m. - 5 p.m.

### Policy

Telecommunications will seek out areas of weakness proactively and make contact with all parties as needed. Telecommunications is always available for all departments and offices to contact our offices and ask for a better working solution.

### Service Level Expectation

On a as needed basis Telecommunications will sit down with each office, find out how they do business, observe the phone answer positions, and make suggestions for a better working environment. The solutions are created to help the department function better and as a result provide better customer service for the citizens calling in.

## Telecommunications Solutions Provider (continued)

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### Metrics & Measures

Customer feedback is the main measurement

### Value

By being proactive and seeking out weak areas, providing solutions is a big cost saving tool

### Related Services & Links

- Website - [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- BCC Internal Site - Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides
- Workshops
- Continued education with NEC
- User / tech Forums

## Infrastructure Improvement

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### Description

Infrastructure Improvement is the reviewing and discovery of equipment and better ways to do things by upgrading or altering programming to make things work better for everyone.

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

The Infrastructure is the highest cost of all elements of Telecommunications. The cost of PBX's, cards that go in the PBX, cabling, servers and computers are all ongoing cost.

### Availability

Telecommunications work Mon-Fri, 8 a.m. - 5 p.m.

### Policy

Maintain the infrastructure proactively anticipating all issues that may come up, be prepared for backup solutions in the case of an emergency and purchase the parts as needed.

### Service Level Expectation

On an ongoing basis Telecommunications reviews all situations, applications, new technologies, and what is currently on site and functional to see what can be done to make the working environment a better place for everyone involved. The goal is to review and make changes by not affecting the day to day functions and no down time.

Once the new infrastructure design changes have been evaluated, changes will be implemented and working with departments for training on the changes.

### Metrics & Measures

Maintaining the systems and keeping dial tone working is the largest measurement available. Customer satisfaction is the other area of measurement.

### Value

By always reviewing the infrastructure of hardware and servers and making changes as needed saves money and overhead

### Related Services & Links

- Website - [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- BCC Internal Site - Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides
- Workshops
- Continued education with NEC
- User / tech Forums

## EOC Support

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### Description

To setup and take down the EOC phones and activating the needed services during an activation. To work with Emergency Management during non activation times to help streamline and make improvements

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

The EOC activations and maintenance cost is dependent on labor hours required to man the EOC.

## EOC Support (continued)

### Availability

Telecommunications work Mon-Fri, 8 a.m. - 5 p.m. We are 'On Call' 24 hours a day for emergency service.

### Policy

The policy for the EOC activations is to setup the EOC room in under one hour once on site, to be available 24 hours a day during an activation. Provide additional phone lines as needed depending on the need.

### Service Level Expectation

Telecommunications will provide emergency service in the event of an EOC activation. Setup the room to allow for the activation by setting out the phones in the correct places, test all phones, repair any phone that does not work and activated the UCD (Uniform Call Distribution) to allow for call counts. Also, activate the Call Tracker automatic email service to send call counts to the PIO and the director of Emergency Management on a daily basis.

Setting out the phones and activating all the needed features and repairs will all be done within one hour from the time the technicians arrive on site.

### Metrics & Measures

Activating the EOC in a timely manner and keeping the systems running as needed is best measured by the people using the room and the satisfaction of the Emergency Management Director.

### Value

Having the room organized and planned out, plus staged and ready to go adds a value to the safety and security of all citizens effected by the storm. With in-house technicians there is no extra charges for a vendor to be onsite.

### Related Services & Links

- Website - [phones.lakecountyfl.gov](https://phones.lakecountyfl.gov)
- BCC Internal Site - Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides
- VX Tracker call tracing
- UCD Peg Counts for all incoming phone calls

## Multiple Constitutional Office Support

### Description

Telecommunications support is handled by the Board of County Commissioners and handles all Constitutional Offices. This support is for all telephone voice services, voice mail, phone line ordering and disconnecting, desktop telephones, fax lines, and tech support.

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](https://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

The cost to all users is the same, all maintenance is handled at no charge and new phone installation is based on the current Telecommunications Price List.

### Availability

Telecommunications work Mon-Fri, 8 a.m. - 5 p.m. We are 'On Call' 24 hours a day for emergency service.

### Policy

The Telecommunications Policy is to provide service in a timely manner and work to be proactive in all phone related needs.

### Service Level Expectation

On as needed basis Telecommunications will handle each work order in the order they were received and escalate the issue based on the need.

### Metrics & Measures

Customer feedback is the best response for customer service measurements. The secondary measurement is the work order time stamps.

### Value

Having a one stop centrally located office that oversees all phone related matters helps to keep the cost down, allows for better negotiations with the phone company on long distance rates and allows for better review of phone services.

### Related Services & Links

- Website - [phones.lakecountyfl.gov](https://phones.lakecountyfl.gov)
- Countywide Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides
- VX Tracker call tracing

## Duress Alarms (Panic Buttons) Support

### Description

As part of the overall security within the offices of all government buildings a button that triggers an alarm in the 911 Communications Center is placed in different areas and offices. This alarm is called Duress Alarms at Lake County.

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

There is no cost associated with providing this service.

### Availability

Telecommunications work Mon-Fri, 8 a.m. - 5 p.m. We are 'On Call' 24 hours a day for emergency service.

### Policy

The Telecommunications policy is to install a single-line or analog port from the PBX to the location that is requesting the alarm. This single-line port or analog extension is to be placed on a regular phone jack at the at the needed location. Telecommunications does not build the buttons nor do they provide the monthly testing that is needed. Telecommunications will also move the phone jack location as requested.

### Service Level Expectation

Telecommunications will provide a working extension at a phone jack in the requested area and program it to ring at the 911 Communications Center or at the Bailiff's Control Center within the Justice Center. Telecommunications is not responsible for the ongoing testing of the button or the function of the phone extension.

### Metrics & Measures

These types of phone jacks and service is critical to the safety of all employees and citizens and the actual service can be measured by the people who need to use the buttons to call for help.

### Value

The value of the Duress Alarms can only be measured in the safety of all and a dollar figure cannot be put on that.

### Related Services & Links

- Website - [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Countywide Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides
- VX Tracker call tracing

## Teleconference Bridges

### Description

A Teleconference Bridge is a service that Telecommunications provides at no charge to all offices. The Telecommunications office has 3 total bridges at this time and out of those bridges one of them is dedicated to all offices. The process involved is just calling a number as the leader and all participants will call a different number and up to 32 people total can be on a single call at one time.

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

The cost to the end user to no charge. The cost to maintain the network and conference bridge increases as the need for the bridge increases.

### Availability

The Conference Bridge is available from Mon-Fri, 8 a.m. - 5 p.m.

### Policy

Telecommunications offers the Conference Bridge at no cost to all participants. Since the service is a dial in service there is no long distance cost. No toll free will be provided for this service and all participants must pay for all toll charges.



## Teleconference Bridges (continued)

### Service Level Expectation

This service will be provided on a first come first served basis. All Conference Bridge calls must be scheduled with the Telecommunications Office prior to the needed time. If the time slot is already taken then the bridge is not available.

### Metrics & Measures

Customer feedback is expected from everyone who uses the bridge. Based on the suggestions Telecommunications will continue to better the service.

### Value

Telecommunications also offers a Teleconference Bridge provided by the state and the cost is per caller per minute. With a conference involving 10 people for one hour could cost over \$50.00. The value of the county provided Teleconference Bridge is great to be able to provide the service at no charge.

### Related Services & Links

- Website - [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Countywide Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides
- VX Tracker call tracing

## 311 Services

### Description

In 2008 Lake County reserved the 311 services from many of the phone carriers that service the Lake County area. The activation of this service enables citizens to call the county by dialing 311 and that will put them in an auto attendant where they can make a choice to reach any office within the county. The 311 also works from many cell phone providers as long as the caller is within the cell towers of Lake County, once the caller crosses out of Lake County the 311 dialing will send them to another county or government office.

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

There is no cost to the county for this service, however all cell charges will apply for people calling into the county.

### Availability

Telecommunications work Mon-Fri, 8 a.m. - 5 p.m.

### Policy

It is the policy of Lake County to maintain the 311 dialing relationship with the providers and to always seek new relationships where possible.

### Service Level Expectation

Telecommunications commits to keep the service working for all to be able to use the phone services of Lake County.

### Metrics & Measures

Citizen feedback is the best measurement to the service and how it works

### Value

The value of this feature is just a convenience to all citizens to be able to call the county and not have to look up numbers for different departments.

### Related Services & Links

- Website - [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Countywide Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides
- VX Tracker call tracing

## Employee Training

### Description

The Telecommunications Office offers training on the phone instruments, voice mail, call tracking, end user help, call in phone support. Telecommunications will customize a training class for any subject and train in a classroom environment or one on one.

### Getting Help

For help with all voice services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

Telecommunications does not charge for the training classes.

## Employee Training (continued)

### Availability

Training classes are offered Mon-Fri, 8 a.m. - 5 p.m.

### Policy

The Telecommunications Office will provide training at no cost to all Constitutional Offices. The classes will be customized to meet the need for the office or individual requesting training.

### Service Level Expectation

All end users should expect to have a full understanding of the phone services provided and how to use them.

### Metrics & Measures

Total customer feedback is the single measurement provided.

### Value

Offering training is invaluable because the better people are equipped to do their job the better the experience the citizen will have when calling the county.

### Related Services & Links

- Website - [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Countywide Telephone directory
- Online Work Order date entry
- Web Phone Manager
- Online User guides
- VX Tracker call tracing

## Wireless

### Description

The Telecommunications Office provides all wireless services for the board employees. Telecommunications works as the facilitator between the wireless carrier and the county employee.

### Getting Help

For help with all wireless services and for telephone questions, please contact the Telecommunications office:

- Online: [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Phone from outside: 352-343-9897
- Phone from internal: x9897 (4 Digit dialing)
- Email: [telecommunications@lakecountyfl.gov](mailto:telecommunications@lakecountyfl.gov)
- In person: 315 W Main St, 1st Floor, Ste 118

### Cost

Telecommunications does charge \$20.00 a phone across the board for all new and replacement phones. Telecommunications does not pay the wireless bill, however works to inform each department of their cost on a monthly basis and the bill is actually paid for out of all departmental budgets.

### Availability

Wireless phone repairs are offered Mon-Fri, 8 a.m. - 5 p.m.

### Policy

The Telecommunications Office will provide all basic wireless cell phones and smart phones as needed. All extra devices, charges, holsters, car chargers must be provided by each department.

### Service Level Expectation

Telecommunications will provide wireless support with the wireless provider for all telephone needs.

### Metrics and Measures

Total customer feedback is the single measurement provided.

### Value

Offering a single source for all wireless phone needs including tech support, helps to maintain control and save money.

### Related

- Website - [phones.lakecountyfl.gov](http://phones.lakecountyfl.gov)
- Wireless support
- Online Work Order date entry
- Issue new phones
- Replace broken phones
- Work with the IS Department with all Blackberry Phones



# LAKE COUNTY FLORIDA

INFORMATION TECHNOLOGY  
DEPARTMENT

## **Geographic Information Services (GIS)**

315 W. Main Street  
Suite 164  
Tavares, FL 32778  
352-343-9775

## **Information Systems**

315 W. Main Street, #108  
P.O. Box 7800  
Tavares, FL 32778  
352-343-9790

## **Programming & Application Support Services (PASS)**

315 W. Main Street  
Suite 108  
Tavares, FL 32778  
352-343-9792

## **Records Management**

315 W. Main Street, #108  
P.O. Box 7800  
Tavares, FL 32778  
352-263-6101

## **Telecommunication Systems**

315 W. Main Street, #118  
P.O. Box 7800  
Tavares, FL 32778  
352-343-9897

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