This is a comprehensive listing of the products and services provided by IMS.

<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Services</td>
<td>3</td>
</tr>
<tr>
<td>Software Support</td>
<td>6</td>
</tr>
<tr>
<td>Software Engineering</td>
<td>7</td>
</tr>
<tr>
<td>Business Analyst</td>
<td>8</td>
</tr>
<tr>
<td>Legal and Forensics</td>
<td>9</td>
</tr>
<tr>
<td>Audio and Video Services</td>
<td>10</td>
</tr>
<tr>
<td>Web Hosting and Design</td>
<td>11</td>
</tr>
<tr>
<td>Graphical Information Systems (GIS)</td>
<td>12</td>
</tr>
<tr>
<td>Training</td>
<td>13</td>
</tr>
<tr>
<td>Contact IMS</td>
<td>14</td>
</tr>
<tr>
<td>Service Level Agreements</td>
<td>15</td>
</tr>
<tr>
<td>Billing Model Based on Fund Type</td>
<td>16</td>
</tr>
<tr>
<td>General Fund Departments</td>
<td>16</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>16</td>
</tr>
<tr>
<td>Approved Equipment (See Appendix B for Qualifications)</td>
<td>16</td>
</tr>
<tr>
<td>Core/Standard Software</td>
<td>17</td>
</tr>
<tr>
<td>Help Desk Support</td>
<td>17</td>
</tr>
<tr>
<td>Software Support</td>
<td>17</td>
</tr>
<tr>
<td>Software Development</td>
<td>18</td>
</tr>
<tr>
<td>Legal and Forensics</td>
<td>18</td>
</tr>
<tr>
<td>Audio/Video Services</td>
<td>18</td>
</tr>
<tr>
<td>Web Hosting and Design</td>
<td>19</td>
</tr>
<tr>
<td>Graphical Information Systems</td>
<td>19</td>
</tr>
<tr>
<td>Training</td>
<td>19</td>
</tr>
<tr>
<td>Enterprise and Internal Service Funds</td>
<td>19</td>
</tr>
<tr>
<td>Appendix A</td>
<td>20</td>
</tr>
<tr>
<td>Appendix B</td>
<td>20</td>
</tr>
</tbody>
</table>

Revised on: Wednesday, April 08, 2015
NETWORK SERVICES

Help Desk Services

- **User ID Services**
  - Account Creation
  - Access Rights and Privileges
  - Network Data Storage
  - Account Management
  - Account Disable
  - Network Passwords
  - Create, Change

- **Hardware (Installation, Configuration, Troubleshooting)**
  - Personal Computers
  - Laptops/Notebooks
  - Tablets
  - Printers and Scanners
  - Smartphones and PDA’s

- **Lifecycle Management**

- **Asset and Configuration Management**

- **Procurement/Purchasing**

- **Software License Management**

- **Software Support**
  - Assist Users with Issues Related to All City Used and Owned Applications
  - Software Installation, Configuration and Setup

- **Level 1 Support**
  - Technical Support Utilizing Phone Support and Remote Control Software

- **Level 2 Support**
  - Technical Support Through an On-Site Technician
  - Moves/Adds/Changes
  - Coordinate any moves/adds/changes of equipment on customer premise

CLICK HERE FOR HOURS OF OPERATION OR TO CONTACT IMS
Infrastructure

- Future Planning and Administration
- Coordination of Licensing
- Troubleshooting and Repair
- Setup, Configuration and Deployment
- Maintenance and Upgrades

Infrastructure Equipment and Services Covered in this Section Include:
  - IP Telephony and Voicemail Utilizing AVST Technology
    - Phone Service Utilizing (VOIP) “Voice Over IP” Technology
    - Manage Calling Trees and Assist with Recordings
  - Switches and Routers
  - Telecommuter Setup and Support (VPN)
  - Wireless Networking

Security

- Email/Spam Filtering
- Firewall Maintenance and Configuration
- Penetration Testing/Security Audits
- Web Filtering and Reporting
- Reports Available Upon Request by Department Heads
- Virus and Malware Scanning
- Virtual Private Networking (VPN)
- Intrusion Prevention Services
- Alarm Systems
- Video Surveillance

Local Area Network Administration

- Setup and Installation of New Servers
- Administration of Microsoft Network Operating System
- Manage the Backup and Restoration of All Critical City Data
- Level 3 Support
  - Troubleshooting Problems with the Internal Network and/or Servers
  - Future Planning Concerning Network Configuration
Telecommunications

- **IP Telephony and Digital Phone Sets**
  - Installation/Moves/Changes
  - Administration/Configuration
  - Troubleshooting/Repair
  - Call Recording and Playback

- **High Speed Microwave Communications**
  - Point to Point
  - Generally speeds ranging from 40 to 300Mbps
  - Typically for Medium sized deployments of 20 to 40 people at remote locations
  - Point to Multi-point (Canopy)
  - Generally speeds ranging from 10 to 20 Mbps
  - Typically for Smaller sized deployments of 2 to 20 people/devices at remote locations

- **Cabling Services**
  - Limited Cabling and Data Jack Services
  - Most Large Installations are Contracted Out to 3rd Party Vendors

- **Fax Services**
  - Centralized Network Fax Machines and Individual Fax Machines
    - Assist with Setup and Configuration of Individual Fax Machine or Server
    - Troubleshooting, Maintenance and Repair of Hardware or Server
  - Tracking of Licensing
  - Training

- **Audio/Video Conferencing**
  - Audio Conference Bridging
  - Century Link Bridging Services
  - Audio/Video Conferencing
    - Webex
SOFTWARE SUPPORT

- **Vendor Provided Software**
  - Installation of client/server, web and mobile applications
  - Maintenance
  - Troubleshooting applications
  - Installing patches and updates
  - System administration
  - Interface between vendor software and City applications
  - Custom report creations using SAP, IBM and Microsoft reporting tools
  - Small applications development using Microsoft Visual Studio
  - Training
    - Onsite training when necessary
    - In office training in our IMS training center
SOFTWARE ENGINEERING

- **Software Development**
  - **Network/Desktop Applications**
    - Develop applications for the user, designed to meet the specific needs and demands of the user while including security controls to provide appropriate levels of access and console programs to process data and written reports to provide needed information for the user.
  - **Web Applications**
    - Develop web based applications that can be used to meet the needs of the city’s internal users, and the public while ensuring that they are secure.
    - Write web services to handle secure transmission of data between application databases and web applications.
  - **Mobile Applications**
    - Develop mobile applications designed to run specific tasks on most commonly used mobile platforms for both internal and external users.
    - Develop Interactive Voice Recognition system (IVR) that will leverage voice recognition to assist citizens with performing tasks over the phone.
  - **GIS – Geographical Information Systems**
    - Administer, Support and Develop systems that use a GIS component (ARC-GIS).
    - Develop processes that allow for integrating disparate systems with database structures that are efficient, secure, and support the goals of the end users.
    - Provide backup, restoration and replication of structure in database try to provide both a development and a production version for upgrades and testing.
  - **Server Support**
    - Setup and maintain specialized servers to support application development (GIS, IVR, Reporting Services, SQL, etc).

**Software Maintenance**

All of the systems/applications that IMS develops/integrates are maintained internally by IMS personnel. Constant upgrading and modifications of these systems are necessary to keep up with the demands of City employees and the citizens of Salt Lake City.

**These tasks include:**

- **Database Administration including the Data Backup and License Tracking**
- **Troubleshooting, Maintaining and Upgrading/Enhancing Applications and Code**
BUSINESS ANALYST

Work directly with the City’s internal departments/divisions to provide:

- **Coordination of technical services**
  - Identifies departmental technology strengths and weaknesses and suggests areas of improvement.
  - Consults with division staff in the development of information systems plans.

- **Feedback and direction for future planning**

- **Business Analysis**
  - Review and edits requirements, specifications, processes and recommendations related to proposed software and hardware solutions
  - Researches and identifies solutions that meet business user needs.

- **Liaison between the customer and IMS**
  - Works directly with project managers to effectively communicate project status.
LEGAL AND FORENSICS

○ Evidence Collection
  o Collection of forensically defensible data from sources such as computer disk drives, thumb drives, telephone and PDA’s/Smartphones.
  o The Digital Forensics Lab acts as a backup to the Salt Lake City Police Forensics Lab for cases involving a wide range of electronic evidence.
  o The lab is used to investigate cases referred by SLCPD Detectives, Internal Affairs, as well as the City Human Resources, City Attorney, Civil and Prosecutors offices.

○ Analysis and Reporting
  o Analysis and reporting of evidence in cases involving all types of electronic media
  o Using a variety of tools, digital data can be searched for various kinds of hidden data as well as analyzed for contraband content. Once the responsive data is found, it can isolated and made ready for presentation to management or court

○ Electronic Discovery Data Collection
  o The Digital Forensics office is key to all elements of the eDiscovery process including Litigation Hold Notification, Collection of Data and Analysis

○ GRAMA Electronic Data Collection
  o The Digital Forensics office has been instrumental in collecting and analyzing GRAMA cases containing over 5 million records

○ Preparing Reports
  o Preparation of reports for court and personnel hearings
  o Preparing reports on a variety of data sources for presentation to a variety of hearings

○ Training
  o Training and programmed intervention in cases of inappropriate computer usage
  o Work in coordination with the City Attorney’s office and Human Resources to provide consultations with department leaders and their staff on appropriate internet usage

○ Consultation
  o Provides consultation and expert witness services in depositions and court hearings
AUDIO AND VIDEO SERVICES

- **Video Production:**
  - Messaging and communication planning
  - Video, Messaging, and Communication consultation
  - Pre/post-production planning
  - Script writing
  - Filming
  - Editing
  - Full Service Post Production and Graphics
  - Voice Over Recording
  - Motion Graphics
  - Video Encoding
  - Duplication and dissemination

- **Informational videos, announcements, press conferences, public service announcements, training videos, outreach messaging**

- **Live Television Broadcast of Council Meetings and other Board Meetings**

- **Other assigned video projects as requested by City Departments**
WEB HOSTING AND DESIGN

- Maintain, Edit and Update all customer facing and internal websites in the City
  - HTML, Drupal and WordPress
  - Create graphics and stylesheets for mobile and web apps
  - Web security, IIS logs and web statistics
  - Maintain the publishing servers for web site changes
  - Maintain site to site replication software for development to production web page administration
  - Weekly and monthly maintenance on all internal web servers and sites

- Provide web training to all City Departmental Webmasters

- Design and implement application interfaces

- Take photographs and maintain a City photo gallery

- Maintain the information on the SLC Infobase

- Administration of Sharepoint 2007 and 2010 web applications
  - Sharepoint setup, administration, user training and permissions
GRAPHICAL INFORMATION SYSTEMS (GIS)

- Configuration of mapping interface with other applications
- New map creation
- Update of existing maps

GIS Automation
- Write scripts to automate workflows
- Map Automation – production quality maps generated from business rules
- PDF Map Automation – digital maps from business rules
- Google Earth Automation – generate files that will open in Google Earth to highlight particular features
- Geocoding – map point or line features based upon addresses

GIS Analysis
- Multi-criteria sustainability analysis – find areas that have distinct characteristics based upon multiple weighted inputs
- Travel Time Analysis – population related analysis
- Demographic Studies – regional population characteristics
- Density or Heat Mapping – show concentrations of events such as accidents, crimes, etc
- Change Analysis – given two datasets that are snapshots in time, and find the differences
- Spatial Data Aggregation – summarize occurrences of a phenomena by region
- 3D Line of Site Analysis – Visual analysis based on modeling
- Spatio-Temporal Animation – watch data (such as sales tax) fluctuate across the City over time

- Cartography – production quality maps
- GPS (Global Positioning System) – Advise on accuracy of locating assets
TRAINING

- **Core software training**
  - IMS offers regular monthly training classes in all of the basic Microsoft Office applications such as; Excel, Word, PowerPoint, Outlook

- **Application Specific Training**
  - Customized training regimens for internal/external applications
  - These training classes can be customized to be held “onsite” at IMS, or in the field where necessary.
CONTACT IMS

Front Office

To contact IMS Administration please call the Front Office at 801-535-7948

Help Desk

Regular Hours of Support

7am and 6pm (Monday – Friday)

IMS provides an “After Hours” support technician for both Network and Remote Access Services.

**Charges may apply for “After Hours” support.

Please contact IMS by phone or email if you have any service issues, requests or questions.

Support By: 801-535-7272 or Send Emails to: IMSHelpDesk@slcgov.com

Ordering

For new hardware and software purchases please contact your departments approved requestor.

If you do not know who this is, you can contact the IMS Helpdesk via 801-535-7272
Response Times relate to the amount of time to “notify” the department or individual(s) that the issue has been recognized by IMS and will be acted upon. It does not relate to the amount of time necessary to remedy the issue.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Response Time</th>
<th>What is affected</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>Immediately upon notification, or when the problem is identified.</td>
<td>Major System(s) and/or Network Down. All City Users, and/or Large Segment of City are Down/Affected.</td>
</tr>
<tr>
<td>Two</td>
<td>4 Hours or Less</td>
<td>Localized Group/Area is Down, or Specific (Non-Critical) Application is Offline.</td>
</tr>
<tr>
<td>Three</td>
<td>24 Hours or Less</td>
<td>Individual Workstation or Printer is Down or Having Issues.</td>
</tr>
<tr>
<td>Four</td>
<td>1 to 3 weeks (Based on Availability of Resources)</td>
<td>Desktop Installations or Non-Critical Problems in the Field</td>
</tr>
</tbody>
</table>
BILLING MODEL BASED ON FUND TYPE

GENERAL FUND DEPARTMENTS

NOTE: Equipment currently owned by the department is still owned by the department and does not qualify for replacement in the rental program.

- If the department has equipment they wish to have upgraded to the rental program, money must be set aside into the proper fund and the equipment must be included into the IMS Budget by the February before the next budget year.

The majority of IMS funding comes from a non-departmental allocation from the General Fund and cover the following Services and Equipment:

INFRASTRUCTURE

- This includes all existing servers, network, cabling, and equipment related to the City’s data centers.

APPROVED EQUIPMENT (SEE APPENDIX B FOR QUALIFICATIONS)

- Computing Equipment
  - Standard Model
    - Standard Desktop Computer with Standard Keyboard and Mouse
      - Standard Single Monitor
    - Standard Notebook Only (If qualified)
    - Standard Tablet + Case (If qualified)
- Approved Printers
  - Must meet the following requirements:
    - Must be a HP LaserJet Printer
      - Must include a 3 year warranty
    - Must NOT be connected directly into a computer
    - Must be connected directly into the City’s Network
      - Drivers will be installed from a Print Sever
      - PCID and Print Name will be assigned
    - Must be shared by five or more employees
      - Exceptions on a case by case basis
- Standard IP Desktop Phone with Handset
CORE/STANDARD SOFTWARE

- Core software installed on all city computers regardless of the function of the computer or the job duties of the individual using the computer. Core Software Includes:
  - Informix SDK
  - Internet Explorer
  - LanDesk Remote Support and Management
  - McAfee Anti-Virus
  - Microsoft Office Standard Edition
  - Microsoft Office Communicator
  - SLC Developed Apps

- Standard Software still covered by IMS but is only installed as needed and will require a license before installation. Standard Software:
  - Accela Land Use and Service Requests
  - Abode Acrobat Standard
  - Microsoft Expressions Web Pro
  - OneSolution Financials

HELP DESK SUPPORT

- The primary contact for most IMS services is the IMS Help Desk. There is no charge to any employee or department for calling the help desk although there may be charges associated with the purchase of goods or materials. 
  CLICK HERE FOR HOURS OF OPERATION OR TO CONTACT IMS

SOFTWARE SUPPORT

- The software support team provides the maintenance and support of third party applications such as OneSolution, Accela, or Faster. There is no charge to any employee or department for services provided by the Software Support team although there may be charges for additional software licenses or consulting services provided by third party providers.
SOFTWARE DEVELOPMENT

- IMS’ philosophy on software development is to purchase software where something is commercially available that will meet the requirements of the department. Where no such package exists or where the existing options do not adequately address the need, IMS has the ability to develop software internally. The Software development team designs, develops, implements, and maintains high-quality custom software to meet the specific business requirements of departments. There is no charge to departments requesting software development services or for maintenance and enhancement to systems developed internally. Development and maintenance costs are tracked to show the true cost of the effort.

LEGAL AND FORENSICS

- IMS maintains the ability to provide forensic investigations associated with employee use of City computers. Also provided are the services associated with litigation digital discovery. There is no charge for these services. There may be a charge where outside consulting may be needed or where additional hardware or software is required.

AUDIO/VIDEO SERVICES

- IMS has the ability to produce audio and video content and operates SLCTV, the City’s government access channel. There is no charge for AV services related to press conferences, public announcements, public meetings, or special events. There may be a charge associated with productions that are specific to the functions of a single department or division.
WEB HOSTING AND DESIGN

- IMS has the ability to develop and deploy websites on the following platforms:
  - SharePoint
  - Drupal
  - WordPress
  - DotNetNuke
  - Traditional HTML.
- There is no charge for website development or maintenance. There may be a charge where custom templates, plug-ins, or components are needed from outside providers.

GRAPHICAL INFORMATION SYSTEMS

- IMS maintains the skill set needed to produce high-quality maps and perform analysis on spatial information contained in the City's GIS. There is no charge for these services. There may be charges associated if outside consulting or additional hardware/software is required.

TRAINING

- IMS offers numerous training classes on core software packages. There is no charge to any employee or department for training classes offered by IMS. There may be charges associated with the purchase of training materials or when an outside trainer is engaged for a specific topic.
- Training Information is published at: [http://ims/Lists/Training%20Links/AllItems.aspx](http://ims/Lists/Training%20Links/AllItems.aspx)

ENTERPRISE AND INTERNAL SERVICE FUNDS

All enterprise and internal service funds will continue to pay actual costs based on the employee’s usage. [See Appendix A](#)
APPENDIX A

Enterprise and Internal Service Funds

The following chart details the cost of services based on the level of use of an employee.

<table>
<thead>
<tr>
<th>User with Department Owned Equipment</th>
<th>Monthly Amount</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited User</td>
<td>$50</td>
<td>$600</td>
</tr>
<tr>
<td>Task User</td>
<td>$150</td>
<td>$1,800</td>
</tr>
<tr>
<td>Power User</td>
<td>$350</td>
<td>$4,200</td>
</tr>
<tr>
<td>Mobile User</td>
<td>$500</td>
<td>$6,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>User with Rental Equipment</th>
<th>Monthly Amount</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited User</td>
<td>$50</td>
<td>$600</td>
</tr>
<tr>
<td>Task User</td>
<td>$160</td>
<td>$1,920</td>
</tr>
<tr>
<td>Power User</td>
<td>$365</td>
<td>$4,380</td>
</tr>
<tr>
<td>Mobile User</td>
<td>$542</td>
<td>$6,504</td>
</tr>
</tbody>
</table>

Items Included

- Phone –Based Service and Equipment
- Core Software and Licenses
- Approved Standard Equipment
- Infrastructure, Network, Hardware and Helpdesk Support

APPENDIX B

Appendix B (Click Here for Qualifications)