Williamson County Public Safety Technology Program
Technology Services Support for Agencies

Document Version and Updates

Document Version

Version 1.0   Approved by Commissioner's Court on 4/5/2011

Previous Versions

None.

Latest Version

Please check for the latest version of this document at: http://sharepoint/pstp/ (you must be using NetMotion or on the County's network to access this resource) or http://www.wilco.org/pstp/

Services Offered

- County software install & maintenance
- PC & Laptop software and hardware support
- Virus checking and removal
- Networking issues
- GPS/AVL issues
- Server Support
- GIS Data/Mapping
- Training on PSTP Systems

Services NOT offered:

- 3rd party software support or install
- Personal/agency data migration/recovery (except as related to the PSTP)

Hours of Support & Response Times

Williamson County Technology Services staff are available during normal office hours (Monday – Friday 8:00am – 5:00pm, excluding County holidays) for routine support.

Emergency support is available for certain system-wide issues. Individual PC or laptop repairs or issues are not considered "emergency" and will be handled by Technology Services staff during regular business hours.
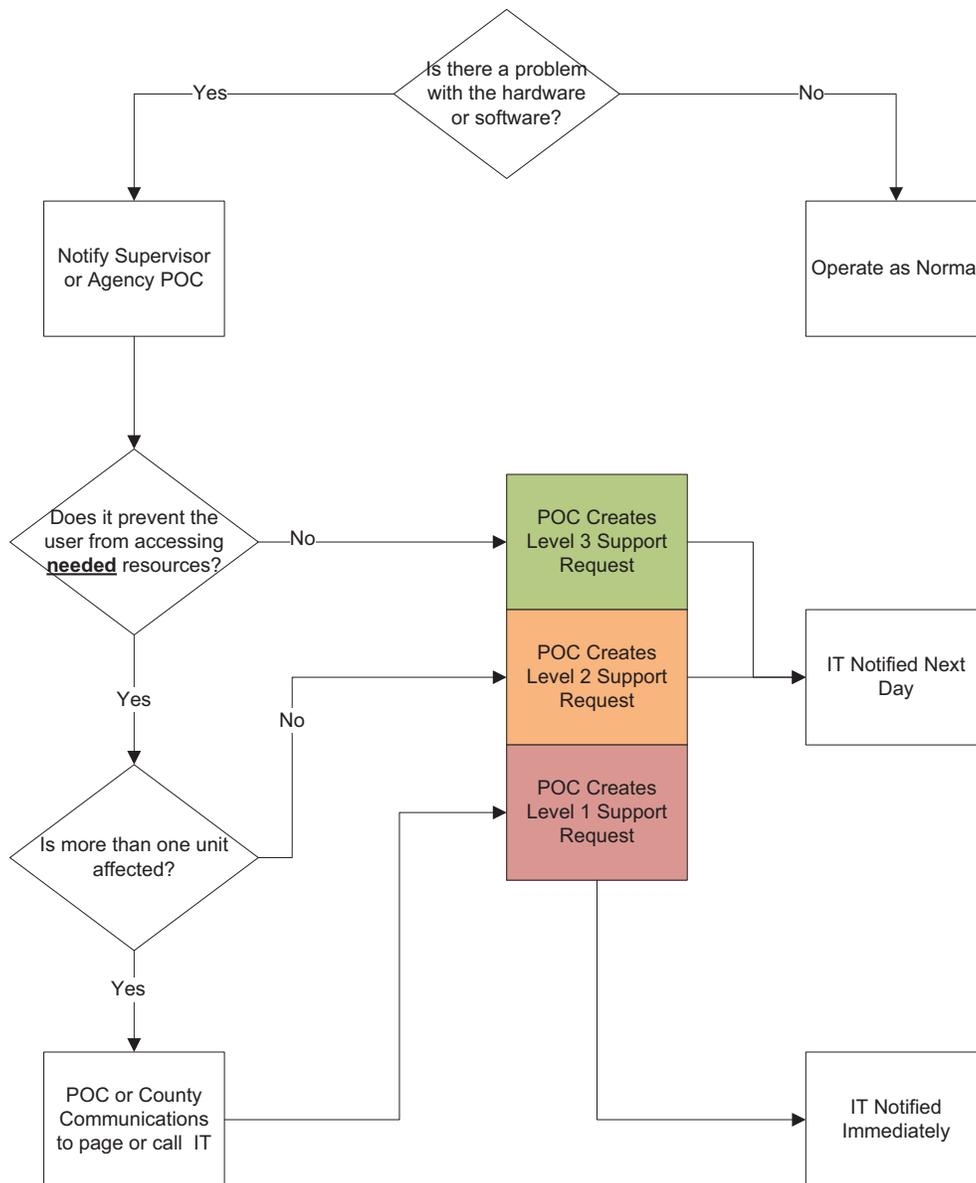
Support Procedure

Support requests to County IT must be initiated by the Primary or Backup Point of Contact for an agency. No other support requests will be accepted by Williamson County.

Points of Contact may initiate requests one of two ways:

1. Create a support request through the County's PSTP Portal web site (Level 1,2,3 requests). Requests may also be created by Emergency Communications agency's behalf if the County's PSTP portal is not accessible by the agency.
2. Contact County IT staff directly for Level 1 requests (according to the Support Model below).

Support Model

Charges for Services

Agencies that wish to be supported by Technology Services pay per use of support services. Payment is due at the time of service or the pickup of the equipment, depending on the service type.

Issues that are initiated by Williamson County and the Public Safety Technology Program, such as regular software upgrades or patches will be without additional cost to agencies.

Services performed at Williamson County Technology Services facilities or remotely via remote access software will be billed according to the table below.

Services are counted on a calendar year basis, and services are counted per each computer.

Hardware Drop Off or Remote Support Rates

Services performed by County staff at County Technology Services or remote connection

SERVICE	FIRST SERVICE	SECOND SERVICE	THIRD + SERVICE
Standard[1] laptop or desktop	FREE	$50	$75
Non-Standard[1] laptop or desktop	$50 / hour	$75 / hour	$100 / hour

1. See "PSTP Hardware & Software Requirements" for supported computer models

Hardware Onsite Support Rates

Services performed by County staff at customer's site

SERVICE	FIRST SERVICE	SECOND SERVICE	THIRD + SERVICE
Standard[1] laptop or desktop	$50 + mileage[3]	$100 + mileage	$125 + mileage
Non-Standard[1] laptop or desktop	$50/hour[2] + miles[3] ($100 minimum)	$75/hour[2] + miles ($150 minimum)	$100/hour[2] + miles ($200 minimum)

1. See the document "PSTP Hardware & Software Requirements" for supported computer models
2. Services performed at the Customer's site are charged a two hour minimum and will include travel time.
3. Mileage will also be charged at the standard IRS mileage rate at the time of the service.

Other Support and Service rates

SERVICE	FIRST SERVICE	SECOND SERVICE	THIRD + SERVICE
Other PC Tech Services	$50 / hour	$50 / hour	$50 / hour
GIS Data Creation / Analysis[2]	$75 / hour	$75 / hour	$75 / hour
IT Analysis/Design Services	$100 / hour	$100 / hour	$100 / hour
All other IT Services	$100/hour + materials	$100/hour + materials	$100/hour + materials

1. See the document "PSTP Hardware & Software Requirements" for supported computer models
2. Please reference Charges for GIS data and Maps located on the County's web site.

Training Services

Training for various software, hardware, and processes is available from Williamson County Technology Services. The rates for classes vary and will be posted along with the class. Payment is due at the time of the class.

Payment for Services

Payment must be made at the time of service. For hourly rate services, this may be made at pickup. All payments must for the exact amount billed by Williamson County. The methods accepted methods of payment are:

- Purchase Orders (preferred)
- Procurement Cards/Credit Cards
- Check