



Information Services Department



NETWORK SUPPORT SERVICES

The Information Services Department serves as a point of contact for the installation, configuration and maintenance of the City of Fresno's Network hardware, software and infrastructure equipment, as well as cabling and wireless. The network provides the connectivity for communication between departments and customers. Management of the email system allows for fast and easy e-mail delivery, both internal and externally.

SERVICES PROVIDED

- Network hardware, software, equipment and wiring repair management, replacements, and installations.
- On-site Help Desk support Monday thru Friday, 6:30 a.m. to 5:00 p.m.
- 24x7 Emergency support services.
- Network System Specialist support for hardware and software troubleshooting, installs, and upgrades.
- Continuous monitoring and main-

tenance of the City's file servers to optimize capacity loads.



- Through the use of software, manages the distribution of software updates to all relevant users in a transparent and consistent manner.
- Responsible for the integrity and security of all City networks and data files.
- Setups and security configurations for all new users.
- Responsible for the replacement of infrastructure used for city-wide applications. City Departments are to replace infrastructure equipment used for Department-specific applications.
- Develops and maintains the City's network printing services.
- Installs all LAN/WAN systems, and maintains operating systems and patch administration.

For Your Assistance

On-site Hours of Support:
6:30 am- 5:00 pm Mon-Fri
Hours of Pager Support:
24 hrs. x 7 days

Dedicated Network Resources

- Network Systems Specialist— 5
- Senior Network Systems Specialist — 4
- Information Services Supervisor/Systems Security Administrator — 1

DID YOU KNOW?

Our servers block approximately 2.4 million spam email messages per month?

The City of Fresno has over 140 servers to support networking needs?

ISD Network personnel support over 60 locations throughout the city?

ISD Methodology for Network ISD Charges

Network Support Service charges are based upon each department's number of eMail User accounts.

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HOW DOES ISD MAINTAIN SECURITY?

ISD's Network Support Staff are the primary resources dedicated to the maintenance of security of the City of Fresno's computer applications and information stored in files. First, each City user is assigned a log-in identity which details the access they are granted to specific applications. All security profiles are maintained through the ISD Security Administrator.

System security is maintained through access control lists, firewalls and encryption software to prevent unauthorized breach of the system. These are monitored regularly at established checkpoints within the network systems. Virus scanning software protects the integrity of the data. Application Replication maintains consistencies across Wide Area Network boundaries for application updates and distributions.

There is constant surveillance of incoming email and internet communications. Special software to prevent 'spam', viruses and intrusions is installed for customer protection.

NETWORK SUPPORT SERVICE LEVEL AGREEMENTS

The Information Services Department pledges to meet the following service agreements with the City of Fresno Network support customers:

- Onsite ISD Network resources shall be available to users from 6:30 a.m. to 5:00 p.m., Monday thru Friday each week.
- Help Desk calls to ISD referred to Network Support resources shall be responded to within three (3) hours of receipt
- E-mail inquiries or requests for service referred directly to ISD Network Support resources will be answered within three (3) hours of receipt.
- Initial diagnostic support for service calls shall be completed within 24 hours.
- ISD Network Support resources will close at least 60% of all service requests within 3 days.

- On-site service request calls will average no more than 3 days for completion.
- Emergency support services will be 24x7 through pager contact.
- Off-hour resource pages will be answered within two (2) hours of receipt.
- Emergency equipment replacement will be completed within 48 hours.
- ISD Network Support resources shall attend no less than one (1) applicable training course per year to maintain up to date technical skills.
- ISD shall be responsible for initiating and monitoring maintenance and service contracts, and for payment of fees for city-wide applications on behalf of city-wide users. ISD also monitors and is responsible for the

- payment of fees for maintenance and service contracts for Department-specific applications. Departments are direct billed for their department-specific maintenance and service contracts.
- Critical network services, such as file server, Internet and email shall be maintained at no less than 99.5% availability.
- ISD will monitor city-wide equipment life cycles and replace or rotate equipment promptly as required.
- ISD Network Support resources will backup all servers and data regularly after regular business hours.
- ISD Network Support resources will maintain a regular program for disaster recovery of all City systems.