

# **Memorandum of Understanding for Information Technology Services**

## **Williamson County**

This Memorandum of Understanding (hereafter called MOU) is entered into as of the first day of December, 2011, by and between Texas AgriLife Extension Service (hereafter called "AL-EXT") and Williamson County (hereafter called "County").

At this time it is understood Williamson County has a County IT department that provides IT support services to the to the Extension Office as a normal daily duty. In addition the Extension Office relies on AgriLife Information Technology (hereafter called AIT) for support in specific IT areas and "as needed" contracted local services to provide IT support.

The following functions are to be performed under this understanding:

### **FEES**

Due to the Cooperative agreements between Texas county governments and Texas AgriLife Extension a fee for services is not required.

### **FACILITY**

The County provides facilities occupied by the Williamson County Extension Office fully equipped with data communications wiring that adequately provide data support. The County maintains the facility and data communications wiring, AL-EXT does not.

### **TELEPHONES**

The County owns, manages, and maintains all standard and Voice Over Internet Protocol Telephony Devices assigned to AL-EXT.

### **COMPUTER HARDWARE** (includes printers, scanners, projectors)

#### **Initial Purchase and Configuration:**

AL-EXT can provide computer systems under a standardized "Cost Share" replacement program. This is a voluntary program and the service includes the initial setup and delivery of newly purchased systems. The County is granted permission to then adjust the systems for access to the County applications and standards, provided such access does not inhibit productivity.

Alternatively the County can purchase computer systems from other resources. In such cases AgriLife IT will provide as much support as possible, but may be limited, particularly with regard to hardware and warranties.

#### **Special Configuration Items**

Symantec antivirus

A local admin account and password created for Williamson County IT or a known password for an existing admin account on each computer.

### General Support:

The County will facilitate trouble-shooting of computer hardware and peripherals that include Printers and Scanners and take corrective actions in accordance with normal County operation standards. The County IT unit will contact AgriLife Information Technology where needed and to ensure AL-EXT procedures and policies are met.

### Warranty and Maintenance Costs:

For computer systems provided by AL-EXT, it is understood that AL-EXT provides these computers with an extended parts and service warranty as provided by the vendor purchasing contracts (depending on the model these are a 3 or 4 year duration). Once the warranty period expires, the cost of parts and service will be the responsibility of the Extension Office.

For computer systems provided by the County, warranties, costs for parts and third-party maintenance will be in accordance with normal County operation standards.

### Ownership:

For computer systems provided by AL-EXT, it is understood the computer equipment is the property of AL-EXT, but it will remain in the Williamson County office of AL-EXT for its useful life, or until the County decides that it has become technologically obsolete. At that time, the County will return the equipment to the property office of AL-EXT for appropriate salvage or disposal. Alternatively, procedures are available through which the equipment may be transferred to the county government or donated to local charitable organizations, but coordination with the AL-EXT property office is required to do so.

Computers provided by the County are property of the County and will be warranted and maintained according to County procedures and policy. AIT will provide as much support as possible for these systems, but may be limited in some aspects.

## **ANTI-VIRUS AND SECURITY INCIDENT REPORTING**

Pursuant to the state of Texas TAC code Chapter 202 B 202.26 state agencies are required to report significant security incidences through the Department of Information Resources (DIR).

County Information Technology supplies and maintains Anti-Virus Protection and aids in meeting the state requirements for incidence reporting. We, AgriLife Information Technology request that Williamson County IT alert us of any significant IT related security event occurring in the Extension Offices. These alerts should be sent to our Information Security Officer, Jimmy "Chuck" Braden. Phone 979 845 9689 email: [securityhelp@ag.tamu.edu](mailto:securityhelp@ag.tamu.edu)

## **COMPUTER SOFTWARE**

AIT will facilitate trouble-shooting of computer software. Any software provided by the County for specific purposes beyond AL-EXT standards or expertise would be referred to the appropriate resource. All software must be licensed.

### Standard Software Requirements

AL-EXT requirements:

1. Microsoft Windows
2. Microsoft Office Professional
3. Adobe Acrobat Professional

#### AIT Recommendations

1. Use the latest versions of software available
2. Add the Firefox Web Browser

### **ACCESS**

#### Logical

The County will ensure that the Williamson AL-EXT office has full Internet Access and Electronic Mail services and in particular AL-EXT provided email service. AL-EXT personnel will also have the option to have an Electronic Mail account on the County system, if such exists.

Standard (non-administrative) user accounts will be maintained for daily use. Administrative level accounts will be maintained on all computer systems that allow either the County or AL-EXT to troubleshoot problems on a computer.

#### Physical (communications closets or server facility)

Per state and University System policies communications closets and equipment must be physically secure. In situations where AL-EXT owns or supplies network components located in such areas the County will ensure AL-EXT has 24 hour by 7 day access. This is necessary to allow trouble shooting and restarting such network equipment. If deemed necessary the County can require limited access and an access log be maintained.

At this time AL-EXT maintains no network components in the Williamson county office.

### **COVERAGE**

The period of time covered by this document will be a two year period from December 1, 2011 through November 30, 2013. This MOU is not a contract and can be modified or discontinued at any time during the coverage period by either party upon thirty (30) days prior notice.

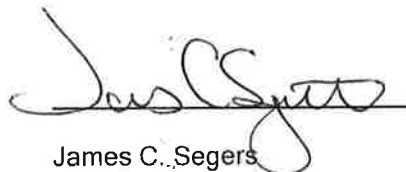
**For Williamson County**

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**For AL-EXT**



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