



Williamson County Technology Services

6.7. Technology Services Support for Non-County Public Safety Agencies

Version 2

Approvals

Policy Approval Date: **Date**

Final Approval By: Williamson County Commissioner's Court

Policy Effective Date: **Date**

Next Review Date: September 1, 2021

Version Information

This version supersedes all previous versions and all others should be considered obsolete.

Version History

Version	Approved Date	Effective Date
1	4/5/2011	4/5/2011
2		

Scope

This policy applies non-County agencies that are supported by Technology Services for their public safety software systems.

Purpose

This policy is designed to outline the support model as well as any charges for services that are outside the scope of supporting County software on agency devices.

Definitions

Agency

A City, ESD, or other provider of emergency services using County-owned software for public safety.

Policy

Services Offered

The County's Technology Services department will support issues related to County-owned software installed on authorized Agency devices. This includes (but is not limited to):

- County software install & maintenance
- GPS/AVL issues
- GIS Data/Mapping (refer to County GIS policies for details)
- Training on Public Safety Software Systems

Services NOT offered

The County's Technology Services Department is not the Agency's IT service provider. Therefore, the County will not be responsible for (among other things):

- PC & Laptop software and hardware support
- Virus checking and removal
- Networking issues
- 3rd party software support or install
- Personal/agency data migration/recovery
- CJIS or other regulatory compliance

Hours of Support & Response Times

Williamson County Technology Services staff are available during published office hours (excluding County holidays) for routine support.

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

Support Services

Agencies can submit incidents to the County's IT Service Desk and they will be triaged and processed accordingly during business hours. Only incidents that prevent multiple users from accessing needed resources will be answered outside of normal business hours. Refer to procedure guides from Technology Services on the process to submit incidents.

Training Services

Training for various software, hardware, and processes is available from Williamson County Technology Services. This is available one-time for each product implementation but may be conducted periodically at the County's discretion.

Exceptions

Exceptions to this policy can be requested in writing to a Director in Technology Services. Any exceptions granted will be on a case-by-case basis and will be for single events only.

Policy Violations

A violation of this policy might result in violations to other County policies, state or federal law. Violations of applicable laws may incur legal consequences, and violations of County policies may lead to loss of access to County resources. All violations will be referred to the department head or elected official and any other appropriate County officials.