

EXHIBIT VI
I.T. SERVICES AGREEMENT
Remedial Support Service

INTRODUCTION

On a case by case basis and upon request, County is willing to provide remedial support services, as set forth in this Exhibit, for Public Body's computer infrastructure when such infrastructure is not functional or its operation is impaired.

"Computer Infrastructure," as used in this Agreement, means hardware, software, and other equipment/property, whether leased, licensed, or owned by Public Body, which is used for IT services to support Public Body's functions and services, including but not limited to networks (local and wide area) for data, video, and voice communications, servers, server administration, workstation hardware and software, database administration, IT security, disaster recovery, and operating systems.

"Remedial Support Services," as used in this Agreement, means recommendations for services or actions that will return Public Body's Computer Infrastructure to an operational level and may include any or all of the following: reviewing, evaluating, monitoring, troubleshooting, and recommending procedures, plans, platforms, tools, configurations, or methodologies for Public Body's Computer Infrastructure or the security thereof.

COUNTY RESPONSIBILITIES

1. The Remedial Support Services will be provided by County upon request by the Points of Contact or the highest elected or appointed official of Public Body and on a case by case basis when the Computer Infrastructure is not functional or its operation is impaired. The Remedial Support Services will be provided by County's Information Technology (I.T.) Department.
2. The Remedial Support Services will be limited to addressing issues identified in Public Body in its request for services. If County identifies or discovers other issues with the Computer Infrastructure that were not identified by Public Body in its request, County will request written authorization from the Points of Contact or the highest elected or appointed official of Public Body prior to providing Remedial Support Services for such issues.
3. Upon completion of the Remedial Support Services, County shall provide Public Body with a written document setting forth its conclusions and suggested actions ("Summation Document") that Public Body may take to return the Computer Infrastructure to an operational level. County will not act upon or perform any conclusions or suggested actions contained in the Summation Document, unless prior written authorization is received from the Points of Contact or the highest elected or appointed official of Public Body.

PUBLIC BODY RESPONSIBILITIES.

Remedial Support Services Exhibit VI

1. Public Body shall designate two representatives to act as a primary and secondary Points of Contact with County for the Remedial Support Services provided under this Exhibit and shall fulfill the responsibilities provided in Section 3.7 of the Agreement.
2. If Public Body requires services under this Exhibit, Public Body must request such services in the manner provided herein.
3. Public Body shall provide access to Public Body's facilities and provide information and documentation to County that are necessary for the provision of Remedial Support Services.

SERVICE ACCESS

1. **Persons Authorized to Request Remedial Support Services.** Only the Points of Contact or the highest elected or appointed official of Public Body may request Remedial Support Services under this Exhibit. Request for Remedial Support Services shall be made in the manner provided herein.
2. **Requests for Services.** Requests for Remedial Support Services must be made to the Service Center, to the phone number or e-mail provided below, by the Points of Contact or the highest elected or appointed official of Public Body. If it is not practicable or possible for a request for service to be made through the Service Center, the request must be made by the Points of Contact or the highest elected or appointed official of Public Body in writing or verbally to the County Chief Information Officer or County IT Director or their designees. If the request is made verbally, then as soon as possible thereafter such request shall be reduced to writing and transmitted to County to the County Chief Information Officer or County IT Director or their designees. The Service Center is staffed to provide support during County's normal business hours of 8:30 a.m. EST to 5:00 p.m. EST, Monday through Friday, excluding holidays. The Service Center can receive requests for Remedial Support Services 24 hours a day, 7 days a week. Depending on severity, requests received outside of County's normal business hours may not be responded to until the resumption of County's normal business hours.

Service Center Information

Service Center Phone Number	248-858-8812
Service Center Email Address	servicecenter@oakgov.com

4. **Format & Content for Request for Remedial Services.** All requests for Remedial Support Services, whether made through the Service Center or through another avenue and whether initially made in writing or verbally, must identify, to the best of Public Body's ability, the issues surrounding the operation of Public Body's Computer Infrastructure, so as to permit County to provide Remedial Support Services in the most efficient and effective manner.

ACKNOWLEDGEMENT OF THIRD PARTY AGREEMENTS

Both Parties acknowledge that Public Body may have agreements with third parties concerning its Computer Infrastructure, such as hardware maintenance agreements and software licenses and that County has no knowledge of any such agreements and has no duty to determine the existence of any such agreements. The Parties also acknowledge that County's Remedial Support Services could effect such agreements and that the County shall not be liable for any violations or costs/fess associated with the violations of such agreements stemming from the provision of Remedial Support Services.

SERVICE SUPPORT COSTS

Public Body shall be responsible for the actual costs incurred by County associated with providing Remedial Support Services, including the hourly rate for persons providing the Remedial Support Services. The County IT Department shall invoice Public Body for such costs. The invoice shall contain a summary of the services and costs incurred by County. Public Body shall pay the invoice at the location and within the time period stated in the Agreement. The County IT Department may waive these costs or a portion thereof in its discretion.