

EXHIBIT XIV
I.T. SERVICES AGREEMENT
SECURITY BEST PRACTICES ADVICE

INTRODUCTION

Public Body may request from County Security Best Practices Advice to enhance their network security posture. This may include information on the CYSAFE assessment tool utilized by County to evaluate security vulnerabilities as well as other cyber security tools.

COUNTY RESPONSIBILITIES

County shall provide advice with any, and all, of the following:

- Share evaluation tools used by County, such as CYSAFE to provide a guideline of security strengths and weaknesses.
- Discuss common security threats as well as recent threats.
- Explain County's experience with different security tools.
- Reference contracts for cyber security enhancement available in the G2G MarketPlace.

PUBLIC BODY RESPONSIBILITIES

Public Body shall designate two representatives to act as a primary and secondary Points of Contact with County and shall fulfill the responsibilities provided in Section 3.7 of the Contract.

SUPPORT

The I.T. Service will be supported by County's Information Technology (I.T.) Department.

SERVICE ACCESS

1. **Persons Authorized to Request Security Best Practices Advice.** Only the Points of Contact or the highest elected or appointed official of Public Body, may request services under this Exhibit.
2. **Requests for Service.** Requests for Security Best Practices, unless done in conjunction with a grant program of the State of Michigan, must be made to the County's Chief Information Security Officer (CISO) to the phone number or e-mail provided below.

Service Request Information

Phone Number	248-858-5255
Email Address	burrowsc@oakgov.com

SERVICE SUPPORT COSTS

Public Body shall be responsible for the actual costs incurred by County associated with providing Security Best Practices Advice, including the hourly rate for persons providing the 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 stated in the Agreement. The County IT Department

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will waive up to eight (8) hours of actual costs, for Security Best Practices Advice done in conjunction with a State of Michigan grant program. For all other Security Best Practices Advice, the County IT Department may waive these costs or a portion thereof in its discretion.