Attachment D

AGREEMENT FOR MANAGEMENT OF INFORMATION TECHNOLOGY SERVICES

This Agreement for Management of Information Technology Services (the "Agreement") is made and entered into by and between the Wheaton Park District (the "Park District"), an Illinois unit of local government, and Advanced Intelligence Engineering, LLC ("Vendor"), an Illinois corporation, which hereinafter may be referred together as the "Parties" or individually as a "Party."

WHEREAS, the Park District desires Vendor to perform certain management of information technology services for the Park District, as detailed in the Park District's Request for Proposal dated June 22, 2015, attached and incorporated as **Exhibit A** ("RFP"), Vendor's Proposal dated July 16, 2015, attached and incorporated as **Exhibit B** (the "Proposal"), and the Addendum to Vendor's Proposal, attached and incorporated as **Exhibit D** ("Vendor's Addendum"), and Vendor desires to provide said services to the Park District described hereunder based on and subject to the terms and conditions set forth in this Agreement.

Section 1: MANAGEMENT OF INFORMATION TECHNOLOGY SERVICES.

Vendor shall provide the management of information technology services detailed in the RFP, the Proposal, and Vendor's Addendum (hereinafter referred to as the "Services"). The Park District may desire to have Vendor render additional services in connection with this Project other than those expressly provided for in the Contract Documents. Any additional services shall not commence unless authorized in writing by the Park District. Vendor shall perform the additional services in accordance with the standards for performance of the Services under this Agreement.

Section 2: CONTRACT DOCUMENTS.

The Contract Documents consist of this Agreement between the Park District and Vendor, the RFP, the Proposal, the Pricing Schedule, Updated 8/21/2015, attached to and incorporated as **Exhibit C** (the "Pricing Schedule"), Vendor's Addendum, Excluded Services, attached to and incorporated herein as **Exhibit E**, and any addenda issued prior to the execution of this Agreement and any modifications made in writing and endorsed by the Parties after the execution of this Agreement. All of the terms, conditions and specifications contained in the Contract Documents are incorporated herein. In the event of any conflict between any provision of the Proposal and this Agreement, the terms of this Agreement, **Exhibits C, D and E** shall control.

Section 3: TERM OF AGREEMENT.

The term of this Agreement shall commence on the date that the Agreement is executed by the Parties (the "Commencement Date") and, unless terminated earlier as provided herein, shall expire three (3) years from the Commencement Date (the "Term").

Section 4: SCHEDULE FOR PERFORMANCE OF VENDOR'S SERVICES.

Vendor's Services shall be performed in a timely manner and in accordance with the Contract Documents, as may be amended by the Parties in writing or in accordance with this Agreement.

Section 5: PERFORMANCE OF WORK.

Vendor agrees to perform faithfully, industriously, and to the best of Vendor's ability, experience, and talents, in accordance with generally accepted standards of professional skill and care among recognized industry experts engaged in similar services, all of the duties described in the Contract Documents or as otherwise required by the express and implicit terms of this Agreement or greater generally recognized industry standards in order to produce a first class work product and services of the type and scope contracted for under this Agreement, to the reasonable satisfaction of the Park District. Vendor shall perform all of its duties hereunder according to the Park District's requirements and procedures and in compliance with all applicable national, federal, state, county and local laws, regulations, codes, ordinances, orders and with those of any other body having jurisdiction. The Park District shall be the sole judge of whether Vendor's duties are performed satisfactorily. The duties of Vendor may be specified and modified from time to time by the Park District in writing.

Section 6: PAYMENT FOR SERVICES.

The Park District agrees to compensate Vendor for providing the Services in accordance with the Pricing Schedule. Payment shall be made by the Park District to the Vendor upon the Park District's receipt of an invoice itemizing the Services properly performed, as determined by the Park District, for the period covered by the invoice. The Vendor will invoice the Park District on a monthly basis. Payments of all invoices, and any late payment penalties, shall be governed by the Local Government Prompt Payment Act (5 ILCS 505/1 *et seq.*). Each invoice shall include a description of the Services completed to the date of the invoice and, with respect to any additional services included, the nature of the additional services as listed in the Proposal, the date those additional services were approved by the Park District, and the number of hours or portion thereof that were expended by each such person in the performance of the additional services.

Section 7: PAYMENT FOR ADDITIONAL SERVICES.

For the proper performance of any additional services, first approved in writing by the Park District, the Park District shall compensate Vendor in accordance with the Pricing Schedule.

Section 8: OWNERSHIP OF INSTRUMENTS OF SERVICE.

Any and all documents, including but not limited to, any plans, notes, analysis, and any other documents prepared by Vendor in the performance of its Services under this Agreement (hereinafter "Instruments of Service") is work done for hire and ownership of such Instruments of Service vests in the Park District. The Park District retains exclusive property rights including all common law, statutory, federal and other reserved rights in the Instruments of Services, including copyrights.

Section 9: PARK DISTRICT'S MARKS.

The "Park District's Marks" shall mean the Park District's name and trade or service marks, labels, designs, logos, trade names, product identifications, artwork and other symbols, devices, copyright and intellectual property rights directly associated with the Park District or any program, facility, special event of business of the Park District, whether existing on the date of execution of this Agreement or created thereafter. The Park District's Marks are and shall remain the Park District's property.

a) Vendor is hereby authorized to use the Park District's Marks for the Services during the Term of this Agreement, provided the Park District shall have the right to approve all such uses in writing in advance.

b) Vendor shall not use or permit the use of the Park District's Marks unless such use is authorized by this Agreement or such use is permitted by the prior written consent of the Park District.

c) The right to use the Park District's Marks is non-exclusive, non-assignable and nontransferable. All use by Vendor of the Park District's Marks shall inure solely to the benefit of the Park District.

Section 10: CONFIDENTIALITY.

The Parties agree that they will not permit the duplication or disclosure of any information designated in advance by the other Party as "Confidential and Proprietary" to any person (other than its own employee, agent, or representative who must have such information for the performance of that Party's obligations hereunder) unless such duplication, use or disclosure is specifically authorized in writing by the other Party or is required by law. "Confidential and Proprietary" information does not include ideas, concepts, know-how or techniques related to information that, at the time of disclosure, is in the public domain unless the entry of that information into the public domain is a result of any breach of this Agreement. Likewise, "Confidential and Proprietary" information does not apply to information that is independently developed, already possessed without obligation of confidentiality, or rightfully obtained from a third party without an obligation of confidentiality. In the event the Park District is required to release, in response to a Freedom of Information Act request, a document(s) labeled as Confidential and Proprietary by Vendor, Vendor shall pay for any defense to preserve the confidentiality of said document(s).

Section 11: TERMINATION.

a. This Agreement may be terminated or suspended by the Park District, in whole or in part, for convenience and without cause upon five (5) days prior written notice. This Agreement may be terminated or suspended by Vendor, in whole or in part, for convenience and without cause upon thirty (30) days prior written notice. In the event of termination, Vendor will be paid for all approved Services properly rendered to the date of termination, and upon such payment, all obligations of the Park District to Vendor under this Agreement shall cease. Furthermore, in the event of such termination, Vendor shall promptly deliver to the Park District all Instruments of Service generated in the performance of its Services under this Agreement up to and including the date of termination.

b. The Park District shall have the right to terminate this Agreement immediately: i) upon Vendor's failure to cure or to commence to cure any breach or default of its obligations hereunder within five (5) days after written notice from the Park District of Vendor's said breach or default; ii) if Vendor ceases operation without a successor approved by the Park District in accordance with Section 18; or iii) upon Vendor's violation of any federal or state laws, or local regulations or ordinances. Upon termination due to Vendor's breach of this Agreement, Vendor shall pay the Park District all reasonable costs incurred by the Park District due to said breach.

The Park District shall also have the right to immediately terminate this Agreement if Vendor is adjudged as bankrupt, or if Vendor makes a general assignment for the benefit of Vendor's creditors, or if a receiver is

appointed on account of Vendor's insolvency, or if any provision of the bankruptcy law is invoked by or against Vendor.

In the event of such termination in accordance with this Section 11.b, payment to Vendor of any sums earned to the date of such termination shall be in full satisfaction of any and all claims by Vendor against the Park District under this Agreement, and acceptance of sums paid by Vendor shall constitute a waiver of any and all claims that may be asserted by Vendor against the Park District. Furthermore, in the event of such termination, and as a condition of payment by the Park District of any Services performed by Vendor, Vendor shall promptly deliver to the Park District all Instruments of Service generated in the performance of their Services under this Agreement up to and including the date of termination.

c. If either Party terminates this Agreement, Vendor will assist the Park District in the orderly termination of the Services, including timely transfer of the Services to another designated provider (collectively, the "Termination Services"), if requested by the Park District. If this Agreement is terminated by the Park District for convenience in accordance with Section 11.a, above, and the Park District requests the Termination Services, the Park District: i) agrees to pay Vendor the actual and reasonable costs of rendering the Termination Services; and ii) is responsible for the return of Vendor's equipment to Vendor's business offices, and any shipping, delivery, handling, or mileage costs associated therewith. In the event this Agreement is terminated for any other reason other than for the Park District's convenience in accordance with Section 11.a, the Park District shall not pay any costs for any Termination Services provided by Vendor or be responsible for the return of Vendor's equipment to Vendor's business offices, or for any shipping, delivery, handling, or mileage costs associated therewith.

d. In the event the Park District suspends the Services for convenience: i) Software as a Service, as defined by Vendor's Proposal, will be unavailable in whole or in part; ii) support from Vendor will be unavailable in whole or in part; and iii) reduced rates will not apply during a suspension.

e. Except if the Park District requests Termination Services in accordance with Section 11.c, above, immediately upon the termination of this Agreement, support from Vendor will no longer be available and all of Vendor's software and tools will be permanently removed from the Park District's devices.

Section 12: INSURANCE.

Vendor shall procure, keep in full force and effect, and maintain at its sole cost and expense, for the duration of this Agreement, insurance against claims for injuries to persons or damages to property, intellectual property claims, and any third party intellectual property claims, which may arise from or in connection with the performance of the Services hereunder by the Vendor, its agents, representatives, employees, or subcontractors. The Park District shall be named as the certificate holder and the Park District, its elected and appointed officials, employees, agents and volunteers shall be named as additional insureds on the Vendor's Commercial General Liability policy on the Certificate of Insurance.

Vendor shall obtain insurance of the types and in the minimum amounts listed below.

A. Commercial General and Umbrella Liability Insurance. Vendor shall maintain commercial general liability (CGL) and, if necessary, commercial umbrella insurance with a limit of not less than $1,000,000 for each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location. CGL insurance shall be written on Insurance Services Office (ISO) occurrence form CG 00 01 10 93, or a substitute form providing equivalent coverage, and shall cover liability arising from premises,

operations, independent contractors, products-completed operations, personal injury and advertising injury, and liability assumed under an insured Agreement (including the tort liability of another assumed in a business Agreement). The Park District, its elected and appointed officials, employees, agents and volunteers shall be included as an insured under the CGL, using ISO additional insured endorsement CG 20 10 or a substitute providing equivalent coverage, and under the commercial umbrella, if any. This insurance shall apply as primary insurance with respect to any other insurance or self-insurance afforded to the Park District. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from pollution, explosion, collapse, or underground property damage.

B. Professional Liability Insurance. Vendor shall maintain professional liability and, if necessary, commercial umbrella liability insurance with a limit of not less than $1,000,00 for each wrongful act arising out of the performance or failure to perform professional services and $1,000,000 aggregate.

C. Business Auto and Umbrella Liability Insurance. Vendor shall maintain business auto liability and, if necessary, commercial umbrella liability insurance with a limit of not less than $1,000,000 for each accident. Such insurance shall cover liability arising out of any auto including owned, hired and non-owned autos. Business auto insurance shall be written on Insurance Services Office (ISO) form CA 00 01, CA 00 05, CA 00 12, CA 00 20, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage equivalent to that provided in the 1990 and later editions of CA 00 01.

D. Workers Compensation Insurance. Vendor shall maintain workers compensation as required by statute and employers liability insurance. The commercial umbrella and/or employers liability limits shall not be less than $1,000,000 for each accident for bodily injury by accident or for each employee for bodily injury by disease. If the Park District has not been included as an insured under the CGL using ISO additional insured endorsement CG 20 10 under the Commercial General and Umbrella Liability Insurance required in this Agreement, Vendor waives all rights against the Park District and its officers, officials, employees, volunteers and agents for recovery of damages arising out of or incident to Vendor's work.

E. General Insurance Provisions

(1) Prior to beginning any services, Vendor shall furnish the Park District with a certificate(s) of insurance and applicable policy endorsement(s), executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above. All certificates shall provide for thirty (30) days' written notice to the Park District prior to the cancellation or material change of any insurance referred to therein. Written notice to the Park District shall be by certified mail, return receipt requested.

(2) Acceptability of Insurers. For insurance companies which obtain a rating from A.M. Best, that rating should be no less than A VII using the most recent edition of the A.M. Best's Key Rating Guide. If the Best's rating is less than A VII or a Best's rating is not obtained, the Park District has the right to reject insurance written by an insurer it deems unacceptable.

(3) Cross-Liability Coverage. If Vendor's liability policies do not contain the standard ISO separation of insureds provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.

(4) Deductibles and Self-Insured Retentions. Any deductibles or self-insured retentions must be declared to the Park District. At the option of the Park District, Vendor may be asked to eliminate such deductibles or self-insured retentions as respects the Park District, its officers, officials, employees, volunteers and agents or required to procure a bond guaranteeing payment of losses and other related costs including but not limited to investigations, claim administration and defense expenses.

Section 13: INDEMNIFICATION.

To the fullest extent permitted by law, Vendor, its officers, director, employees, volunteers and agents shall indemnify and hold harmless the Park District and its officers, officials, employees, volunteers and agents from and against all claims, suits, damages, causes of action, judgment, losses, costs and expenses, including but not limited to legal fees (attorney's and paralegals' fees and court costs), arising from or in connection with the Services performed by Vendor, its officers, directors, employees, volunteers and agents under this Agreement, including but not limited to any accident, injury, damage, property loss or theft, except to the extent caused by the negligence or omission of the Park District, or arising from or in any way connected with any act, omission, wrongful act or negligence of Vendor, its officers, director, employees, volunteers and agents. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to the Park District. Vendor shall similarly protect, indemnify and hold and save harmless the Park District, its officers, officials, employees, volunteers and agents against and from any and all claims, costs, causes, actions and expenses including but not limited to legal fees, incurred by reason of Vendor's breach of any of its obligations under, or Vendor's default of, any provision of this Agreement.

Section 14: NO INFRINGMENT.

Vendor warrants that the products used for the Services and any parts thereof will not infringe on any copyrights, trademark rights, patent rights, trade secrets or other rights of any third party. Vendor agrees to indemnify, defend and hold Park District harmless from and against any loss, cost, damage, liability, or expense (including attorney's fees and other reasonable litigation expenses) suffered or incurred by Park District in connection with any such infringement claim by any third party, provided however that Park District permits Vendor all available information, assistance and authority to enable Vendor to do so. Vendor further warrants that if Park District is enjoined from using any products provided by Vendor due to an actual or claimed infringement of any patent, trademark, or copyright or other property right or for any other reason, then at Vendor's option, Vendor shall promptly either: (i) procure for the Park District, at Vendor's expense, the right to continue using said product; or (ii) replace or modify the product, at Vendor's expense, so that the product becomes non-infringing.

Section 15: NO LIABLITY.

The Park District is not responsible or liable for any injury, damages, loss or costs sustained or incurred by any person including, without limitation Vendor's employees, or for any damage to, destruction, theft or misappropriation of any property, relating in any way, directly or indirectly, to Vendor's Services and obligations under this Agreement. The Park District is not liable for acts or omissions of Vendor or any of Vendor's employees, subcontractor's, agents or other persons purporting to act at the direction or request, on behalf, or with the implied or actual consent, of Vendor. Vendor is not responsible for problems that occur as a result of the use of any third-party software or hardware that the Park District contracts for separately with other vendors unless said problems occur due to Vendor's negligent acts or omissions.

Section 16: LIQUIDATED DAMAGES FOR HIRING VENDOR EMPLOYEES.

If, during the Term of this Agreement or for twelve months thereafter, the Park District directly retains the services (whether as an employee, independent contractor or otherwise) of any current employee of Vendor who has provided Services to the Park District on behalf of Vendor, the Park District agrees that Vendor will be damaged, but that the amount of this damage will be difficult to determine. Accordingly, the Park District agrees that for each such Vendor employee hired by the Park District, the Park District will pay Vendor Twenty-five Thousand Dollars ($25,000) as liquidated damages. Notwithstanding the foregoing, for the purposes of this section, "employee of Vendor" shall include only employees of Vendor who provide Services to the Park District and shall not include employees of Vendor who have not provided any Services to the Park District nor any accountants, attorneys, other independent contractors of Vendor who provide services to Vendor itself.

Section 16: INDEPENDENT CONTRACTOR.

The relationship between Vendor and the Park District is that of an independent contractor. Vendor shall supply all personnel, equipment, materials, and supplies at its own expense, except as specifically set forth herein. Vendor shall not be deemed to be, nor shall it represent itself as, employees, partners, or joint venturers of the Park District. Vendor is not entitled to workers' compensation benefits or other employee benefits from the Park District and is obligated to directly pay federal and state income tax on money earned under this Agreement.

Section 17: NO THIRD PARTY BENEFICIARY.

This Agreement is entered into solely for the benefit of the contracting Parties, and nothing in this Agreement is intended, either expressly or impliedly, to provide any right or benefit of any kind whatsoever to any person and/or entity who is not a party to this Agreement or to acknowledge, establish or impose any legal duty to any third party. Nothing herein shall be construed as an express and/or implied waiver of any common law and/or statutory immunities and/or privileges of the Park District and/or Vendor, and/or any of their respective officials, officers and/or employees.

Section 18: NON-ASSIGNMENT.

Vendor shall not assign any of its obligations under this Agreement without the Park District's prior written consent, which may be granted or withheld in the Park District's sole discretion.

Section 19: NO CONFLICT OF INTEREST.

Vendor represents and warrants that Vendor does not have a business interest or a close family relationship with any Park District officer or employee who was, is, or will be involved in Vendor selection, negotiation, drafting, signing, administration, or evaluating Vendor's performance. As used in this section, the term "Vendor" shall include any employee of the Vendor who was, is, or will be involved in the negotiation, drafting, signing, administration, or performance of the Agreement. As used in this section, the term "close family relationship" refers to the following: spouse or domestic partner; any dependent parent, parent-in-law, child, son-in-law, or daughter-in-law; or any parent, parent-in-law, sibling, uncle, aunt, cousin, niece or nephew residing in the household of a Park District officer or employee described above.

Section 20: KEY PERSONS/NO SUBCONTRACTS.

Vendor shall not transfer or reassign any individual designated in this Agreement as essential to performing the Services, without the express written consent of the Park District, which consent shall not be unreasonably withheld. If, during the Term of this Agreement, any such individual leaves the Vendor's employment, Vendor shall present to the Park District one or more individual(s) with greater or equal qualifications as a replacement, subject to the Park District's approval, which shall not be unreasonably withheld. The Park District's approval shall not be construed to release Vendor from its obligations under this Agreement.

Furthermore, Vendor shall not subcontract with any third party to perform any of the Services and understands and agrees that the Park District is hiring Vendor for its knowledge and experience in the field of management of information technology services.

Section 21: DESIGNATED REPRESENATIVIES.

#1 Adam Nisenberg VP6 / Michael Bernard #2

The Park District hereby designates _____as the Park District's representative ("Park District's Representative") for all matters for the Park District under this Agreement and with respect to the administration of this Agreement. The Park District's Representative shall be available to Vendor at all reasonable times for consultation with Vendor. Vendor shall confirm to the Park District in writing any decision made by the Park District's Representative. Vendor hereby designates _____as the Vendor's Representative ("Vendor's Representative") for all matters for Vendor under this Agreement and with respect to the Services to be performed by Vendor for the Park District. Vendor's Representative shall be available to the Park District at all reasonable times for consultation with the Park District's Representative. The Park District may conclusively rely on the decisions made by Vendor's Representative, including those which modify this Agreement. Either Party may change its Representative under this Agreement by giving notice to the other Party as provided hereunder.

Section 22: DISPUTES.

Any dispute or misunderstanding that may arise under this Agreement concerning Vendor's performance shall first be resolved through negotiations, if possible, between each Party's Designated Representative as specified in Section 21 of this Agreement. If such officials do not agree upon a decision within a reasonable period of time, the Parties may pursue other legal means to resolve such disputes.

Section 23: CHOICE OF LAW AND VENUE.

This Agreement is governed by the laws of the State of Illinois. Any suit or action arising under this Agreement shall be commenced in the Circuit Court of DuPage County, Illinois. In any suit or action arising under this Agreement, the prevailing Party shall be entitled to an award of reasonable attorneys' fees and costs of litigation.

Section 24: COMPLIANCE WITH LAWS, STANDARDS.

Vendor shall comply with all federal, state and local laws, rules and regulations and shall obtain at Vendor's own cost and expense all permits and licenses which may be required in order for Vendor to provide the Services. In providing the Services, Vendor shall ensure that the Park District is compliance with all Payment Card Industry Data Security Standards, all other applicable data security standards, all applicable laws, rules and

regulations regarding identity protection, cyber security, and any other laws, rules, regulations or applicable to the safety and security of information stored and transmitted electronically.

Section 25: MISCELLANEOUS PROVISIONS.

A. Amendments: No modification of this Agreement shall be effective unless in writing dated a date subsequent to the date of this Agreement and signed by an authorized representative of each of the Parties hereto.

B. Successors and Assigns: The provisions, covenants and conditions in this Agreement shall bind the Parties, their legal heirs, representatives, successors, and assigns.

C. Remedies Cumulative: Rights under this Agreement are cumulative and nonexclusive of any other remedy at law or in equity.

D. Severability: If any term or provision of this Agreement is determined by a court of competent jurisdiction to be invalid or unenforceable, the remainder of this Agreement shall not be affected thereby, and each term and provision of this Agreement shall be valid and enforceable to the fullest extent permitted by law.

E. Waiver: No covenant, term or condition or the breach thereof shall be deemed waived, except by written consent of the Party against whom the waiver is claimed, and any waiver of the breach of any covenant, term or condition shall not be deemed to be a waiver of any preceding or succeeding breach of the same or any other covenant, term or condition. Neither the acceptance by the Park District of any performance by Vendor after the time the same shall have become due nor payment to Vendor for any portion of the Services shall constitute a waiver by the Park District of the breach or default of any covenant, term or condition unless otherwise expressly agreed to by the Park District in writing.

F. Entire Agreement: This Agreement, along with any exhibits and attachments, constitutes the entire agreement between the Parties with respect to the Services. No verbal agreement or conversation between any officer, agent, associate or employee of the Park District and any officer, agency, employee or associate of Vendor prior to the execution of this Agreement shall affect or modify any of the terms or obligations contained in this Agreement.

G Negotiated Agreement: The Parties acknowledge that this is a negotiated agreement, that they have had the opportunity to have this Agreement reviewed by their respective legal counsel, and that the terms and conditions of this Agreement are not to be construed against any Party on the basis of such Party's draftsmanship thereof.

H. Headings: The various headings used in this Agreement as headings for sections or otherwise are for convenience only and shall not be used in interpreting the text of the section which they appear.

I. Notices: All notices, demands, requests, exercises and other communications required or permitted to be given by either Party under this Agreement shall be in writing and:

(a) shall be sent by personal delivery, in which case notice shall be deemed delivered on the date of receipt by the other Party; or

(b) shall be sent by facsimile or e-mail if a copy of the writing is also sent by United States Certified Mail, pursuant to subparagraph (d) below, in which case notice shall be deemed delivered on the date and at the time of transmittal by facsimile or e-mail, provided that a transmission report is generated that reflects the accurate transmission date and time of the writing; or

(c) shall be sent by a nationally recognized overnight courier, in which event notice shall be deemed delivered one (1) business day after deposit with that courier; or

(d) shall be sent by United States Certified Mail, return receipt requested, in which case notice shall be deemed delivered three (3) business days after deposit, postage prepaid, in the United States Mail.

All such notices shall be addressed as follows:

If to the Vendor:

Attn:
Advanced Intelligence Engineering, LLC
211 E. Illinois St.
Wheaton, IL 60187
Phone: 630-936-4045
Fax: 815-346-5342

If to the Park District:

Attn: Executive Director
Wheaton Park District
102 E. Wesley Street
Wheaton, IL 60187
Phone: 630-510-4955
Fax: 630-665-5880

IN WITNESS WHEREOF, in consideration of the terms, conditions, and covenants contained herein, or attached and incorporated and made a part hereof, the Parties have executed this Agreement by having their representatives affix their signatures below.

Wheaton Park District

By _____ 10/7/15

Signature Date

Michael J. Berard Executive Director

Printed Name Title

Advanced Intelligence Engineering, LLC

By _____ 10-05-17

Signature Date

JEREMY WEST PRINCIPAL

Printed Name Title

#643042

Exhibit D

Vendor's Addendum

(a) *Software as a Service*

Vendor will provide the Park District with access to professional grade, industry standard IT management tools for backup, antivirus, monitoring, and remote access, as defined by Vendor's Proposal.

This includes ongoing monitoring and security alert services of all devices indicated in the Pricing Schedule. Vendor will provide scheduled reports as well as document critical alerts, scans and event resolutions to the Park District. Vendor will provide the Park District with a client portal to view alerts, remote take control software, automatic patch software, and options for data backup and automatic antimalware. Those backup and antimalware software services that are included in this Agreement are set forth in the Pricing Schedule.

Vendor agrees to be a reseller in good standing with the vendors of the software provided. Vendor reserves the right to change software vendors at Vendor's cost with 30 days' prior written notice to the Park District. Patch schedules, alert thresholds, and antimalware settings are set at the time of account setup. Vendor reserves the right to change reporting setup at its discretion, with 30 days prior written notice to the Park District. Any Park District requested changes to these settings will incur charges as set forth in Vendor's Proposal.

(b) *Remote Management / Troubleshooting / Help Desk*

Vendor will provide Remote End-Point Device Management, Help Desk, and Troubleshooting, and Remote Network & Server Management and Troubleshooting, as defined in Vendor's Proposal, at the rates defined in Vendor's Proposal.

Support must be requested by the means of contact specified in Section (d) below. Each support request will be assigned a Trouble Ticket number for tracking. Monitoring Services automatically generate Trouble Tickets in Vendor's system for alerts. Should a problem be discovered by alert software, Vendor will make every effort to resolve the issue in a timely manner.

Vendor will respond to the Park District's Trouble Tickets as specified in Vendor's Proposal. Support for locations and devices covered under this Agreement will be billed at the rates designated in the Pricing Schedule.

(c) *Onsite Support*

When the Park District has requested support on a Trouble Ticket, Vendor will make a best effort to solve the problem remotely. If the problem cannot be resolved remotely after one hour of troubleshooting, Vendor reserves the sole right to determine if the problem requires an onsite service call for further resolution. The Park District has the right to decline the service call; if the service call is declined by the Park District, Vendor is not obligated to continue supporting that Trouble Ticket remotely, and shall not be held liable for any damages as a result of the Park District declining support. In either event, the Park District is still responsible for all support charges associated with actual work performed.

(d) *Means of Contact:*

The Park District's contact for requested service is initiated by in-person request, telephone call to Vendor's service desk (630-936-4045, ext. 3), ticket submission through client access portal, or email to designated service email account(s) (support@aie195.com) only.

Coverage: All services qualifying under these conditions are as specified in Vendor's Proposal. Hardware costs of any kind are not covered under the terms of this Agreement.

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Exhibit E

Excluded Services

This Agreement covers only those services defined in Vendor's Proposal and selected in the Pricing Schedule. The Parties must mutually agree in writing to the equipment and services the Park District may want to add to this Agreement after the Commencement Date. The addition of equipment and services not listed in the Pricing Schedule at the signing of this Agreement, if approved by the Parties in writing, shall result in an adjustment to the Park District's monthly charges.

Services rendered under this Agreement does not include:

(a) Support for any device not meeting minimum support requirements as outlined in Vendor's Proposal.

(b) Support for any device not covered under this Agreement as defined in Vendor's Proposal, including devices on the network but not covered under this Agreement, or service and repair made necessary by such a device.

(c) Operating system upgrades on PCs or end-point devices on existing hardware.

(d) Any server or network equipment upgrades.

(e) Labor required to add new devices (virtual or physical) to this Agreement (i.e., added workstations, added network equipment, additional servers, network re-architecting, etc.).

(f) Hardware support for any device outside of vendor warranty.

(g) The cost of any parts, equipment, or shipping charges of any kind.

(h) The cost of any software, licensing, or software renewal or upgrade fees of any kind.

(i) The cost of any 3rd Party vendor or manufacturer support or incident fees, unless such costs are required to remedy Vendor's negligent act or omission in performing the Services.

(j) The cost to bring the Park District's environment up to minimum standards required for Services.

(k) Failure due to acts of God, building modifications, power failures or other adverse environmental conditions beyond the control of Vendor.

(l) Service and repair made necessary by the alteration or modification of equipment other than that authorized by Vendor, including alterations, software installations or modifications of equipment made by the Park District's employees or anyone other than the Vendor.

(m) Service or repair made necessary by intentional willful or wanton acts on the part of a Park District employee, or by the Park District's intentional failure to follow best practices as clearly recommended by Vendor in writing.

(n) Maintenance or upgrades of applications software packages, whether acquired from Vendor or any other source, unless as specified in Vendor's Proposal.

(o) Programming (modification of software code) and program (software) maintenance, unless as specified in Vendor's Proposal.

(p) Training services of any kind.

(q) Any services for which the Park District requires Vendor to possess specific certification.

(r) Any services Vendor considers specialty services or project services and not included as part of the Services. Such services that fall out of scope of this Agreement will be communicated to the Park District on a case-by-case basis.

Exhibit C
Final Pricing

Addendum to
RFP: Information Technology Services

Advanced Intelligence Engineering, LLC | Wheaton, IL

1 PRICING

1.1 FIXED MONTHLY PRICE

Services	Description	Monthly Price	Changes?
Desktop Support (includes onsite support)	140 workstations	$4900	*Additional 5 workstations $175/Month*
	Premium for XP Machines (3)	$0	*Reduce agreement by $0/Month per XP Machine removed*
Server Support	31 Servers	$3875	*Additional server $125/Month*
	Premium for 2003 Servers (3)	$150	*Reduce agreement by $50/Month per 2003 Server removed*
Network Support	10 locations (cameras, printers, vendor management) 42 Cisco Network Devices	$2650	*Additional location $50/Month* *Additional Cisco Device $50/Month*
Communications Support	Up to 125 Phones	$375	*Additional 25 phones $75/Month*
FIXED MONTHLY TOTALS		**$11,950**	
Without Out of Support Devices		$11,800	

1.2 OTHER COSTS

Services	Description	Price
Onboarding Fee	See Section 17: Onboarding Methodology	$10,000
Data Backup	Cloud backup of up to 3TB ($375/month value!)	INCLUDED
Antivirus	Enterprise antivirus software on all workstations and servers ($513/month value!)	INCLUDED

10/7/15

10-05-15

Services	Description	Price
SPAM Filtering	Enterprise-level SPAM filtering on mailboxes ($280/month value!)	INCLUDED
Web Protection	Enterprise-level web protection on all computers, including URL specific rules and safe surfing protection ($280/month value!)	INCLUDED
Onsite Support	Onsite presence estimated at an average of three days per week	INCLUDED
Client Ticket Portal		INCLUDED
Travel/Dispatch Charges		NONE
After Hours Support	Non-Business Hours: 5:31p-7:29a M-F, Weekends, 10 Standard Holidays*	$162/hr
Out of scope support	Normal Business Hours: 8am-6pm M-F Non-Business Hours: 6:01p-7:59a M-F, Weekends, 10 Standard Holidays*	$108/hr $162/hr
Projects	Fixed Fee: Additions to existing network. Upgrades to network hardware, servers and/or server-based applications.	$162/hr

*Standard Holidays include: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and following Friday, Christmas Eve, Christmas Day, and New Year's Eve.

AIE charges a minimum charge of 15 minutes for remote support calls, with time thereafter billed in 15 minute increments. AIE charges a minimum of 2 hours for onsite support calls, with time thereafter billed in 15 minute increments.

10/7/15

10-05-15
JW

1.3 Alternate Option – Server Upgrade Inclusion

Services	Description	Monthly Price	Changes?
Desktop Support (includes onsite support)	140 workstations	$4900	*Additional 5 workstations $175/Month*
	Premium for XP Machines (3)	$0	*Reduce agreement by $0/Month per XP Machine removed*
Server Support	28 vendor-supported servers	$7000	*Additional server $250/Month*
	3 Windows Server 2003 servers	$900	*Reduce agreement by $50/Month per 2003 server removed (upgrade not included)*
All-in server support includes up to one upgrade every four years for each server. Upgrade includes upgrade labor for hardware, operating system from vendor-supported operating system to newer operating system, and migration of existing applications to the new server. Upgrade does not include upgrading out-of-support operating systems, application upgrades, or new application installs.			
Network Support	10 locations (cameras, printers, vendor management) 42 Cisco Network Devices	$2850	*Additional location $50/Month* *Additional Cisco Device $50/Month*
Communications Support	Up to 125 Phones	$375	*Additional 25 phones $75/Month*
FIXED MONTHLY TOTALS		**$16,025**	
Without out-of-support devices		$15,875	

Exhibit A

Wheaton Park District

Request for Proposal

Managed Services - Information Technology Operations

(RFP ID: WPDMS)

June 22, 2015

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1 Statement of Work

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit proposals to manage the information technology (IT) operations for the Wheaton Park District (the "District", "Park District" or "Wheaton Park District").

1.2 General Scope

The intended scope of this RFP, and any agreement resulting from this RFP, shall be for the management of information technology operations for the Wheaton Park District.

1.3 Submission Process, Due Date and Required Documents

All parties submitting proposals must be addressed and delivered to the email address listed below, which is the primary address to be used for all communication in connection with this project:

rtrainor@wheatonparks.org

Copies of the proposals and any formal communications (refer to RFP Section 3.2.2) should also be sent (copied) to the following email addresses:

adam.nirenberg@vision96.com
dave.leather@vision96.com
mike.leather@vision96.com

Proposals must be received on or before July 17, 2015 at 4pm (CDT) to be considered. Proposals received after this deadline shall not be considered.

Upon review of proposals received in response to this RFP, the Park District will enter into a contract with the vendor that is best qualified based on the criteria set forth in this RFP, is responsible and responsive to requested criteria and which provides the best overall value to the District. The bid cost is not the only criteria for selection.

The District reserves the right to reject any and all proposals, or to accept any portion of the proposal, to waive any formality, technicality or irregularity in any proposal, and to be the sole judge of the value and merit of the proposals offered. Such decisions by the District shall be final.

2 General Information

2.1 Original RFP Document

The Wheaton Park District shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these in the vendor's submission is grounds for immediate disqualification.

2.2 The Organization

The Wheaton Park District was established as a separate municipal body by the citizens of Wheaton in 1921. Land for its first park, Memorial Park, was purchased in 1921, with Southside (now Central) Park acquired in 1922, and Northside Park soon after. Through both acquisition and donation, the district increased its park acres to 94 by 1970. Today the citizens of the district enjoy 52 park sites totaling more than 800 acres.

The Wheaton Park District has one of the finest park systems in the state, and has been recognized many times:

- National Park & Recreation Association with the National Gold Medal for Excellence in Park and Recreation Management (2005, 1996, 1990 and 1984)
- Illinois Park and Recreation Association Outstanding Program Award (2008)
- Illinois Park and Recreation Association's Distinguished Agency Award (1999)
- National Recreation and Park Association Excellence in Aquatics Award (1992)
- Illinois Park and Recreation Association Outstanding Facility Award (1993) for Rice Pool and Water Park
- Daniel Flaherty Award (1993 and 1990)
- U.S. Department of Interior Innovation Award (1993) for the Lincoln Marsh Wetlands Project
- Illinois Association of Museums – Best Practices for Publications (DuPage County Historical Museum Annual Report) and Award of Excellence for Promotional Materials (*in Vogue & Out* Exhibit)
- Central DuPage Rotary AM Business of the Year (2014)
- Wheaton Chamber of Commerce Large Business of the Year (2015)

The Wheaton Park District operates a wide variety of facilities, including:

- The Prairie Office Building
- Arrowhead Golf Club
- Central Athletic Center
- Clocktower Commons - Mini Golf and Skate Park
- Community Center
- Cosley Zoo
- Lincoln Marsh Natural Area and Teams Course
- Memorial Leisure Center
- Northside Family Aquatic Center
- Parks Plus Fitness Center
- Rice Pool and Water Park
- Safety City
- DuPage Historical Museum
- Cosley House
- Blanchard House
- Parks Service Center

2.3 Existing Technology Environment

The Wheaton Park District facilities include the following technology components running the key applications listed subsequently. The servers listed are currently centralized in one site (the Community Center) in Wheaton.

- **Technology Components:**
  - 140 Desktops / Laptops
  - Unix Servers
  - 28 Virtual Machines (3 VM Hosts)

- VMware
- Active Directory
- Exchange (Email)
- Backup System File Level
- NAS/ SAN
- 42 Cisco Network devices
- 19 Network Circuits (Voice and Data)
- Avaya Communications Manager (TDM/IP)

Note: Attachment A provides a current inventory for the Wheaton Park District; Attachment B provides a detailed work log for 2/1/14 through 4/30/15; and Attachment C provides additional details for the Technology Components and a Network Diagram.

- **Applications:** For most of the applications that follow, the vendor is expected to support the underlying infrastructure and not necessarily specific functions within the application. Experience with some of the more critical vendor applications (e.g. Vermont Systems RecTrac, Stromberg Time & Attendance) is a definite plus.
  - Springbrook Financial Systems – Financial software
  - Vermont Systems RecTrac and Maintrac – Parks and Recreation Management software
  - Paychex – Payroll service
  - Digital Dining – Restaurant POS software
  - Kronos/Stromberg Time & Attendance software – Workforce management solutions
  - FitnessGram – Fitness assessment and reporting program
  - ZooTrition – A comprehensive database for zoo and wildlife managers
  - Past Perfect Software – Museum collection management software
  - Phoenix Software for Advanced Management – Fuel tracking software
  - AutoDesk – AutoCAD Map 3D Esri – ArcEditor (now ArcGIS)

- Trimble – Pathfinder Office for the desktop
- Trimble – Terrasync for the GPS handheld
- Trimble – Total Station (Survey Pro)
- Windows Office Suite
- Miscellaneous Software Applications – Unique to Departments
- DVR Software (Samsung Unit at Community Center)
- Arrowhead Golf Club (AGC) - CCTV security system

2.4 Schedule of Events

The following is a tentative schedule for this RFP, but may change in accordance with the Park District's needs or for unforeseen circumstances. Changes will be communicated by email to all vendors who have received this RFP.

Issuance of RFP	June 22, 2015
Technical Questions/Inquiries due	June 30, 2015
RFP Closes at 4:00 PM	July 17, 2015
Complete Initial Evaluation	July 31, 2015
Finalist Presentations - Q/A	August 7, 2015
Final Award Notification	September 16, 2015
Vendor Fully Operational	December 31, 2015

3 Proposal Preparation Instructions

3.1 Vendor's Understanding of the RFP

In responding to this RFP, the vendor accepts full responsibility to review and understand the RFP in its entirety, and in detail, including making any inquiries to the Wheaton Park District as necessary for clarification and information. Failure to make such review or inquiry shall not excuse the vendor from performance of the duties and obligations imposed under the terms of the contract. Once the award has been made, failure to have read all the conditions, instructions and specifications of this contract shall not be cause to alter the original contract or to request additional compensation.

Further, the Wheaton Park District reserves the right, at its sole discretion, to eliminate from further consideration any proposal the Park District deems to be substantially or materially unresponsive to the requests for information contained herein. Such elimination shall be at no fault, cost, or liability whatsoever to the Wheaton Park District.

3.2 Good Faith Statement

All information provided by the Wheaton Park District in this RFP is offered in good faith. Individual items are subject to change at any time. The Wheaton Park District makes no representations or certifications regarding the accuracy of the information provided in this RFP. The Wheaton Park District is not responsible or liable for any use of the information or for any claims asserted from such information.

Communication

Verbal communication shall not be effective unless formally confirmed via email to **rtrainor@wheatonparks.org**. In no case shall verbal communication govern over written communication.

3.2.1 **Vendors' Inquiries.** Applicable terms and conditions herein shall govern communications and inquiries between the Wheaton Park District and vendors as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be emailed to **rtrainor@wheatonparks.org** as indicated in the following sections.

3.2.2 **Formal Communications** shall include, but are not limited to:

- Questions concerning this RFP, which must be submitted via email to **rtrainor@wheatonparks.org** and be received no later than June 30, 2015.

- Errors and omissions in this RFP and associated documentation. Vendors shall identify to the Wheaton Park District any potential discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to the Wheaton Park District any enhancements, which might be in the Wheaton Park District's best interests. These must be submitted via email to **rtrainor@wheatonparks.org** and be received no later than June 30, 2015.

- Inquiries about technical interpretations, which must be submitted via email to **rtrainor@wheatonparks.org** and be received no later than June 30, 2015.

- Verbal and/or written presentations and pre-award negotiations under this RFP.

- Addenda to this RFP.

3.2.3 **Addenda**: The Wheaton Park District will make a good-faith effort to provide an email response to each question or request for clarification, interpretation or changes within three (3) business days. All questions, answers, and addenda will be shared with all recipients of this RFP.

The Wheaton Park District will not respond to any questions or requests for clarification that require addenda, if received by the Wheaton Park District after June 30, 2015.

3.3 Proposal Submission

Proposals must be emailed to **rtrainor@wheatonparks.org** no later than 4 pm (CDT) July 17, 2015. Submissions must include both this document and the supporting spreadsheet (with all tabs completed).

2015 Wheaton Park District RFP Managed IT Services – Vendor Response.xlsx

Any additional information submitted by the vendor must be clearly marked with the RFP ID and must be referenced within the base documents submitted. Proposals must be submitted in the format outlined in this RFP. Each proposal will be reviewed for

completeness prior to actual evaluation. The Park District reserves the right to eliminate from further consideration any proposal the Park District deems to be substantially or materially unresponsive to the requests for information contained herein.

A proposal may not be modified, withdrawn or canceled by a vendor for a period of sixty (60) days after the time and date designated for receipt of proposal. A vendor may withdraw or modify a submitted proposal before the time and date designated for receipt by providing a written notice to the party receiving proposals on behalf of the Park District as noted herein.

3.4 Criteria for Selection

The evaluation of each RFP response will be based on its demonstrated competence, compliance, format, and organization. The purpose of this RFP is to identify those vendors that have the interest, capability, and financial strength to supply the Wheaton Park District with managed IT operations support. The selected vendor must have the capability to provide proactive support not just reactive support. They must show a breadth of technical experience to cover all potential situations that they could encounter with the District's current technological environment.

The following spreadsheet must be completed and included in the proposal submission (refer to the tab marked "Criteria"). Your response to each criteria listed should be provided in Column B (Vendor Response). If you wish to provide additional information, provide that information in a separate document that is clearly identified as part of your proposal and is referenced in the specific Vendor Response.

2015 Wheaton Park District RFP Managed IT Services – Vendor Response.xlsx

3.5 Selection and Notification

The evaluation team members will read and evaluate the proposals and rank the firms accordingly based on the firm's qualifications, personnel, experience, cost, conformity with the RFP, and other factors. The recommendation of the evaluation team will be subject to approval by the Wheaton Park District Board of Park Commissioners. The District anticipates that the contract will be awarded at the September 16, 2015 Board Meeting.

Vendors determined by the Wheaton Park District to possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Notification will be sent to these vendors via email. Those vendors not selected for the negotiation phase will not be notified.

3.6 Evaluation Criteria

RFP responses will be evaluated to determine the ability of each vendor to provide the required services. WPD will select the firm that best meets the District's needs, with price being only one factor that the District will consider to make this determination. The recommendation of the evaluation team will be subject to approval of the Wheaton Park District Board of Commissioners.

The District will award the contract to the vendor based on the following key evaluation criteria:

a. Experience and Qualifications

Experience will be judged based on criteria described in Section 3.4. Preference will be given to respondents demonstrating strong capabilities, experience and reputation in projects similar to those described in this RFP and providing authoritative documentation of the respondent's financial condition and stability. Additionally, the experience of key individuals will be an important factor in the District's evaluation of each vendors overall experience.

b. Proposal Preparation and Approach to the Project

Proposals must follow the format described herein and should include a detailed and sound approach to the scope of services required to achieve the District's objectives.

c. Cost of Services

All elements of pricing requested in Section 5 are important.

d. Ability to Effectively Provide the Services

Vendor proposals should illustrate that they can provide a reliable and proven approach to establish and effectively maintain the managed IT services described in this RFP. At a minimum, essential elements of managed IT services provided to WPD should include:

- timely response,
- "detailed" record keeping,
- a user-friendly help-desk including a web portal for District Users,
- the ability to proactively fix root causes so that issues are minimized, and
- the ability to effectively document and train Park District users on any transitional and ongoing support procedures.

3.7 Contract Award

Successful vendor will be notified by the District following the September 16, 2015 Wheaton Park District Board of Park Commissioners meeting.

The vendor awarded this project shall enter into a contract with the District substantially in the same form as attached to this RFP (refer to Attachment D).

A certificate of insurance identifying the District as additional insured is required within 5 business days upon award of project.

3.8 Cancellation of RFP

The District reserves the right to cancel this request for proposal at any time, to elect not to award the work listed, to reject any or all of the responses, to waive any informality or irregularity in any response received, and is the sole judge of the merits of the respective responses received. While the District intends to award all tasks included in this request for proposal to one vendor, the District also reserves the right to contract any task or portion of this work separately.

4. Requirements

The overall scope for this RFP is the effective provision of information technology support for the Wheaton Park District and the associated hardware, software, and applications in use.

The following spreadsheet must be completed and included in the proposal submission (refer to the "Technical Requirements" tab). For each requirement, you must provide a "statement of compliance" (refer to Column B). Left click on the box to the right of the listed requirement and a drop box symbol will appear at the lower right side corner. Left click on the symbol and choose the statement that best describes your compliance with the requirement. There are four choices:

- Fully support
- Mostly support
- Will support in the future
- Do not support

Additionally, to support your compliance statement, provide your response to each requirement in Column C. (Vendor Response). If you wish to provide additional information, provide that information in a separate document that is clearly identified as part of your proposal and is referenced in the specific Vendor Response.

2015 Wheaton Park District RFP Managed IT Services – Vendor Response.xlsx

5. Cost

The following spreadsheet must be completed and included in the proposal submission (refer to the tab marked "Cost"). Fill in your total cost to provide the scope of work, your "one time" costs, and your "cost to dispatch" for onsite support in the appropriate green shaded areas of Column B. Additional information requested should be provided in the "Vendor Notes" section (Column C). If you require additional space to explain any of the cost requirements in this section of the RFP, use the "Additional Notes" section or provide that information in a separate document that is clearly identified as part of your proposal and is referenced in the specific Vendor Note.

2015 Wheaton Park District RFP Managed IT Services – Vendor Response.xlsx

Note: The Wheaton Park District expects to implement a 3 year contract with the selected vendor.

6. Additional Terms & Conditions

6.1 Contract Documents

The vendor awarded this project shall enter into a contract with the District substantially in the same form as attached to this RFP (refer to Attachment D) and based on terms and conditions as approved by the District. This RFP, the vendor's proposal, the negotiated contract and any other documents specified by the District shall form the Contract Documents.

6.2 Non-Disclosure Agreement

The Wheaton Park District reserves the right to require any RFP vendor to enter into a non-disclosure agreement.

6.3 Costs

This RFP does not obligate the Wheaton Park District to pay for any costs, of any kind whatsoever that may be incurred by a vendor or any third parties, in connection with the RFP response. All RFP responses and supporting documentation shall become the property of the Wheaton Park District, subject to claims of confidentiality in respect of the RFP response and supporting documentation.

6.4 Term

The term of the contract with the successful vendor shall be for three (3) years unless terminated earlier in accordance with the terms of the contract.

6.5 Payment

Payment shall be made by the District to the vendor awarded the contract for services properly completed upon the District's receipt of an invoice itemizing the services performed for the period covered by the invoice. The vendor will invoice the District on a monthly basis. Payments of all invoices, and any late payment penalties, shall be governed by the Local Government Prompt Payment Act (5 ILCS 505/1 *et seq.*).

6.6 Intellectual Property

Any vendor in receipt of this RFP is prohibited from using any intellectual property of the Wheaton Park District including, but not limited to, all logos, registered trademarks, or trade names of the Wheaton Park District, at any time without the prior written approval of the Wheaton Park District, as appropriate.

6.7 Insurance Requirements

The successful vendor shall procure, keep in full force and effect, and maintain at its own cost and expense, for the duration of this Agreement, insurance against claims for injuries to persons or damages to property, intellectual property claims, and any third party intellectual property claims, which may arise from or in connection with the performance of the services hereunder by the vendor, its agents, representatives, employees, or subcontractors. The District shall be named as the certificate holder and the District, its elected and appointed officials, employees, agents and volunteers shall be named as additional insureds on the vendor's Commercial General Liability policy on the Certificate of Insurance.

The vendor shall maintain insurance limits no less than the following:

1. **Commercial General and Umbrella Liability Insurance**. Vendor shall maintain commercial general liability (CGL) and, if necessary, commercial umbrella insurance with a limit of not less than $1,000,000 for each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location. CGL insurance shall be written on Insurance Services Office (ISO) occurrence form CG 00 01 10 93, or a substitute form providing equivalent coverage, and shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal injury and advertising injury, and liability assumed under an insured Agreement (including the tort liability of another assumed in a business Agreement). The District shall be included as an insured under the CGL, using ISO additional insured endorsement CG 20 10 or a substitute providing equivalent coverage, and under the commercial umbrella, if any. This insurance shall apply as primary insurance with respect to any other insurance or self- insurance afforded to the District. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from pollution, explosion, collapse, or underground property damage.

2. **Professional Liability Insurance.** Vendor shall maintain professional liability and, if necessary, commercial umbrella liability insurance with a limit of not less than $1,000,00 for each wrongful act arising out of the performance or failure to perform professional services and $1,000,000 aggregate.

3. **Business Auto and Umbrella Liability Insurance.** Vendor shall maintain business auto liability and, if necessary, commercial umbrella liability insurance with a limit of not less than $1,000,000 for each accident. Such insurance shall cover liability arising out of any auto including owned, hired and non-owned autos. Business auto insurance shall be written on Insurance Services Office (ISO) form CA 00 01, CA 00 05, CA 00 12, CA 00 20, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage equivalent to that provided in the 1990 and later editions of CA 00 01.

4. Workers Compensation Insurance. Vendor shall maintain workers compensation as required by statute and employers liability insurance. The commercial umbrella and/or employers liability limits shall not be less than $1,000,000 for each accident for bodily injury by accident or for each employee for bodily injury by disease. If the District has not been included as an insured under the CGL using ISO additional insured endorsement CG 20 10 under the Commercial General and Umbrella Liability Insurance required in this Agreement, vendor waives all rights against the District and its officers, officials, employees, volunteers and agents for recovery of damages arising out of or incident to vendor's work.

5. General Insurance Provisions

(a) Prior to beginning any services, vendor shall furnish the District with a certificate(s) of insurance and applicable policy endorsement(s), executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above. All certificates shall provide for thirty (30) days' written notice to the District prior to the cancellation or material change of any insurance referred to therein. Written notice to the District shall be by certified mail, return receipt requested.

(b) Acceptability of Insurers. For insurance companies which obtain a rating from A.M. Best, that rating should be no less than A VII using the most recent edition of the A.M. Best's Key Rating Guide. If the Best's rating is less than A VII or a Best's rating is not obtained, the District has the right to reject insurance written by an insurer it deems unacceptable.

(c) Cross-Liability Coverage. If vendor's liability policies do not contain the standard ISO separation of insured's provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.

(d) Deductibles and Self-Insured Retentions. Any deductibles or self-insured retentions must be declared to the District. At the option of the District, vendor may be asked to eliminate such deductibles or self-insured retentions as respects the District, its officers, officials, employees, volunteers and agents or required to procure a bond guaranteeing payment of losses and other related costs including but not limited to investigations, claim administration and defense expenses.

6.8 Indemnification.

To the fullest extent permitted by law, the vendor, its officers, director, employees, volunteers and agents shall indemnify and hold harmless the District and its officers, officials, employees, volunteers and agents from and against all claims, suits, damages, causes of action, judgment, losses, costs and expenses, including but not limited to legal fees (attorney's and paralegals' fees and court costs), arising from or in connection with the services performed by the vendor, its officers, directors, employees, volunteers and agents under this Agreement, including but not limited to any accident, injury, damage, property loss or theft, except to the extent caused by the negligence or omission of the District, or arising from or in any way connected with any act, omission, wrongful act or negligence of the vendor, its officers, director, employees, volunteers and agents. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to the District. Vendor shall similarly protect, indemnify and hold and save harmless the District, its officers, officials, employees, volunteers and agents against and from any and all claims, costs, causes, actions and expenses including but not limited to legal fees, incurred by reason of vendor's breach of any of its obligations under, or vendor's default of, any provision of this Agreement.

6.9 RFP Responses

All accepted RFP responses shall become the property of the Wheaton Park District and will not be returned.

6.10 Governing Law

This RFP vendor and the RFP response shall be governed by the laws of the state of Illinois.

6.11 No Liability

The Wheaton Park District shall not be liable to any vendor, person, or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, by reason of, or attributable to, the vendor responding to this RFP; or
- As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process.

6.12 Entire RFP

This RFP, any addenda to it, and any attached schedules, constitute the entire RFP. The proposal of the vendor awarded the contract for this RFP will be incorporated by reference into the contract the Park District enters into with the successful bidder.

6.13 Compliance with Laws

The vendor and any contractors or subcontractors hired by the vendor shall comply with all applicable federal and state laws and local ordinances and regulations in the performance of the work.

7. Vendor Certification

This certification attests to the vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of its company.

This proposal is submitted in response to RFP for WPDMS, dated June 22, 2015, issued by the Wheaton Park District. The undersigned is a duly authorized officer, hereby certifies that:

_____

(RFP Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of 90 calendar days as of July 17, 2015.

The undersigned further certify that their firm (check one):

☐ IS
☐ IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify the Wheaton Park District of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person[s] authorized to negotiate on behalf of this firm for purposes of this RFP are:

Name: _____ Title: _____

Signature: _____ Date: _____

Name: _____ Title: _____

Signature: _____ Date: _____

Signature of Authorized Officer:

Name: _____ Title: _____

Signature: _____ Date: _____

Schedule "A" Notice of Intention

RFP ID: WPDMS

NOTICE OF INTENTION

REQUEST FOR PROPOSAL

From:

[VENDOR ORGANIZATION NAME]

[AUTHORIZED REPRESENTATIVE]

[TELEPHONE NO.]

[FAX NO.]

[EMAIL]

Please state your intention with regard to the Request for Proposal [RFP ID] by selecting one of the following:

[ ] Intends to respond to the Wheaton Park District Request for Proposal

[ ] Does not intend to respond to the Wheaton Park District Request for Proposal

TO:

rtrainor@wheatonparks.org

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - CRITERIA AND GENERAL REQUIREMENTS

Criteria (Section 3.4)	*Vendor Response*
1. Provide an Executive Summary: **include** company history and description (full legal name, years in business, type of ownership, type of organization, size of firm, professional affiliations). Identify what distinguishes your organization from your competitors.	
2. **Capability of vendor to meet the Park District's scope of services**. Provide a brief summary of all services provided by your company.	

Criteria (Section 3.4)	*Vendor Response*
3. **Experience with park districts and/or similar organizations**. Vendor should provide detailed explanation of its experience in the management of information services for organizations in similar size, scope, and application and a brief description of their implementation. Vendor should provide 5 references of similar projects, including specific POCs (point-of-contact) and their pertinent contact information.	
4. **Experience of key project personnel.** Vendor should identify the key individuals to be involved in this project, precisely identify their roles, and provide a resume for each, focusing on experience with similar projects. Each resume should include total years of experience and total years of relevant experience working for your organization. Identify if proposed individuals are contractors or employees (full time versus part time). Identify the person who will be the single POC for administration and contract support. Provide a breakdown (by percentage) of contractors and full time employees used by your company to support managed services. **Note**: key personnel include the management POC, the lead technical POC and backup to the lead technical POC, and any staff member that will spend significant time assigned to the project.	

Criteria (Section 3.4)	*Vendor Response*
5. **Financial stability:** Vendor must provide evidence of financial health.	
6. **Cost of vendor services** (Refer to Section 5).	

Criteria (Section 3.4)	*Vendor Response*
7. **Lawsuits:** Provide a list of any current lawsuits pending and a list of any "managed services" projects in the past 5 years that were not completed.	
8. **Willingness to be an active business partner in Wheaton Park District community services, business activities and promotional activities**. Provide examples of the organization's community involvement, including any business or promotional activities (with Wheaton or other communities).	

Criteria (Section 3.4)	*Vendor Response*
9. **Additional Information**: The District reserves the right to request any further additional documentation that it deems necessary for the review and award process. Firms may include any other supporting documents that they wish to submit for review. The contents of the proposal submitted by the successful firm will be referenced in any contract awarded as a result of this RFP. Firms should note that all information submitted is subject to the public access via the Freedom of Information Act.	

Sn	PC name	IP address	OS	CPU	MB	RAM	
1	ACG12-DC01	172.30.3.191	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E7500 @ 2.93GHz (2933 Hz)	1493 (Hewlett-Packard)	2009.3 MB	
2	AGC-PROSHP-14	172.30.3.155	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-4590 CPU @ 3.30GHz (3301 MHz)	1998 (Hewlett-Packard)	8103.5 MB	SAMSUNG MZ7PD128HAFV-000 SCSI Disk Device (119.2 GB)
3	AGC11-PC02	172.30.3.58	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E8500 @ 3.16GHz (3166 MHz)	3048h (Hewlett-Packard)	3991.2 MB	ST3250312AS ATA Device (232.9 GB)
4	AGC12-PC02	172.30.3.200	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	WDC WD5000AAKX-603CA0 ATA Device (465.8 GB)
5	AGC12-PC03	172.30.3.153	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	ST3500413AS ATA Device (465.8 GB)
6	AGC12-PC04	172.30.3.117	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	WDC WD5000AAKX-603CA0 ATA Device (465.8 GB)
7	AGC13-PC01	172.30.3.119	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	WDC WD5000AAKX-60U6AA0 ATA Device (465.8 GB)
8	AGC13-PC02	172.30.3.100	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	WDC WD5000AAKX-60U6AA0 ATA Device (465.8 GB)
9	AGC13-PC03	172.30.3.150	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
10	AGC13-PC04	172.30.3.111	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
11	AGC13-PC05	172.30.3.132	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	4040.5 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
12	AGC14-PC01	172.30.3.124	Microsoft Windows 7 Professional	Intel(R) Core(TM) i3-4130 CPU @ 3.40GHz (3400 MHz)	18E7 (Hewlett-Packard)	8103.6 MB	ST500DM0 ST500DM002-1BD14 SCSI Disk Device (465.8 GB)
13	AGCMAINT13-PC01	172.30.3.120	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	WDC WD5000AAKX-60U6AA0 ATA Device (465.8 GB)
14	AGCMAINT13-PC02	172.30.3.169	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
15	BANQUET11-PC01	172.30.3.112	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	ST3500413AS ATA Device (465.8 GB)
16	BANQUET13-PC01	172.30.3.147	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	WDC WD5000AAKX-60U6AA0 ATA Device (465.8 GB)
17	CC11	172.30.1.101	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E7500 @ 2.93GHz (2933 MHz)	3033h (Hewlett-Packard)	1993.2 MB	WDC WD1600BEKT-66F3T2 ATA Device (149 GB)
18	CC11-PC01	172.30.1.133	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	ST3500413AS ATA Device (465.8 GB)
19	CC11-PC02	172.30.1.106	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E8400 @ 3.00GHz (3000 MHz)	3031h (Hewlett-Packard)	1977.3 MB	ST380815AS ATA Device (74.5 GB)
20	CC12-PC01	172.30.1.188	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E7500 @ 2.93GHz (2933 MHz)	3033h (Hewlett-Packard)	3543.2 MB	ST9160411AS ATA Device (149 GB)
21	CC12-PC02	172.30.1.122	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	WDC WD5000AAKX-603CA0 ATA Device (465.8 GB)
22	CC12-PC03	172.30.1.184	Microsoft Windows 7 Professional	AMD Athlon(tm) 64 X2 Dual Core Processor 4200+ (2200 MHz)	0RY469 (Dell Inc)	3518.4 MB	WDC WD16 00AAJS-75PSA SCSI Disk Device (149 GB)
23	CC12-PC05	172.30.1.107	Microsoft Windows 7 Professional	AMD Athlon(tm) 64 X2 Dual Core Processor 4200+ (2200 Hz)	0RY469 (Dell Inc.)	3518.4 MB	WDC WD16 00AAJS-75PSA SCSI Disk Device (149 GB)
24	CC13-PC02	172.30.1.102	Microsoft Windows 7 Professional	AMD Athlon(tm) 64 X2 Dual Core Processor 4200+ (2200 MHz)	0RY469 (Dell Inc)	958.4 MB	ST316081 5AS SCSI Disk Device (149 GB)
25	CCREG12-PC01	172.30.1.161	Microsoft Windows 7 Professional	AMD Athlon(tm) 64 X2 Dual Core Processor 4200+ (2200 MHz)	0RY469 (Dell Inc)	3517.9 MB	ST316081 5AS SCSI Disk Device (149 GB)
				Intel(R) Core(TM)2 Duo CPU	3033h (Hewlett-Packard)	1977.3 MB	Hitachi HTS723280L9A360 ATA Device (74.5 GB)
26	COSLEY05	172.30.8.181	Microsoft Windows 7 Professional	E7200 @ 2.53GHz (2533 Hz)			, USB DISK 2.0 USB Device (1 GB)
27	COSLEY11-PC01	172.30.4.99	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E8400 @ 3.00GHz (3000 MHz)	3646h (Hewlett-Packard)	3991.2 MB	WDC WD5000AAKS-60WWPA0 ATA Device (465.8 GB)
28	COSLEY11-PC02	172.30.8.154	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E8500 @ 3.16GHz (3166 MHz)	3048h (Hewlett-Packard)	3991.2 MB	ST3250312AS ATA Device (232.9 GB)
29	COSLEY12-PC01	172.30.4.137	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	ST3500413AS ATA Device (465.8 GB)
30	COSLEY12-PC02	172.30.4.129	Microsoft Windows 7 Professional	AMD Athlon(tm) 64 X2 Dual Core Processor 5200+ (2600 Hz)	0RY469 (Dell Inc.)	1981.9 MB	WDC WD80 0JD-75MSA3 SCSI Disk Device (74.5 GB) , Flash Disk USB Device (0.9 GB)
31	COSLEY14-MON	172.30.4.103	Microsoft Windows 7 Professional	AMD Athlon(tm) 64 X2 Dual Core Processor 5200+ (2700 MHz)	0YP693 (Dell Inc.) (149 GB)	1982.4 MB	WDC WD16 01ABYS-18C0A SCSI Disk Device
32	COSLEY14-PC03	172.30.8.155	Microsoft Windows 7 Professional	Intel(R) Core(TM) i3-4130 CPU @ 3.40GHz (3400 MHz)	18E7 (Hewlett-Packard)	8103.6 MB	ST500DM0 ST500DM002-1BD14 SCSI Disk Device (465.8 GB)
33	COSLEYPOS2	172.30.4.143	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Quad CPU Q9400 @ 2.66GHz (2667 MHz)	3048h (Hewlett-Packard)	3543.2 MB	ST3500418AS ATA Device (465.8 GB)

34	FIN11-PC03	172.30.8.183	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	WDC WD5000AAKX-603CA0 ATA Device (465.8 GB)
35	FIN12-PC01	172.30.8.167	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	Hitachi HDS721050CLA660 ATA Device (465.8 GB)
36	FIN12-PC02	172.30.8.162	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E7500 @ 2.93GHz (2933 Hz)	1493 (Hewlett-Packard)	2009.3 MB	WDC WD5000AAKX-603CA0 ATA Device (465.8 GB)
37	FIN12-PC10	172.30.8.209	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	ST3500413AS ATA Device (465.8 GB)
38	FIN13-PC01	172.30.8.172	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	ST3500413AS ATA Device (465.8 GB)
39	FIN14-DIRLT1	172.30.8.193	Microsoft Windows 7 Professional	Intel(R) Core(TM) i7-3540M CPU @ 3.00GHz (3001 MHz)	179B (Hewlett-Packard)	8123.6 MB	TOSHIBA MK5061GSYN (465.8 GB)
40	FITNESS12-PC01	172.30.1.193	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	ST3500413AS ATA Device (465.8 GB)
41	FITNESS12-PC02	172.30.1.192	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	Hitachi HDS721050CLA660 ATA Device (465.8 GB)
42	FITNESS13-PC01	172.30.1.138	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	WDC WD5000AAKX-60U6AA0 ATA Device (465.8 GB)
43	HR12-PC01	172.30.8.136	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	ST3500413AS ATA Device (465.8 GB)
44	INVENTORYMGMT	172.30.0.223	Microsoft Windows Server 2008 R2 Standard	Intel(R) Xeon(R) CPU E5-2630L 0 @ 2.00GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	4095.6 MB	VMware Virtual disk SCSI Disk Device (50 GB)
45	IST01	172.30.2.80	Microsoft® Windows Vista ® Enterprise	AMD Athlon(tm) 64 X2 Dual Core Processor 5200+ (2700 MHz)	0YP693 (Dell Inc.)	1981.7 MB	WDC WD16 01ABYS-18C0A SCSI Disk Device (149 GB)
46	LEISURE12-PC01	172.30.7.154	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	WDC WD5000AAKX-603CA0 ATA Device (465.8 GB)
47	LEISURE13-PC01	172.30.7.100	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
48	LEISURE13-POS1	172.30.7.155	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
49	MAINTRAC	172.30.0.44	Microsoft Windows Server 2008 R2 Standard	Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	4095.6 MB	VMware Virtual disk SCSI Disk Device (40 GB) , VMware Virtual disk SCSI Disk Device (50 GB)
50	MARKET12-LT01	172.30.8.204	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2520M CPU @ 2.50GHz (2501 MHz)	161C (Hewlett-Packard)	4046.4 MB	HGST HTS725050A7E630 ATA Device (465.8 GB)
51	PARKS12-PC01	172.30.2.78	Microsoft Windows 7 Professional	Intel(R) Xeon(R) CPU W3565 @ 3.20GHz (3193 MHz)	0B4Ch (Hewlett-Packard)	7151.2 MB	WDC WD2500AAKX-603CA0 (232.9 GB)
52	PARKS12-PC02	172.30.2.174	Microsoft Windows 7 Professional	Intel(R) Xeon(R) CPU W3565 @ 3.20GHz (3193 MHz)	0B4Ch (Hewlett-Packard)	11247.2 MB	WDC WD2500AAKX-603CA0 (232.9 GB)
53	PARKS12-PC03	172.30.2.66	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	6032 MB	ST3500413AS ATA Device (465.8 GB)
54	PARKS13-PC02	172.30.2.180	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
55	PARKS13-PC03	172.30.2.177	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
56	PAYROLL	172.30.2.101	Microsoft Windows XP Professional	Intel(R) Pentium(R) D CPU 2.80GHz (2793 MHz) Intel(R) Pentium(R) D CPU 2.80GHz (2793 MHz)	0RJ291 (Dell Inc.)	1014.1 MB	ST3160812AS (149 GB)
57	PHOTO12-PC01	172.30.1.189	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	Hitachi HDS721050CLA660 ATA Device (465.8 GB)
58	PRAIRIE09-PC01	172.30.8.170	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E8400 @ 3.00GHz (3000 MHz)	3033h (Hewlett-Packard)	1977.3 MB	ST9160823AS ATA Device (149 GB)
59	PRAIRIE13-PC02	172.30.8.176	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	WDC WD5000AAKX-60U6AA0 ATA Device (465.8 GB)
60	PRAIRIE13-PC04	172.30.8.175	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
61	PRAIRIE13-PC06	172.30.8.182	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
62	PSC13	172.30.2.175	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E8500 @ 3.16GHz (3166 MHz)	3048h (Hewlett-Packard)	3543.2 MB	ST3250318AS ATA Device (232.9 GB) , SanDisk U3 Cruzer Micro USB Device (7.5 GB)
63	REC11-LT01	172.30.1.181	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2520M CPU @ 2.50GHz (2501 MHz)	161C (Hewlett-Packard)	4046.4 MB	WDC WD3200BEKT-60PVMT0 (298.1 GB)
64	REC11-PC01	172.30.1.128	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Quad CPU Q8400 @ 2.66GHz (2667 MHz)	3646h (Hewlett-Packard)	3991.2 MB	WDC WD3200AAJS-60Z0A0 ATA Device (298.1 GB)
65	REC11-PC02	172.30.1.156	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E8500 @ 3.16GHz (3166 MHz)	3048h (Hewlett-Packard)	3991.2 MB	WDC WD2500AAKX-603CA0 ATA Device (232.9 GB)
66	REC12-PC01	172.30.1.253	Microsoft Windows 7 Professional	Intel(R) Core(TM) i3-2120 CPU @ 3.30GHz (3300 MHz)	1497 (Hewlett-Packard)	1936 MB	WDC WD2500AAKX-603CA0 ATA Device (232.9 GB)
67	REC12-PC03	172.30.1.146	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	WDC WD5000AAKX-603CA0 ATA Device (465.8 GB)
68	REC12-PC04	172.30.1.171	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	ST3500413AS ATA Device (465.8 GB) , IOMEGA ZIP 250 USB Device (NaN GB)
69	REC13-PC01	172.30.1.105	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	WDC WD5000AAKX-60U6AA0 ATA Device (465.8 GB) , Imation Nano Pro USB Device (7.2 GB)
70	REC13-PC02	172.30.1.167	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	WDC WD5000AAKX-60U6AA0 ATA Device (465.8 GB)
71	SPCFC14-LT01	172.30.3.195	Microsoft Windows 7 Professional	Intel(R) Core(TM) i7-3540M CPU @ 3.00GHz (3001 MHz)	179B (Hewlett-Packard)	8123.6 MB	TOSHIBA MK5061GSYN (465.8 GB)

72	SPCFCL12-PC01	172.30.8.166	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	WDC WD5000AAKX-603CA0 ATA Device (465.8 GB)
73	SPCFCL12-PC02	172.30.8.198	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	3984 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
74	TEST1-PC	172.30.1.194	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz (3201 MHz)	339A (Hewlett-Packard)	3970.1 MB	WDC WD5000AAKX-60U6AA0 ATA Device (465.8 GB)
75	TRNMSTR12-PC01	172.30.1.140	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz (3101 MHz)	1497 (Hewlett-Packard)	4054 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
76	WPD-10-PC03	172.30.6.118	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Quad CPU Q9500 @ 2.83GHz (2833 MHz)	3048h (Hewlett-Packard)	3991.2 MB	WDC WD5000AAKS-60Z1A0 ATA Device (465.8 GB)
77	WPD-10-PC04	172.30.3.130	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Quad CPU Q9500 @ 2.83GHz (2833 MHz)	3048h (Hewlett-Packard)	3991.2 MB	WDC WD5000AAKS-60Z1A0 ATA Device (465.8 GB)
78	WPD-10-PC09	172.30.1.85	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E8500 @ 3.16GHz (3166 MHz)	3048h (Hewlett-Packard)	3543.2 MB	ST3250318AS ATA Device (232.9 GB)
79	WPD-10-PC10	172.30.3.66	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Quad CPU Q9500 @ 2.83GHz (2833 MHz)	3048h (Hewlett-Packard)	3543.2 MB	SAMSUNG HD502HJ ATA Device (465.8 GB)
80	WPD-10-PC11	172.30.6.121	Microsoft Windows 7 Professional	Pentium(R) Dual-Core CPU E6300 @ 2.80GHz (2800 MHz)	3048h (Hewlett-Packard)	1993.2 MB	ST3160318AS ATA Device (149 GB)
81	WPD-10-PC14	172.30.8.169	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Quad CPU Q9500 @ 2.83GHz (2833 MHz)	3048h (Hewlett-Packard)	3543.2 MB	SAMSUNG HD502HJ ATA Device (465.8 GB)
82	WPD-11-PC02	172.30.3.152	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E8500 @ 3.16GHz (3166 MHz)	3048h (Hewlett-Packard)	3991.2 MB	Hitachi HDS721025CLA382 ATA Device (232.9 GB)
83	WPD-11-PC03	172.30.8.171	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Quad CPU Q8400 @ 2.66GHz (2667 MHz)	3646h (Hewlett-Packard)	3991.2 MB	SAMSUNG HD502HJ ATA Device (465.8 GB) , Generic- Compact Flash USB Device (NaN GB) , Generic- MS/MS-Pro/HG USB Device (NaN GB) , Generic- SD/MMC/MS/MSPRO USB Device (NaN GB) , Generic- SD/MMC USB Device (NaN GB) , Generic- SM/xD-Picture USB Device (NaN GB)
84	WPD-14-PC00	172.30.2.187	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-4590 CPU @ 3.30GHz (3301 MHz)	1998 (Hewlett-Packard)	8103.5 MB	SAMSUNG MZ7PD128HAFV-000 SCSI Disk Device (119.2 GB)
85	WPD-14-PC03	172.30.6.108	Microsoft Windows 7 Professional	Intel(R) Core(TM) i3-4130 CPU @ 3.40GHz (3400 MHz)	18E7 (Hewlett-Packard)	8103.6 MB	ST500DM002-1BD142 ATA Device (465.8 GB)
86	WPD-14-PC04	172.30.6.103	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-4590 CPU @ 3.30GHz (3301 MHz)	1998 (Hewlett-Packard)	8103.5 MB	SAMSUNG MZ7PD128HAFV-000 SCSI Disk Device (119.2 GB)
87	WPD-14-PC05	172.30.3.205	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-4590 CPU @ 3.30GHz (3301 MHz)	1998 (Hewlett-Packard)	8103.5 MB	SAMSUNG MZ7PD128HAFV-000 SCSI Disk Device (119.2 GB)
88	WPD-14-PC07	172.30.2.176	Microsoft Windows 7 Professional	Intel(R) Core(TM) i3-4130 CPU @ 3.40GHz (3400 MHz)	18E7 (Hewlett-Packard)	8103.6 MB	ST500DM0 ST500DM002-1BD14 SCSI Disk Device (465.8 GB)
89	WPD-14-PC08	172.30.6.126	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-4590 CPU @ 3.30GHz (3301 MHz)	1998 (Hewlett-Packard)	8103.5 MB	SAMSUNG MZ7PD128HAFV-000 SCSI Disk Device (119.2 GB) , USB 2.0 USB Flash Drive USB Device (7.5 GB)
90	WPD-14-PC13	172.30.1.197	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-4590 CPU @ 3.30GHz (3301 MHz)	1998 (Hewlett-Packard)	8103.5 MB	SAMSUNG MZ7PD128HAFV-000 SCSI Disk Device (119.2 GB)
91	WPD-BU01	172.30.101.81	Microsoft Windows Server 2008 R2 Standard	Intel(R) Xeon(R) CPU E3-1220 V2 @ 3.10GHz (3100 MHz)	00D3729 (IBM)	8179.5 MB	HUA721050KLA330 39M4517 42C0468IBM ATA Device (465.8 GB) , HUA721050KLA330 39M4517 42C0468IBM ATA Device (465.8 GB)
92	WPD-PC-MUSEUM14	172.30.8.159	Microsoft Windows 7 Professional	Intel(R) Core(TM) i5-4590 CPU @ 3.30GHz (3301 MHz)	1998 (Hewlett-Packard)	8103.5 MB	SAMSUNG MZ7PD128HAFV-000 SCSI Disk Device (119.2 GB)
93	WPD14-LT03	172.30.8.195	Microsoft Windows 7 Professional	Intel(R) Core(TM) i7-3540M CPU @ 3.00GHz (3001 MHz)	179B (Hewlett-Packard)	8123.6 MB	TOSHIBA MK5061GSYN (465.8 GB) , JMCR SD SCSI Disk Device (14.8 GB)
94	WPDAPP01	172.30.0.17	Microsoft Windows Server 2003 Standard x64 Edition	Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz) , Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	5119.2 MB	Disk drive (68 GB) , VMware Virtual disk SCSI Disk Device (100 GB)
95	WPDAPP02	172.30.0.65	Microsoft Windows Server 2003 Standard x64 Edition	Intel(R) Xeon(R) CPU E5-2630L 0 @ 2.00GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	1023.3 MB	VMware Virtual IDE Hard Drive (30 GB)
96	WPDAPP04	172.30.0.15	Microsoft Windows Server 2012 R2 Standard	Intel(R) Xeon(R) CPU E5-2630L 0 @ 2.00GHz (2000 MHz) , Intel(R) Xeon(R) CPU E5-2630L 0 @ 2.00GHz (2000 MHz)	440BX Desktop Reference Platform (Intel Corporation)	8191.5 MB	VMware Virtual disk SCSI Disk Device (100 GB) , VMware Virtual disk SCSI Disk Device (60 GB)
97	WPDATTND01	172.30.0.13	Microsoft Windows Server 2003 R2 Standard Edition	Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz) , Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	3083.2 MB	VMware Virtual disk SCSI Disk Device (149.1 GB)
98	WPDCALLACCT	172.30.0.46	Microsoft Windows Server 2003 Standard x64 Edition	Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz) , Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	1015.3 MB	VMware Virtual IDE Hard Drive (149 GB)
99	WPDCC14-PC01	172.30.1.195	Microsoft Windows 7 Professional	Intel(R) Core(TM)2 Duo CPU E8500 @ 3.16GHz (3166 MHz)	3048h (Hewlett-Packard)	3991.2 MB	WDC WD2500AAKX-60U6AA0 ATA Device (232.9 GB)
100	WPDDB01	172.30.0.14	Microsoft Windows Server 2012 R2 Standard	Intel(R) Xeon(R) CPU E5-2630L 0 @ 2.00GHz (2000 MHz) , Intel(R) Xeon(R) CPU E5-2630L 0 @	440BX Desktop Reference Platform (Intel Corporation)	16383.5 MB	VMware Virtual disk SCSI Disk Device (80 GB) , VMware Virtual disk SCSI Disk Device (60 GB)

				2.00GHz (2000 MHz)			
101	WPDFIN01	172.30.0.55	Microsoft Windows Server 2003 R2 Standard x64 Edition	Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz), Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz), Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz), Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	8191.2 MB	VMware Virtual disk SCSI Disk Device (68.3 GB), VMware Virtual disk SCSI Disk Device (15 GB)
102	WPDFIN02	172.30.0.56	Microsoft® Windows Server® 2008 Standard	Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3334 MHz), Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3334 MHz)	440BX Desktop Reference Platform (Intel Corporation)	1022.8 MB	VMware Virtual disk SCSI Disk Device (149.1 GB)
103	WPDFIN14-LT01	172.30.8.210	Microsoft Windows 7 Professional	Intel(R) Core(TM) i7-3540M CPU @ 3.00GHz (3001 MHz)	179B (Hewlett-Packard)	8123.6 MB	HGST HTS725050A7E630 (465.8 GB)
104	WPDGIS	172.30.1.183	Microsoft Windows Server 2003 R2 Standard Edition	Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz), Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3332 MHz)	440BX Desktop Reference Platform (Intel Corporation)	1023.4 MB	VMware Virtual IDE Hard Drive (149 GB)
105	WPDIST	172.30.0.50	Microsoft Windows Server 2003 R2 Standard x64 Edition	Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz), Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz), Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz), Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	4095.2 MB	VMware Virtual disk SCSI Disk Device (127 GB)
106	WPDTS	172.30.0.42	Microsoft Windows Server 2008 R2 Standard	Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz), Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	4095.6 MB	VMware Virtual disk SCSI Disk Device (50 GB)
107	WPDVSI	172.30.0.41	Microsoft Windows Server 2008 R2 Standard	Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz), Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	8191.6 MB	VMware Virtual disk SCSI Disk Device (36 GB), VMware Virtual disk SCSI Disk Device (130 GB)
108	WPDVUM	172.30.0.85	Microsoft Windows Server 2008 R2 Enterprise	Intel(R) Xeon(R) CPU E5-2630L 0 @ 2.00GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	2047.5 MB	VMware Virtual disk SCSI Disk Device (40 GB), VMware Virtual disk SCSI Disk Device (100 GB)
109	WPDWEBTRAC	172.30.0.43	Microsoft Windows Server 2008 R2 Standard	Intel(R) Xeon(R) CPU X5680 @ 3.33GHz (3333 MHz)	440BX Desktop Reference Platform (Intel Corporation)	4095.6 MB	VMware Virtual disk SCSI Disk Device (36 GB)

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
1/2/2014	0.75	JP Scheckel	WPD register issue.	remote Desktop support	Desktop remote and on-site support
1/3/2014	8.00	Kevin Duffy	Rebuilt POS at Parks. Helped Nic Novak rebuild email on his mobile device. Planned deployment strategy for new PC's for 2014, gathered new list from Rita. Made COREFTP available for Darrell Houston. Checked boxes for new PC's along with Ram. Changed backup tapes.	On-site desktop support	Desktop remote and on-site support
1/6/2014	5.00	Kevin Duffy	Comcast Outage for both Museum and CAC. Margie could not login. Andrea Fisher could not login remotely. CAC call with Mike Benard. Developed CAC/VPN walkthrough and sent to Mike Benard and Rob Sperl.	remote Desktop support	Desktop remote and on-site support
1/7/2014	8.00	Kevin Duffy	Changed weekly tapes. Started building new image for Win7 PC's that came in. Phyllis had a monitor/display issue. Margie could not login to her PC. Gametime issue with Sally O. Reset Vicki B's password & unlocked her account. Reviewed POS information for Steve Glass.	On-site desktop support	Desktop remote and on-site support
1/8/2014	0.75	JP Scheckel	Password rest. Rectrac database copy live to demo.	remote Desktop support	Desktop remote and on-site support
1/9/2014	0.75	JP Scheckel	Password change. Backup alerts at night.	remote Desktop support	Desktop remote and on-site support
1/9/2014	8.00	Kevin Duffy	Collected POS inventory from AGC. Changed monthly back up tapes. Collected POS from Zoo and brought back to DC. Looked at Angie's Dosch's equipment that was causing an electrical failure in her office. Spoke with Keith Runkle about Angie's power issue. Billy Klemz had an issue with network connectivity. Met with Rita/Deb on GoDaddy.com for new domain name space. Collected monthly tapes from Rita.	On-site desktop support	Desktop remote and on-site support
1/10/2014	0.75	Jon Chua	Investigate alerts for NAS drive copy. Verify data copy and integrity.	server support	Server Support
1/10/2014	2.00	Tom Maksimik	Remote backup server support	server support	Server Support
1/13/2014	1.00	Bill Wright	Wheaton needed a SSL certificate on Webtrac to be renewed on their server. I gained access to GoDaddy and finished the automatic renewal process. I then downloaded the new certificate. Completed pending request on the server which imported the new certificate. I then went into bindings and selected the new certificate. Performed an IISreset and tested the web site to make sure that new certificate was in use. It tested correctly. I also shared these steps with Kevin as a good training exercise.	server support	Server Support
1/13/2014	1.00	James Osterhout	EMC Networker Discussions.	communications	Communications Support
1/13/2014	1.50	Kevin Duffy	Installed new printer driver for Sherry K. Sally O - Gametime issue. Sherry K. cannot print from publisher. Reset Vicki Beyer's password.	remote Desktop support	Desktop remote and on-site support
1/13/2014	1.00	Kevin Duffy	New certificate import to Wpdwebtrac.wpd.wheatonparks.org	server support	Server Support

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
1/14/2014	0.25	Kevin Duffy	Darrell Houston is locked out of his PC.	remote Desktop support	Desktop remote and on-site support
1/14/2014	1.00	Kevin Duffy	Updated Springbrook application.	server support	Server Support
1/15/2014	1.00	James Osterhout	EMC Networker conversations for WPD.	communications	Communications Support
1/15/2014	9.00	Kevin Duffy	Changed backup tapes. Checked on Gametime for Sally. Addressed issues with Diane. Dropped off backup tapes to Rita. Worked with Margie on her DNS issues. Tried to completed master image build for WPD. Phone move for Patty McGrath. Coordinated with Deb to order laptop and docking station. Monitor installation for Darrell Houston. Sherry K printing issue.	On-site desktop support	Desktop remote and on-site support
1/15/2014	0.50	Rob Bridal	DNS Configuration for playforalldupage.org	network support	Network Support
1/16/2014	1.75	Kevin Duffy	Sue Wahlgren could not print an 11x17 document. Diane H's files are not properly closing and she was unable to open them. Weather tool installation for Cosley11. Created new distro for Mike Benard. Created new email contacts for Commissioners.	remote Desktop support	Desktop remote and on-site support
1/17/2014	7.25	Kevin Duffy	Worked on Gametime issue with Sally. Image for 2014 PC's. Fixed printing issue at Prairie. Worked with MBC/Rec department on new cable. Order/monitor orders. Investigated Vicki Beyer PC issue. Darrell Houston voicemail instructions.	On-site desktop support	Desktop remote and on-site support
1/20/2014	7.00	Kevin Duffy	Built Master image for Compaq 600 models. Imaged 5 PCs. Build and configured Finance laptop. Hotline issue at Community Center, called AT&T opened a ticket.	On-site desktop support	Desktop remote and on-site support
1/21/2014	1.50	Kevin Duffy	Meeting with Bob/Brian on restaurant POS system.	On-site desktop support	Desktop remote and on-site support
1/21/2014	0.50	Kevin Duffy	Rita needed a file restored.	remote Desktop support	Desktop remote and on-site support
1/22/2014	0.75	Jon Chua	Troubleshoot backup alert.	server support	Server Support
1/22/2014	2.00	Kevin Duffy	MBC getting VPN client/Microsoft RDP access installed. Sandra Simpson needs access to T:\. Worked with AT&T and JEMC Engineering for hotline issue.	remote Desktop support	Desktop remote and on-site support
1/22/2014	0.50	Kevin Duffy	Time punch server constantly blinking for Lorraine.	server support	Server Support
1/23/2014	8.00	Kevin Duffy	PC Deployment for Vicki Beyer. Laptop deployment for Sandra Simpson. Renaming each machine deployed, installed Rectrac, joined to domain. Inventory forms have been filled out and provided to the necessary parties. Met with Rita/Deb on ordering parts. MBC needed help with installing Cisco VPN on her PC. Helped Rita with the Prairie Projector.	On-site desktop support	Desktop remote and on-site support
1/24/2014	0.50	JP Scheckel	Database copy for rectrac.	remote Desktop support	Desktop remote and on-site support
1/24/2014	7.25	Kevin Duffy	Prepped PC deployment for Tim Johnson, deployed PC, installed printers, moved favorites & documents over. Spoke with AGC Maintenance about getting a new display PC for training. Spoke with Neil about new POS system/electrical requirements. Looked at Vicki's PC for Rectrac reinstall. Collected Exchange information (CAL's) for Rita.	On-site desktop support	Desktop remote and on-site support

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
1/27/2014	2.50	Kevin Duffy	Rita's PC has a virus. pdated Sue's PC with the latest IE10 update. Also updated to SP1 along with some other updates for IE. Provided Steve Hinchee with VPN access.	remote Desktop support	Desktop remote and on-site support
1/27/2014	1.00	Kevin Duffy	Karen needed me to trim brokers on WPDVSI and sit on a conference call with VSI. Granted VSI access to WPDVSI to collect a log file.	server support	Server Support
1/27/2014	2.00	Tom Maksimik	Remote support for EMC networker backup server licensing.	server support	Server Support
1/28/2014	1.50	Kevin Duffy	Sally was locked out of her account. Rita needed Cisco Anywhere Connect Client reinstalled. Conference call with Digital Dining.	remote Desktop support	Desktop remote and on-site support
1/29/2014	0.50	Jon Chua	Troubleshoot missing mapped drives.	server support	Server Support
1/29/2014	0.75	JP Scheckel	Software install for Patty. Flash install.	remote Desktop support	Desktop remote and on-site support
1/29/2014	8.00	Kevin Duffy	Installed laptop for Sandra Simpson, also installed printer, configured email, migrated IE Favorites, Documents, Pictures to new laptop. Installed switch at Jeannie's desk. Investigated Zoo (Keeper) battery backup issue. Fixed Wayfinder issue. Spoke with Cristin Handlon about cabling. Fixed Camera 10 issue at WPD CC. Asked Deb Hulsey to order more parts, switch and battery backup. Met with Rita on CDW order for wireless mouse & keyboard, laptops, and battery back ups.	On-site desktop support	Desktop remote and on-site support
1/29/2014	1.00	Rob Bridal	Meeting with Comcast	communications	Communications Support
1/30/2014	0.50	Jon Chua	Troubleshoot backups.	server support	Server Support
1/30/2014	0.75	Kevin Duffy	Researching GPO for password expiration notification for Rita.	remote Desktop support	Desktop remote and on-site support
1/31/2014	0.25	JP Scheckel	Account lockout.	remote Desktop support	Desktop remote and on-site support
1/31/2014	8.00	Kevin Duffy	Installed 2 monitors for Brad Keene and his display port to HDMI for his big screen tv in his office. PC swap out for training room, performed pc prep & inventory. Installed Maintrac to the swapped out PC in use and provided to Rita. Exchange clean-up for Rita. Changed weekly back up tapes. Installed Cisco Anywhere Connect for Sandra Simpson.	On-site desktop support	Desktop remote and on-site support
2/1/2014	0.50	Kevin Duffy	WPDVSI low on disk space, had to investigate.	server support	Server Support
2/2/2014	0.50	Jon Chua	On-call, look into login scripts for missing mapped drives.	remote Desktop support	Desktop remote and on-site support
2/3/2014	0.25	Kevin Duffy	Cathy's mouse not working. Brad Keene's monitor issue.	remote Desktop support	Desktop remote and on-site support
2/3/2014	0.50	Kevin Duffy	Cleared space in server WPDVSI.	server support	Server Support
2/4/2014	1.25	Jon Chua	Troubleshoot exchange backups/database issues.	server support	Server Support
2/4/2014	0.75	JP Scheckel	Website isue. Password reset.	remote Desktop support	Desktop remote and on-site support
2/4/2014	0.25	Kevin Duffy	Added user to Cash Dailies distro.	remote Desktop support	Desktop remote and on-site support
2/5/2014	0.50	Jon Chua	Monitor backups.	server support	Server Support
2/5/2014	0.25	JP Scheckel	After hours wpd mail server reboot for Jon.	remote Desktop support	Desktop remote and on-site support

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
2/5/2014	8.00	Kevin Duffy	Payroll server reboot. Installed new weekly backup tapes. Changed battery backup in Keeper office. Prepped PC for deployment for Display PC at AGC Ground Keeping. Filled out inventory form and provided to Rita/Deb. Updated Andrew's PC with latest version of Java. Updated Andrew's PC with latest Flash. Updated flash player on Justin's PC. Updated Java on Justin's PC. Investigated Steve Hinchee software installation issues.	On-site desktop support	Desktop remote and on-site support
2/6/2014	0.75	Jon Chua	Troubleshoot backup failures.	server support	Server Support
2/6/2014	0.75	Kevin Duffy	Steve Hinchee needed programs uninstalled from his profile.	remote Desktop support	Desktop remote and on-site support
2/7/2014	8.00	Kevin Duffy	Built laptop image for new laptops, troubleshooting image failure.	On-site desktop support	Desktop remote and on-site support
2/10/2014	-	Darrick Taylor	Train with Kevin. Imaged laptop and visited Wheaton sites.	On-site desktop support	Desktop remote and on-site support
2/10/2014	-	Jon Chua	Training/Knowledge Transfer for WPD	On-site desktop support	Desktop remote and on-site support
2/10/2014	8.00	Kevin Duffy	Brought Darrick and Jon Chua from site to site to site and trained new employee and Jon.	On-site desktop support	Desktop remote and on-site support
2/10/2014	2.00	Tom Maksimik	Remote support for new Client added to Backup server.	server support	Server Support
2/11/2014	1.25	Kevin Duffy	Rita could not open the page to her Cisco secure note. Comcast outage at Prairie.	remote Desktop support	Desktop remote and on-site support
2/11/2014	0.50	Kevin Duffy	Stromberg service stopped.	server support	Server Support
2/11/2014	2.00	Tom Maksimik	Remote support for new Client added to Backup server.	server support	Server Support
2/11/2014	0.25	Tom Marshall	Update AD info for Matthew Wrobel.	remote Desktop support	Desktop remote and on-site support
2/12/2014	-	Darrick Taylor	3 PC Builds,Tape Swap out.	On-site desktop support	Desktop remote and on-site support
2/12/2014	0.50	JP Scheckel	Email disclaimer. WPD 3rd party software install.	remote Desktop support	Desktop remote and on-site support
2/12/2014	8.00	Kevin Duffy	Training Darrick Taylor on POS's, laptop builds, desktop builds. Leisure Center. Tape backup	On-site desktop support	Desktop remote and on-site support
2/13/2014	-	Darrick Taylor	PC Builds and deployment.	On-site desktop support	Desktop remote and on-site support
2/13/2014	-	Jon Chua	Training/Knowledge Transfer for WPD	On-site desktop support	Desktop remote and on-site support
2/13/2014	8.00	Kevin Duffy	Training/Knowledge Transfer for WPD	On-site desktop support	Desktop remote and on-site support
2/14/2014	-	Darrick Taylor	Connected printers for Sarah B and attached pst files into folder. Installed Flash Player Sue, Uninstalled/Install RecTrac, Created New user profile for Erin Herrera.	On-site desktop support	Desktop remote and on-site support
2/14/2014	0.50	JP Scheckel	WPD database copy.	remote Desktop support	Desktop remote and on-site support
2/14/2014	5.00	Kevin Duffy	Training/Knowledge Transfer for WPD	On-site desktop support	Desktop remote and on-site support
2/14/2014	5.00	Kevin Duffy	Remote - Training new employee	remote Desktop support	Desktop remote and on-site support
2/18/2014	-	Darrick Taylor	More training with JP.	On-site desktop support	Desktop remote and on-site support
2/20/2014	4.00	Darrick Taylor	Meeting w/Rita Trainer. Add printers to Museum workstation. Checked currently used PC & Laptop for cycle down process. Windows explorer upgrade Issues resolved.	On-site desktop support	Desktop remote and on-site support
2/21/2014	2.00	Darrick Taylor	Cosley Zoo Time Clock power cycle. Laptop builds	On-site desktop support	Desktop remote and on-site support
2/21/2014	0.75	Jon Chua	Troubleshoot cosley timeclock, restart timeclock services on server.	server support	Server Support

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
2/24/2014	4.00	Darrick Taylor	Virus Removals at Arrowhead and CC. MainTrac Install-Mark Wagner. Application download for Steve Glass. PastPerfect Application Install-Museum.	On-site desktop support	Desktop remote and on-site support
2/25/2014	4.00	Darrick Taylor	Return old PC for missing Files for S.Buttita. Communicated with VSI regarding Maintrac install for Mark Wagner. Collected monthly tapes.	On-site desktop support	Desktop remote and on-site support
2/26/2014	1.00	Darrick Taylor	Maintrac Vendor Remote Session.	On-site desktop support	Desktop remote and on-site support
2/26/2014	0.50	Jon Chua	Troubleshoot scheduled task to download hours off time clocks. Fixed issue with automated tasks not running.	server support	Server Support
2/26/2014	1.50	JP Scheckel	Virus removal. Flash update.	remote Desktop support	Desktop remote and on-site support
2/26/2014	2.00	Rob Bridal	Phone Ticket Preperation for 2/28	communications	Communications Support
2/27/2014	4.00	Darrick Taylor	Past Perfect Install. Monitor install. Rectrac Upgrade. Prepare Laptops for deployment.	On-site desktop support	Desktop remote and on-site support
2/28/2014	4.00	Darrick Taylor	PC Move and assement. Google Earth install. App install for Steve Glass.Lapto deploy	On-site desktop support	Desktop remote and on-site support
2/28/2014	0.50	Jon Chua	Setup email forwarding for Jeannie.	server support	Server Support
2/28/2014	0.50	JP Scheckel	Missing files.	remote Desktop support	Desktop remote and on-site support
2/28/2014	2.00	Rob Bridal	Phone Tickets	communications	Communications Support
3/3/2014	3.00	Darrick Taylor	PC Move B.Buck; Software install for B.Buck. Karen @ CC Internet Virus. Password Reset.	On-site desktop support	Desktop remote and on-site support
3/3/2014	0.25	JP Scheckel	Map drives.	remote Desktop support	Desktop remote and on-site support
3/4/2014	6.00	Darrick Taylor	Arrowhead digital dinning testing. Rectrac Installs	On-site desktop support	Desktop remote and on-site support
3/5/2014	6.00	Darrick Taylor	VPN install. IE Update. Google Chrome install. VSI Support Rectrac. Computer swap.	On-site desktop support	Desktop remote and on-site support
3/5/2014	0.75	JP Scheckel	Updates to computer. RecTrace database copy.	remote Desktop support	Desktop remote and on-site support
3/6/2014	0.25	JP Scheckel	Computer boot error.	remote Desktop support	Desktop remote and on-site support
3/6/2014	1.25	Scott Christoff	Account unlock for M.Raitt. Troubleshoot disk fail warning for M.Wihelmi.	remote Desktop support	Desktop remote and on-site support
3/7/2014	3.75	Darrick Taylor	2 PC deploys. Return old computer to museum for file share.	On-site desktop support	Desktop remote and on-site support
3/7/2014	1.25	Jon Chua	Troubleshoot past perfect, confirm drive mappings and backup status.	server support	Server Support
3/7/2014	0.75	Jon Chua	Investigate mail rejection for WPD. Check blacklists for ATT's IP.	server support	Server Support
3/10/2014	8.25	Darrick Taylor	Past Perfect install. Assessment for DD POS install. VSI upgrade.	On-site desktop support	Desktop remote and on-site support
3/10/2014	1.00	Jon Chua	Troubleshoot mail delivery/blacklist.	server support	Server Support
3/10/2014	1.00	Scott Christoff	Updated IE on three PCs.	remote Desktop support	Desktop remote and on-site support
3/11/2014	7.50	Darrick Taylor	Assessed wireless solution with Rob Bridal. DD POS install/setup config. DD software install. VPN connection for Rob Sperl.	On-site desktop support	Desktop remote and on-site support
3/11/2014	2.00	JP Scheckel	VSI on rectrac server.	server support	Server Support
3/11/2014	1.00	Scott Christoff	Past Perfect issue. Drive access. Screen display issue.	remote Desktop support	Desktop remote and on-site support

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
3/12/2014	6.00	Darrick Taylor	Laptop deploy for A.Fisher. DD software installed 3 users. DD POS printer attached. Mouse installed download drivers.	On-site desktop support	Desktop remote and on-site support
3/12/2014	3.00	Rob Bridal	PBX Tickets, Wireless at AGC	communications	Communications Support
3/12/2014	0.50	JP Scheckel	DD printing issue.	server support	Server Support
3/13/2014	6.00	Darrick Taylor	Weekly tapes. DD POS re-connection, terminal was down. Local admin permission given to S.Simpson and A.Fisher. Ordered HD for Margie from HP. Contacted transform for DD software issues. Contacted 3rd party vendor for VPN access.	On-site desktop support	Desktop remote and on-site support
3/13/2014	0.50	JP Scheckel	RecTrac app server reboot. Printer setup.	server support	Server Support
3/14/2014	0.50	Jon Chua	Troubleshoot Digital Dining.	remote Desktop support	Desktop remote and on-site support
3/14/2014	3.50	Jon Chua	Restore VSI from backup	server support	Server Support
3/14/2014	1.00	Scott Christoff	Unlock account. Install QuickTime on laptop.	remote Desktop support	Desktop remote and on-site support
3/17/2014	6.00	Darrick Taylor	DD install. Setup internet connection for Auditors over at Prairie. Restored drives to users Erin and Stephanie. Rob released DHCP numbers. 2 RecTrac and QuickTime updates. Reach out to VSI for Maintrac install steps.	On-site desktop support	Desktop remote and on-site support
3/17/2014	1.00	JP Scheckel	VSI on server (actual time 5.5 hours)	server support	Server Support
3/17/2014	0.50	Scott Christoff	Payroll server access for Diane H.	remote Desktop support	Desktop remote and on-site support
3/18/2014	1.75	Darrick Taylor	Adode install for A.Fisher. Reach out transform regarding digital dining error. VSI for maintrac	On-site desktop support	Desktop remote and on-site support
3/18/2014	1.00	JP Scheckel	VSI on rectrac server (actual time spent 3.25 hrs)	server support	Server Support
3/18/2014	0.50	JP Scheckel	After hours name change Jaci	server support	Server Support
3/19/2014	6.00	Darrick Taylor	Attempted HDD Install. Sara Arnas Correspondence regarding Museum Laptop quote. Follow up with A.Fisher regarding adobe install. DD Troubleshooting	On-site desktop support	Desktop remote and on-site support
3/20/2014	7.50	Darrick Taylor	DD Troubleshooting. Phone Meeting with Wendy Russell regarding Pool Season set up	On-site desktop support	Desktop remote and on-site support
3/20/2014	2.00	JP Scheckel	Install networker client, troubleshoot POS	server support	Server Support
3/20/2014	0.50	Scott Christoff	Google docs issue - updated IE to v. 11	remote Desktop support	Desktop remote and on-site support
3/20/2014	2.00	Tom Maksimik	On site support for Digital Dining Printer reconfiguration	On-site desktop support	Desktop remote and on-site support
3/20/2014	2.00	Tom Maksimik	Added new Digital Dining server to backup server to include: Installing remote agent on Digital Dining server, configuring agent, adding client to Networker Server, adding Digital Dining client to backup jobs, running backup tests for WAN communications, adjusting timeouts.	server support	Server Support
3/21/2014	6.00	Darrick Taylor	Kronos vendor for time clock at Cosley Zoo. Met with Mark Wagner regarding cycle pc install. AGC DNS server address reset and usb keyboard and mouse install	On-site desktop support	Desktop remote and on-site support
3/21/2014	1.00	Rob Bridal	Network Support for WPD	network support	Network Support
3/24/2014	12.50	Darrick Taylor	Arrowhead Cable Test for terminals. Imaging for Margie	On-site desktop support	Desktop remote and on-site support
3/24/2014	0.50	Jon Chua	Assist springbrook with server maintenance.	server support	Server Support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
3/24/2014	0.25	JP Scheckel	Mapped drive issue.	remote Desktop support	Desktop remote and on-site support
3/24/2014	1.00	Scott Christoff	Remote IE upgrade.	remote Desktop support	Desktop remote and on-site support
3/25/2014	6.00	Darrick Taylor	Preparation for Pool set up. Scanner Issues for Rita. Vendor Contact(Canon) for desktop scanner for Christine	On-site desktop support	Desktop remote and on-site support
3/25/2014	0.75	Jon Chua	Troubleshoot backup failure.	server support	Server Support
3/25/2014	0.50	Mark Mahnke	Worked with Patty McGrath on a password issue.	remote Desktop support	Desktop remote and on-site support
3/26/2014	6.00	Darrick Taylor	Pool setup. Laptop build.	On-site desktop support	Desktop remote and on-site support
3/26/2014	0.50	Jon Chua	Troubleshoot backup restart services on failed server.	server support	Server Support
3/26/2014	0.75	JP Scheckel	Alecia ticket (map drives, install programs, setup user acct)	remote Desktop support	Desktop remote and on-site support
3/27/2014	6.00	Darrick Taylor	Laptop deploy. DD issues.	On-site desktop support	Desktop remote and on-site support
3/27/2014	0.50	Jon Chua	After hours server reboot to clear backup errors.	server support	Server Support
3/27/2014	1.00	Rob Bridal	Phone Configuration @ Clocktower	communications	Communications Support
3/27/2014	0.75	JP Scheckel	DD shared folder.	remote Desktop support	Desktop remote and on-site support
3/28/2014	2.25	Darrick Taylor	Desktop deploy / RecTrac install.	On-site desktop support	Desktop remote and on-site support
3/28/2014	1.00	Jon Chua	RecTrac database copy.	server support	Server Support
3/28/2014	1.75	Scott Christoff	Setup mobile device for email access. Black desktop with cursor.	remote Desktop support	Desktop remote and on-site support
3/31/2014	6.00	Darrick Taylor	DD issues. Printer issues with Molly Cosgrove. Laptop downgrade. Procedure write up	On-site desktop support	Desktop remote and on-site support
4/1/2014	8.00	Darrick Taylor	Printer Install AGC. DD Troubleshooting. Meeting with Wendy regarding pools. Laptop deploy Parks. Follow up with Alecia regarding email request.	On-site desktop support	Desktop remote and on-site support
4/2/2014	8.00	Darrick Taylor	AGC POS set up and troubleshoot. Cosley zoo network restore. 2 laptop builds.	On-site desktop support	Desktop remote and on-site support
4/3/2014	0.25	JP Scheckel	Mail change.	remote Desktop support	Desktop remote and on-site support
4/4/2014	1.00	Jon Chua	Digital dining POS troubleshooting, IP conflicts.	server support	Server Support
4/4/2014	1.00	Mark Mahnke	Worked with Steve Glass to get a POS station working.	remote Desktop support	Desktop remote and on-site support
4/7/2014	8.00	Darrick Taylor	Laptop deploys.	On-site desktop support	Desktop remote and on-site support
4/7/2014	0.50	Scott Christoff	Drive access permissions and verification.	remote Desktop support	Desktop remote and on-site support
4/8/2014	8.00	Darrick Taylor	Pastperfect issues. VPN Setup for museum. WIN XP assestment.	On-site desktop support	Desktop remote and on-site support
4/8/2014	0.50	JP Scheckel	WPD inventory.	remote Desktop support	Desktop remote and on-site support
4/8/2014	0.25	JP Scheckel	After hours password reset for Andy Bendy.	remote Desktop support	Desktop remote and on-site support
4/8/2014	0.25	Scott Christoff	Snip tool.	remote Desktop support	Desktop remote and on-site support
4/9/2014	1.00	JP Scheckel	Adobe issues.	remote Desktop support	Desktop remote and on-site support
4/9/2014	0.50	Scott Christoff	Printer issue	remote Desktop support	Desktop remote and on-site support
4/9/2014	0.25	Scott Christoff	Password change/account unlock	remote Desktop support	Desktop remote and on-site support
4/9/2014	0.50	Scott Christoff	Snip tool issue	remote Desktop support	Desktop remote and on-site support
4/9/2014	0.75	Scott Christoff	Cosley11 issue	remote Desktop support	Desktop remote and on-site support
4/10/2014	0.50	JP Scheckel	Adobe issues.	remote Desktop support	Desktop remote and on-site support
4/10/2014	0.25	JP Scheckel	Browser install.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
4/10/2014	0.25	JP Scheckel	Mail forwarding.	remote Desktop support	Desktop remote and on-site support
4/10/2014	1.50	Mark Mahnke	Worked with Trish Whelan on a battery backup issue and external HDD issue on a Mac. Installed Google Chrome and Firefox on Ryan Millers PC and Sherry Krajelis PC.	remote Desktop support	Desktop remote and on-site support
4/10/2014	1.00	Rob Bridal	Phone extension move.	communications	Communications Support
4/10/2014	0.50	Scott Christoff	Chrome and Firefox install for M.Wihelmi & Kristina Nemetz	remote Desktop support	Desktop remote and on-site support
4/10/2014	0.75	Scott Christoff	Adobe issues - Andrea	remote Desktop support	Desktop remote and on-site support
4/10/2014	0.75	Scott Christoff	Network printer install	remote Desktop support	Desktop remote and on-site support
4/11/2014	0.50	James Osterhout	Put in weekly backup tapes at Wheaton Park District.	server support	Server Support
4/11/2014	0.25	JP Scheckel	Remote support.	remote Desktop support	Desktop remote and on-site support
4/11/2014	0.25	Scott Christoff	Authorize iTunes on laptop - Rita	remote Desktop support	Desktop remote and on-site support
4/11/2014	0.50	Scott Christoff	Install Office 2013 32-bit Andrea	remote Desktop support	Desktop remote and on-site support
4/11/2014	1.75	Scott Christoff	Transfer and install office 2013 32-bit Rita	remote Desktop support	Desktop remote and on-site support
4/11/2014	0.75	Scott Christoff	Adobe issue - screen connect Rita	remote Desktop support	Desktop remote and on-site support
4/14/2014	3.00	Darrick Taylor	On-site support.	On-site desktop support	Desktop remote and on-site support
4/14/2014	2.00	Darrick Taylor	Remote support.	remote Desktop support	Desktop remote and on-site support
4/14/2014	0.50	JP Scheckel	Heartbleed info/scan of webtrac.wheatonparkdistrict.com	remote Desktop support	Desktop remote and on-site support
4/14/2014	0.25	JP Scheckel	File permissions.	remote Desktop support	Desktop remote and on-site support
4/14/2014	2.00	Mark Mahnke	Created the user account for Rebecca Ludwig. Updated the weater widget on Cosley 12. Sherry Krajelis needed a password reset.	remote Desktop support	Desktop remote and on-site support
4/14/2014	0.50	Scott Christoff	Login issue with Cosley11 workstation.	remote Desktop support	Desktop remote and on-site support
4/14/2014	0.25	Scott Christoff	Update Weather Channel app.	remote Desktop support	Desktop remote and on-site support
4/15/2014	0.25	JP Scheckel	Fingerprint scanner investigation.	remote Desktop support	Desktop remote and on-site support
4/15/2014	0.25	JP Scheckel	Compatibility mode for browswer.	remote Desktop support	Desktop remote and on-site support
4/15/2014	0.25	Scott Christoff	Email forward setup settings distribution group.	remote Desktop support	Desktop remote and on-site support
4/15/2014	0.25	Scott Christoff	Upgrade software - Weather Channel.	remote Desktop support	Desktop remote and on-site support
4/16/2014	0.50	Jon Chua	Setup and configure software for onsite wireless survey.	network support	Network Support
4/16/2014	1.25	Scott Christoff	Update Past Perfect.	remote Desktop support	Desktop remote and on-site support
4/16/2014	0.75	Scott Christoff	Update Java.	remote Desktop support	Desktop remote and on-site support
4/17/2014	4.00	Darrick Taylor	On-site support.	On-site desktop support	Desktop remote and on-site support
4/17/2014	3.25	Scott Christoff	Troubleshoot issues with past perfect for multiple users and with Ginger from past perfect.	remote Desktop support	Desktop remote and on-site support
4/18/2014	6.00	Darrick Taylor	On-site support.	On-site desktop support	Desktop remote and on-site support
4/18/2014	1.00	Scott Christoff	Phone and server support with Past Perfect for multiple users at the DCH Museum.	remote Desktop support	Desktop remote and on-site support
4/18/2014	0.50	Scott Christoff	Phone support with Past Perfect for DCH Museum.	remote Desktop support	Desktop remote and on-site support
4/19/2014	1.50	Scott Christoff	Remote session with Steve Glass to remove virus.	remote Desktop support	Desktop remote and on-site support
4/20/2014	2.00	Darrick Taylor	AGC Network down due to virus.	remote Desktop support	Desktop remote and on-site support
4/20/2014	2.50	JP Scheckel	Slowness at AGC on Easter Sunday.	remote Desktop support	Desktop remote and on-site support
4/20/2014	2.00	Rob Bridal	On-Call / Virus causing network slowness at AGC	network support	Network Support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
4/21/2014	8.00	Darrick Taylor	Wireless Survey. Virus removal. XP Machine Tracking.	On-site desktop support	Desktop remote and on-site support
4/21/2014	2.00	Jon Chua	Onsite wireless survey, cable test 2 POS stations.	server support	Server Support
4/21/2014	0.25	JP Scheckel	After hours email issue.	remote Desktop support	Desktop remote and on-site support
4/21/2014	1.00	Mark Mahnke	Worked with Sally Oppenheim to remove 724 pieces of malware.	remote Desktop support	Desktop remote and on-site support
4/21/2014	0.50	Scott Christoff	Create new email profile for Steve Glass @ AGC.	remote Desktop support	Desktop remote and on-site support
4/22/2014	8.00	Darrick Taylor	XP Machine Tracking. Steve's HDD wipe. Musuem Laptop.	On-site desktop support	Desktop remote and on-site support
4/23/2014	8.00	Darrick Taylor	Pool set up on the northside. Restore Steve Glass PC.	On-site desktop support	Desktop remote and on-site support
4/23/2014	2.50	James Osterhout	Setup Pool w/ Darrick at Wheaton Park District.	communications	Communications Support
4/23/2014	0.25	JP Scheckel	User creation.	remote Desktop support	Desktop remote and on-site support
4/23/2014	2.50	Mark Mahnke	Worked with Rita Trainor on website pdf retrieval. Also worked with her on a VPN issue. Needed to uninstall and install VPN client. Andrea Fisher needed the SP1 for Office 2013 and needed a few additional updates.	remote Desktop support	Desktop remote and on-site support
4/24/2014	8.00	Darrick Taylor	Change weekly tapes. Delivered Steve Glass PC. Placed DD SERVER WPD NETWORK. Assisted Rita with Laptop configs. Tested new desktop scanner-Ready for deployment.	On-site desktop support	Desktop remote and on-site support
4/24/2014	1.25	Jon Chua	Move Digital Dining server onto domain, test POS systems, configure file share access.	server support	Server Support
4/25/2014	8.00	Darrick Taylor	Steve Glass PC Setup. Desktop scanner setup. Change Monthly Tapes.	On-site desktop support	Desktop remote and on-site support
4/25/2014	1.00	Rob Bridal	Discussion with CTI/Windstream	network support	Network Support
4/28/2014	4.00	Darrick Taylor	Virus Removal for Sarah. Sglass computer shutdown randomly.	remote Desktop support	Desktop remote and on-site support
4/28/2014	0.75	Scott Christoff	After hours RDC - Steve Glass.	remote Desktop support	Desktop remote and on-site support
4/29/2014	8.00	Darrick Taylor	Laptop Build for Dsciliano. Carolyn at CC computer . SpringBrook Troubleshoot.	On-site desktop support	Desktop remote and on-site support
4/29/2014	0.50	Jon Chua	Assist with IE security bug/Alternative browser install.	remote Desktop support	Desktop remote and on-site support
4/29/2014	0.75	Mark Mahnke	Worked with Diane Hirschberg on getting Chrome setup with intranet homepage, favorites. Also had to make sure that Stromberg would open in IE.	remote Desktop support	Desktop remote and on-site support
4/29/2014	0.25	Scott Christoff	Password reset.	remote Desktop support	Desktop remote and on-site support
4/30/2014	8.00	Darrick Taylor	On-site support.	On-site desktop support	Desktop remote and on-site support
4/30/2014	1.50	Mark Mahnke	Worked with multiple users (Alecia Hannemann, Cathy Marino, Bruce Stoller) on getting Springbrook to work on IE. Then using Chrome for everything.	remote Desktop support	Desktop remote and on-site support
4/30/2014	1.50	Rob Bridal	Technical Discussion with ShoreTel/CTI	network support	Network Support
4/30/2014	0.25	Scott Christoff	Unlock account.	remote Desktop support	Desktop remote and on-site support
5/1/2014	6.00	Darrick Taylor	Live RecTrac Install, XP Search & find.	On-site desktop support	Desktop remote and on-site support
5/1/2014	2.50	Mark Mahnke	Worked with users at the Cosley Zoo to get the weather channel app to work on their PC's. Vicki Beyer troubleshooting why Butler Street emails were not going through. Turned out to be AT&T spam filtering blocking the incoming emails.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
5/1/2014	0.50	Scott Christoff	Email release setup AT&T secure email gateway.	remote Desktop support	Desktop remote and on-site support
5/1/2014	0.50	Scott Christoff	Auto discover email phone.	remote Desktop support	Desktop remote and on-site support
5/1/2014	0.25	Scott Christoff	Install Adobe Reader.	remote Desktop support	Desktop remote and on-site support
5/1/2014	0.25	Scott Christoff	Account unlock.	remote Desktop support	Desktop remote and on-site support
5/2/2014	8.00	Darrick Taylor	Laptop deploy for Andy Bendy, Search for AP's at AGC.	On-site desktop support	Desktop remote and on-site support
5/2/2014	0.50	Scott Christoff	Install chrome and import bookmarks.	remote Desktop support	Desktop remote and on-site support
5/5/2014	4.00	Darrick Taylor	Rectrac live to demo. Rectrac Restore.	remote Desktop support	Desktop remote and on-site support
5/5/2014	0.50	Mark Mahnke	Worked with Diane Hirshberg to manually patch PC's.	remote Desktop support	Desktop remote and on-site support
5/5/2014	0.25	Scott Christoff	Password reset.	remote Desktop support	Desktop remote and on-site support
5/6/2014	8.00	Darrick Taylor	Laptop deploy. Laptop build. Monitor setup. 2 Printer issues. 1 Rectrac Printer issue.	remote Desktop support	Desktop remote and on-site support
5/6/2014	0.25	Scott Christoff	Screen connect email issue.	remote Desktop support	Desktop remote and on-site support
5/6/2014	0.75	Scott Christoff	Screen connect medica player codecs.	remote Desktop support	Desktop remote and on-site support
5/6/2014	0.50	Scott Christoff	RPD- install and configure Wmware.	remote Desktop support	Desktop remote and on-site support
5/6/2014	3.50	Tom Marshall	Remote PC Support Ticket # T20140506.0015 - PC cosley09 will not map network drives/possible virus.	remote Desktop support	Desktop remote and on-site support
5/7/2014	8.00	Darrick Taylor	Cosley zoo troubleshoot. Parks Printer issue.	On-site desktop support	Desktop remote and on-site support
5/7/2014	0.50	Jon Chua	Install Varidesk.	remote Desktop support	Desktop remote and on-site support
5/7/2014	2.50	Mark Mahnke	Worked with Cathy Marino to get a receipt printer to start working in Windows again. Had to uninstall all of the devices (the printer and the virtual serial port that it was attached to). Then reinstall the devices partially using what VSI documents (provided by VSI), part of which were incorrect. The new installs of the devices needed new drivers to be installed as well.	remote Desktop support	Desktop remote and on-site support
5/7/2014	0.75	Scott Christoff	RDC - install software. Screen connect issues.	remote Desktop support	Desktop remote and on-site support
5/8/2014	8.00	Darrick Taylor	Cosley zoo PC Rebuild. IE Issue for Rita. Laptop build.	On-site desktop support	Desktop remote and on-site support
5/8/2014	0.25	JP Scheckel	Remove user from distrobution.	server support	Server Support
5/8/2014	4.25	Mark Mahnke	Phyllis Ade needed her McAfee/Windows updated. That way her OAS McAfee would work. Cathy needed help getting a receipt printer reinstalled on her PC. VSI has to finish the rest of the installation to work in RecTrac. Neil needed help getting to Springbrook and setting up IE as a default.	remote Desktop support	Desktop remote and on-site support
5/8/2014	1.00	Tom Marshall	Remote PC Support Ticket # T20140508.0016 - IE will not launch.	remote Desktop support	Desktop remote and on-site support
5/9/2014	8.00	Darrick Taylor	Cosley zoo Return pc. Rita UPS troubleshoot. Assessment for conference room speakers.	On-site desktop support	Desktop remote and on-site support
5/9/2014	1.50	JP Scheckel	Desktop troubleshooting and profile rebuild.	remote Desktop support	Desktop remote and on-site support
5/9/2014	1.25	Mark Mahnke	Worked with Rita to get IE working after the patch was installed.	remote Desktop support	Desktop remote and on-site support
5/9/2014	3.00	Scott Christoff	IE issue / windows updates.	remote Desktop support	Desktop remote and on-site support
5/12/2014	8.00	Darrick Taylor	Rice & Northside pools testing and setup. Stromberg and Springbrook issues at the CC. Photo issues at the CC.	On-site desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
5/12/2014	7.00	Mark Mahnke	Worked on getting the Pools area setup (Northside Pool and Rice Pool).	On-site desktop support	Desktop remote and on-site support
5/12/2014	1.00	Mark Mahnke	Worked with Karen to help out some of the users at the Community Center. Sue, who was having issues with Springbrook. Also the cameras were taking bad pictures for ID's.	remote Desktop support	Desktop remote and on-site support
5/12/2014	0.25	Scott Christoff	Password reset.	remote Desktop support	Desktop remote and on-site support
5/12/2014	0.25	Scott Christoff	Drive mapping.	remote Desktop support	Desktop remote and on-site support
5/12/2014	0.25	Scott Christoff	Email name correction.	remote Desktop support	Desktop remote and on-site support
5/13/2014	6.00	Darrick Taylor	Northside pools and set up and check connection.	On-site desktop support	Desktop remote and on-site support
5/13/2014	2.00	Darrick Taylor	Remote support.	remote Desktop support	Desktop remote and on-site support
5/13/2014	0.50	Mark Mahnke	Worked with Cathy and VSI to get the printer working for Cathy Marino.	remote Desktop support	Desktop remote and on-site support
5/13/2014	1.00	Rob Bridal	Troubleshooting issues at Northside Pool.	network support	Network Support
5/13/2014	0.25	Scott Christoff	RDC: Adobe flash IE install.	remote Desktop support	Desktop remote and on-site support
5/14/2014	8.00	Darrick Taylor	Northside pools.	On-site desktop support	Desktop remote and on-site support
5/14/2014	1.00	Darrick Taylor	On-call with AT&T.	remote Desktop support	Desktop remote and on-site support
5/14/2014	3.00	Mark Mahnke	Cathy Marino requested additional help with a drawer issue, it wouldn't open. Finished getting Rita's IE to work(After hours).	remote Desktop support	Desktop remote and on-site support
5/14/2014	1.25	Scott Christoff	New phone activation & email access setup.	remote Desktop support	Desktop remote and on-site support
5/15/2014	8.00	Darrick Taylor	Museum new user setup. Northside Pools. Rice Pools. Andy Bendy laptop deploy.	On-site desktop support	Desktop remote and on-site support
5/15/2014	1.00	Darrick Taylor	Remote support.	remote Desktop support	Desktop remote and on-site support
5/15/2014	0.25	JP Scheckel	Create user.	server support	Server Support
5/15/2014	1.00	Scott Christoff	Server access- springbrook.	remote Desktop support	Desktop remote and on-site support
5/16/2014	8.00	Darrick Taylor	Northside & Rice Pools Time clock setup. Museum new user scanner set up.	On-site desktop support	Desktop remote and on-site support
5/16/2014	0.25	Scott Christoff	Group Membership change.	remote Desktop support	Desktop remote and on-site support
5/16/2014	0.25	Scott Christoff	Restore IE to system.	remote Desktop support	Desktop remote and on-site support
5/19/2014	9.00	Darrick Taylor	Northside pools full set-up. Paychex upgrade.	On-site desktop support	Desktop remote and on-site support
5/19/2014	0.50	Scott Christoff	Screen connect - past perfect data backup	remote Desktop support	Desktop remote and on-site support
5/20/2014	7.00	Darrick Taylor	Paychex upgrade.	On-site desktop support	Desktop remote and on-site support
5/20/2014	1.00	Darrick Taylor	Remote support.	remote Desktop support	Desktop remote and on-site support
5/20/2014	2.00	Scott Christoff	Program installs - Acrobat & Google earth	remote Desktop support	Desktop remote and on-site support
5/21/2014	9.00	Darrick Taylor	Northside & Rice.	On-site desktop support	Desktop remote and on-site support
5/21/2014	1.00	Scott Christoff	Software installon multiple systems.	remote Desktop support	Desktop remote and on-site support
5/22/2014	9.50	Darrick Taylor	Northside & Arrowhead.	On-site desktop support	Desktop remote and on-site support
5/22/2014	1.50	Mark Mahnke	Spent the morning with AT&T and Comcast as well as troubleshooting an issue at Arrowhead Golf Course.	remote Desktop support	Desktop remote and on-site support
5/22/2014	1.00	Scott Christoff	WPD access to networked system files.	remote Desktop support	Desktop remote and on-site support
5/22/2014	0.25	Scott Christoff	Password reset.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
5/23/2014	9.50	Darrick Taylor	Change weekly Tapes, Northside & Rice Pools Printer issues, Scanner Troubleshoot for museum.	On-site desktop support	Desktop remote and on-site support
5/23/2014	0.25	Scott Christoff	Webinar Java issue.	remote Desktop support	Desktop remote and on-site support
5/24/2014	7.50	Darrick Taylor	Northside & Rice Pools Start up.	On-site desktop support	Desktop remote and on-site support
5/24/2014	1.00	Darrick Taylor	Remote support.	remote Desktop support	Desktop remote and on-site support
5/27/2014	2.00	Bill Wright	Gathered the information for Jim. He needed this so that he could provide some budget numbers to Rita.	server support	Server Support
5/27/2014	8.00	Darrick Taylor	Northside, phone and printer setup.	On-site desktop support	Desktop remote and on-site support
5/27/2014	1.00	Darrick Taylor	Remote support.	remote Desktop support	Desktop remote and on-site support
5/27/2014	1.00	Rob Bridal	Phone Configuration at Rice Pool	communications	Communications Support
5/27/2014	0.25	Scott Christoff	Activate MS Office.	remote Desktop support	Desktop remote and on-site support
5/28/2014	8.00	Darrick Taylor	Printer issue with Northside.	On-site desktop support	Desktop remote and on-site support
5/28/2014	0.25	JP Scheckel	Firewall settings.	remote Desktop support	Desktop remote and on-site support
5/28/2014	0.50	Mark Mahnke	Worked on removed malware from Rita Trainors PC (after hours)	remote Desktop support	Desktop remote and on-site support
5/29/2014	8.00	Darrick Taylor	VSI mobile setup.	On-site desktop support	Desktop remote and on-site support
5/29/2014	2.00	Mark Mahnke	Erin Herrera was having issues saving a Power Pivot database. Worked that out with JP. Prairie Comcast was down, worked with Darrick and Comcast to get the site back up and running.	remote Desktop support	Desktop remote and on-site support
5/30/2014	8.00	Darrick Taylor	AGC auto archiving, Printer issue at Rice.	On-site desktop support	Desktop remote and on-site support
5/30/2014	1.00	Scott Christoff	Screen connect WMDC.	remote Desktop support	Desktop remote and on-site support
6/2/2014	5.00	Darrick Taylor	Onsite support	On-site desktop support	Desktop remote and on-site support
6/2/2014	1.50	Darrick Taylor	Remote support.	remote Desktop support	Desktop remote and on-site support
6/2/2014	0.25	JP Scheckel	Password reset.	remote Desktop support	Desktop remote and on-site support
6/2/2014	2.00	Scott Christoff	Windows updates.	remote Desktop support	Desktop remote and on-site support
6/3/2014	6.00	Darrick Taylor	New user account setup. Scanner set up. Troubleshoot tape drive.	On-site desktop support	Desktop remote and on-site support
6/3/2014	0.50	JP Scheckel	Comm time for licensing issue for Mcafee.	remote Desktop support	Desktop remote and on-site support
6/3/2014	1.50	Scott Christoff	New user creation and remote support via screen connect.	remote Desktop support	Desktop remote and on-site support
6/4/2014	8.00	Darrick Taylor	Map drives. Trouleshoot PC with no power. Rectrac Database issue.	On-site desktop support	Desktop remote and on-site support
6/4/2014	1.00	JP Scheckel	Password resets. File restores. Wireless investigation.	remote Desktop support	Desktop remote and on-site support
6/4/2014	0.25	Scott Christoff	Unlock account.	remote Desktop support	Desktop remote and on-site support
6/5/2014	8.00	Darrick Taylor	Musuem wifi Search & Find, and Weekly Tapes.	On-site desktop support	Desktop remote and on-site support
6/5/2014	0.25	JP Scheckel	File restore.	remote Desktop support	Desktop remote and on-site support
6/5/2014	2.00	Scott Christoff	Update Maintrac file.	remote Desktop support	Desktop remote and on-site support
6/5/2014	0.25	Tom Marshall	Sue needed MS Office activated.	remote Desktop support	Desktop remote and on-site support
6/6/2014	8.00	Darrick Taylor	Sara A. Past Perfect setup and wifi.	On-site desktop support	Desktop remote and on-site support
6/6/2014	0.50	JP Scheckel	Rectrac mail investigation for Karen.	remote Desktop support	Desktop remote and on-site support
6/6/2014	1.75	Scott Christoff	Malware/pop-up removal. Password reset. Maintrac file update.	remote Desktop support	Desktop remote and on-site support
6/7/2014	2.00	Darrick Taylor	Spreadsheet for Rita.	On-site desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
6/8/2014	1.00	Darrick Taylor	Spreadsheet for Rita.	On-site desktop support	Desktop remote and on-site support
6/8/2014	0.50	Tom Marshall	Northside pool card swipers not working.	On-site desktop support	Desktop remote and on-site support
6/9/2014	2.00	Darrick Taylor	Confirm Rita's spreadsheet.	On-site desktop support	Desktop remote and on-site support
6/9/2014	0.50	JP Scheckel	Monitor issues.	remote Desktop support	Desktop remote and on-site support
6/9/2014	0.50	Rob Bridal	Fax Issue at Community Center.	communications	Communications Support
6/9/2014	1.00	Scott Christoff	Password reset. Maintrac files on multiple stations.	remote Desktop support	Desktop remote and on-site support
6/10/2014	8.00	Darrick Taylor	Search for computers that were not online. Darrell Houston fan check. Helped Alecia log in on laptop. Check on Vlormier Mac. Could not use Outlook.	On-site desktop support	Desktop remote and on-site support
6/10/2014	0.50	JP Scheckel	Card printer issue.	remote Desktop support	Desktop remote and on-site support
6/10/2014	0.50	Scott Christoff	Install iTunes.	remote Desktop support	Desktop remote and on-site support
6/11/2014	0.50	JP Scheckel	Account unlock. Browser updates.	remote Desktop support	Desktop remote and on-site support
6/11/2014	0.50	Scott Christoff	Password reset. Outlook offline issue.	remote Desktop support	Desktop remote and on-site support
6/12/2014	4.00	Darrick Taylor	Picked up disposable electronic equipment from Don from Maintenance. Started to catalog disposable equipment in spreadsheet.	On-site desktop support	Desktop remote and on-site support
6/12/2014	4.00	Darrick Taylor	Continued verification for Computers for Rita.	remote Desktop support	Desktop remote and on-site support
6/12/2014	0.50	JP Scheckel	WPD batch file.	remote Desktop support	Desktop remote and on-site support
6/13/2014	3.00	James Osterhout	Worked on Phone issue at Rice pool for Wendy. Got configurations fixed. Also worked on Val's Mac issue.	On-site desktop support	Desktop remote and on-site support
6/13/2014	0.75	JP Scheckel	Payroll server issue. Scanner reinstall.	remote Desktop support	Desktop remote and on-site support
6/15/2014	0.25	JP Scheckel	User creation for user that will start Monday.	remote Desktop support	Desktop remote and on-site support
6/16/2014	1.00	Darrick Taylor	Computer/appd Verification for Sue Wahlgren.	remote Desktop support	Desktop remote and on-site support
6/16/2014	1.25	Scott Christoff	Drive access. Dropbox install. Account creation.	remote Desktop support	Desktop remote and on-site support
6/17/2014	8.00	Darrick Taylor	Angie Dosch issue. Andrea Fisher. Northside Pools. Rice Pools. Laptop Update for Andrea Fisher.	On-site desktop support	Desktop remote and on-site support
6/17/2014	0.25	JP Scheckel	User title change.	remote Desktop support	Desktop remote and on-site support
6/17/2014	0.50	Scott Christoff	Convert Powerpivot 2010 to 2013 in Excel 2013.	remote Desktop support	Desktop remote and on-site support
6/18/2014	2.00	Darrick Taylor	Printer Installed for Rita.	remote Desktop support	Desktop remote and on-site support
6/19/2014	4.00	Darrick Taylor	PC Build for Swahlgren. Assess printer that was found for disposal.	On-site desktop support	Desktop remote and on-site support
6/19/2014	4.00	Darrick Taylor	Intern Login failure. Projector Issue.	remote Desktop support	Desktop remote and on-site support
6/19/2014	0.25	Scott Christoff	Adobe Flash player installation.	remote Desktop support	Desktop remote and on-site support
6/20/2014	8.00	Darrick Taylor	Scanner issue/Software Install for museum. Gather info from Dsicianlo for disposal list. PC Deploy for Swahlgren. PC Build for Cosley Zoo Monitor display.	On-site desktop support	Desktop remote and on-site support
6/20/2014	0.25	Scott Christoff	Password reset.	remote Desktop support	Desktop remote and on-site support
6/21/2014	1.50	Darrick Taylor	Search for DVR Security info.	remote Desktop support	Desktop remote and on-site support
6/21/2014	0.25	JP Scheckel	Assist in police investigation.	remote Desktop support	Desktop remote and on-site support
6/22/2014	2.00	James Osterhout	Vicki Beyers requested Security Camera footage. Had to drive out on the weekend to get it.	server support	Server Support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
6/23/2014	6.00	Darrick Taylor	Rice Pools slow running computer/java install. Prepare 2 PCs for deployemnt.	On-site desktop support	Desktop remote and on-site support
6/23/2014	2.00	Darrick Taylor	Sue Vasilev no network. Sue Wahlgren missing icons. Ryan Miller printer issue.	remote Desktop support	Desktop remote and on-site support
6/24/2014	4.00	Darrick Taylor	Password Reset for Mary B, Ahaneman. Research and price quote for Mwilhelmi. Adoromal computer build.	remote Desktop support	Desktop remote and on-site support
6/25/2014	5.00	Darrick Taylor	Had to make two trips to Cosely Zoo for printer issues.	On-site desktop support	Desktop remote and on-site support
6/25/2014	3.00	Darrick Taylor	New User creation for Kristina N. app installs-springbrook, Rectrac. New User creation for Sara A. & scanner setup. IE compatibility fix for swahlgren.	remote Desktop support	Desktop remote and on-site support
6/25/2014	0.75	JP Scheckel	Add user to copiers. Cac Comcast outages.	remote Desktop support	Desktop remote and on-site support
6/25/2014	0.75	Scott Christoff	Update for Adobe Flash.	remote Desktop support	Desktop remote and on-site support
6/26/2014	5.00	Darrick Taylor	Research and price quote for Cosley zoo Monitor. Printer issue at cosley zoo. Maintrac Install for Kristina N.	remote Desktop support	Desktop remote and on-site support
6/26/2014	1.75	Scott Christoff	Install printer driver.	remote Desktop support	Desktop remote and on-site support
6/27/2014	8.00	Darrick Taylor	Desktop build completion for Adoromal. Phone and computer move, new user creeation.	On-site desktop support	Desktop remote and on-site support
6/27/2014	0.25	JP Scheckel	Password change.	remote Desktop support	Desktop remote and on-site support
6/27/2014	0.50	Scott Christoff	MS Office issue.	remote Desktop support	Desktop remote and on-site support
6/30/2014	8.00	Darrick Taylor	Unlock account for Dnovak. Computer deploy for Adoromal. Unlock account for Donna Siciliano.	On-site desktop support	Desktop remote and on-site support
6/30/2014	0.50	JP Scheckel	DNS changes and revert for website for Trish.	network support	Network Support
6/30/2014	0.75	Scott Christoff	Morgan login issue. Email forward.	remote Desktop support	Desktop remote and on-site support
7/1/2014	8.00	Darrick Taylor	Cycledown deploy for adoromal. Email signature restore for adoromal. Also, my email needs to have two different from. I need the lincolnmarsh general email account as an option in my phone box. adoromal. Arrowhead computer cleanup for Andrew. Arrowhead wifi down-restore for Bwhitkanak.	On-site desktop support	Desktop remote and on-site support
7/2/2014	1.00	Scott Christoff	Springbrock issue.	remote Desktop support	Desktop remote and on-site support
7/2/2014	8.00	Darrick Taylor	RECTRAC DEMO Sandra. Printer for Neil. Missing G: Drive for Megan. Email rule config for adoromal. New user phone not working and password reset.	remote Desktop support	Desktop remote and on-site support
7/3/2014	8.00	Darrick Taylor	RECTRAC ISSUE- REINSTALL NEEDED. Alexis, Deploy for Ahannemann.	On-site desktop support	Desktop remote and on-site support
7/3/2014	0.25	Scott Christoff	RecTrac issue.	remote Desktop support	Desktop remote and on-site support
7/7/2014	1.00	Darrick Taylor	Receipt printer issue at Cosley. Account unlock for Deb.	remote Desktop support	Desktop remote and on-site support
7/8/2014	0.50	JP Scheckel	After hours issue with Sara Arnas VPN.	network support	Network Support
7/8/2014	8.00	Darrick Taylor	Cosley Zoo monitor consult. 2 Laptop prep for CC.	On-site desktop support	Desktop remote and on-site support
7/8/2014	0.25	Scott Christoff	Password reset.	remote Desktop support	Desktop remote and on-site support
7/9/2014	0.25	JP Scheckel	Networking issue with computer.	network support	Network Support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
7/9/2014	4.00	Darrick Taylor	Carolyn Computer not connecting to network. Email removals. Cosley Consult.	On-site desktop support	Desktop remote and on-site support
7/9/2014	0.50	Scott Christoff	Email account removal. After hours password reset.	server support	Server Support
7/9/2014	0.50	Scott Christoff	Helped Danielle Salerno with connecting a laptop to the wireless connection.	remote Desktop support	Desktop remote and on-site support
7/10/2014	0.25	Scott Christoff	Password reset and email issue.	remote Desktop support	Desktop remote and on-site support
7/10/2014	1.00	Tom Marshall	Donna Siciliano having printing issues.	remote Desktop support	Desktop remote and on-site support
7/10/2014	5.00	Darrick Taylor	Stromberg stop and restart services. Rectrac install for museum. Cosely zoo consult.	remote Desktop support	Desktop remote and on-site support
7/11/2014	3.00	James Osterhout	Refresh Val Lorimer's Power Mac and install Mavericks OS - Refreshed Val's Power Mac.	On-site desktop support	Desktop remote and on-site support
7/11/2014	4.75	Darrick Taylor	Faxline restore. UPS Replacement. Laptop Build.	On-site desktop support	Desktop remote and on-site support
7/11/2014	0.50	Darrick Taylor	Tapes	server support	Server Support
7/11/2014	0.75	Darrick Taylor	Copy Live to Demo DB	server support	Server Support
7/11/2014	0.50	Scott Christoff	Adobe Flash installation.	remote Desktop support	Desktop remote and on-site support
7/14/2014	0.50	Scott Christoff	Drive access.	server support	Server Support
7/14/2014	3.00	Darrick Taylor	Password reset. Read Rights for springbrook SQL TABLES.	server support	Server Support
7/15/2014	8.00	Darrick Taylor	Golf Trac Maintenance. Locked account. Laptop replacement for MBC.	On-site desktop support	Desktop remote and on-site support
7/15/2014	0.25	Scott Christoff	Unlock account.	server support	Server Support
7/16/2014	8.00	Darrick Taylor	PO Batch Processing. Springbrook Install on Sara A computer. Activate Microsoft.	On-site desktop support	Desktop remote and on-site support
7/16/2014	4.25	Scott Christoff	Anyconnect VPN issue. Virus issue and Windows updates.	remote Desktop support	Desktop remote and on-site support
7/17/2014	1.00	Scott Christoff	Issues with .wmp files. Installed Windows Media Player.	remote Desktop support	Desktop remote and on-site support
7/17/2014	0.50	JP Scheckel	SQL changes for emailing from Springbrook when backup fails.	remote Desktop support	Desktop remote and on-site support
7/18/2014	1.50	Scott Christoff	Troubleshoot network printer.	remote Desktop support	Desktop remote and on-site support
7/18/2014	2.75	Mark Mahnke	Worked with VSI to properly install VSI on Sarah O'Donnells PC. Got documentation from VSI on the proper way to install software. Worked on the Alyssa Horner Termination. Worked with Andrea Fisher to download and install the software needed to program her mouse, also did a printer install for the computer she was using.	remote Desktop support	Desktop remote and on-site support
7/18/2014	0.25	JP Scheckel	Network printer changes.	remote Desktop support	Desktop remote and on-site support
7/21/2014	2.00	Darrick Taylor	Cable management for MBC pdrma. New computer deploy for Ahanneman.	On-site desktop support	Desktop remote and on-site support
7/21/2014	1.50	Jon Chua	Fixed Parks NAS	server support	Server Support
7/21/2014	0.25	Mark Mahnke	Reset password for Sara Buttita.	remote Desktop support	Desktop remote and on-site support
7/21/2014	4.25	Darrick Taylor	Update clean training room PCS.	remote Desktop support	Desktop remote and on-site support
7/22/2014	4.00	Darrick Taylor	Update, clean training room PCs.	On-site desktop support	Desktop remote and on-site support
7/22/2014	0.75	Scott Christoff	Install iTunes.	remote Desktop support	Desktop remote and on-site support
7/22/2014	4.25	Darrick Taylor	Ahanneman pc app troubleshoot.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
7/23/2014	0.25	Tom Marshall	Prairie Comcast modem down.	network support	Network Support
7/23/2014	3.00	Darrick Taylor	Update, clean training room PCs.	On-site desktop support	Desktop remote and on-site support
7/23/2014	5.00	Darrick Taylor	Springbrook troubleshoot.	server support	Server Support
7/23/2014	0.25	Scott Christoff	Unlock account.	remote Desktop support	Desktop remote and on-site support
7/23/2014	0.25	JP Scheckel	Look into Springbrook backups after hours at Rita' request.	remote Desktop support	Desktop remote and on-site support
7/24/2014	4.00	Darrick Taylor	Comcast troubleshooting.	network support	Network Support
7/24/2014	4.00	Darrick Taylor	Update, clean training room PCs.	On-site desktop support	Desktop remote and on-site support
7/24/2014	1.00	Mark Mahnke	Angie Dosch PC has been having issue/slowness. A web based programs ZIMS has been acting slow as well.	remote Desktop support	Desktop remote and on-site support
7/25/2014	4.00	Darrick Taylor	Update training room PCs.	On-site desktop support	Desktop remote and on-site support
7/25/2014	0.50	Darrick Taylor	Tapes	server support	Server Support
7/25/2014	0.75	Scott Christoff	Clean malware off PC. Password reset and account unlock.	remote Desktop support	Desktop remote and on-site support
7/27/2014	0.25	Scott Christoff	On call support for network connection loss on back office PC.	network support	Network Support
7/27/2014	3.00	JP Scheckel	On site to replace switch at Arrowhead.	network support	Network Support
7/27/2014	0.25	JP Scheckel	Checked Parks NAS copy jobs.	server support	Server Support
7/27/2014	0.50	JP Scheckel	Troubleshoot switch issues before going on site.	remote Desktop support	Desktop remote and on-site support
7/28/2014	5.00	Darrick Taylor	Maintenance Phones Troubleshoot. Trish w backup battery troubleshoot. New deploy for alecia.	On-site desktop support	Desktop remote and on-site support
7/28/2014	0.75	JP Scheckel	Springbrook access.	server support	Server Support
7/29/2014	4.00	Darrick Taylor	Onsite AGC phone issues. AGC WIFI assesment.	network support	Network Support
7/29/2014	0.25	JP Scheckel	Springbrook access.	server support	Server Support
7/29/2014	0.25	Mark Mahnke	Finished up the ticket for Angie Dosch with ZIMS running slow on her PC.	remote Desktop support	Desktop remote and on-site support
7/30/2014	4.00	Darrick Taylor	Fax onsite troubleshoot. Alecia petrovend troubleshoot.	On-site desktop support	Desktop remote and on-site support
7/30/2014	1.50	JP Scheckel	Springbrook access. Backup sheet for Randy. Petro vend support.	remote Desktop support	Desktop remote and on-site support
7/30/2014	2.00	Darrick Taylor	Musuem cisco vpn install for Dsiliano. Rectrac to live demo.	remote Desktop support	Desktop remote and on-site support
7/31/2014	3.00	Darrick Taylor	Northside Pools wyse manager troubleshoot. Back up battery Troubleshoot.	On-site desktop support	Desktop remote and on-site support
7/31/2014	2.00	Darrick Taylor	Northside Pools wyse manager troubleshoot. Back up battery Troubleshoot.	remote Desktop support	Desktop remote and on-site support
8/1/2014	2.00	Darrick Taylor	Exchange weekly and monthly tapes. Snipping tool troubleshoot. Springbrook Troubleshoot.	On-site desktop support	Desktop remote and on-site support
8/3/2014	0.50	Jon Chua	On call remote support message.	remote Desktop support	Desktop remote and on-site support
8/4/2014	0.25	JP Scheckel	Powerpivot	remote Desktop support	Desktop remote and on-site support
8/4/2014	0.25	Mark Mahnke	Worked with Rita to get the Springbrook data to refresh.	remote Desktop support	Desktop remote and on-site support
8/5/2014	2.50	Mark Mahnke	Line tested out at Arrowhead Golf Course because phones were down. Found a main cable had been cut in half cutting all comm to the phones.	network support	Network Support
8/5/2014	2.00	Rob Bridal	Cable Cut at Arrowhead.	communications	Communications Support
8/5/2014	1.25	Scott Christoff	Oncall- upgrade maintrac two users.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
8/5/2014	0.25	Scott Christoff	Password reset.	server support	Server Support
8/5/2014	1.00	Tom Marshall	Add Nicole Kapala to all scanner address books. Copy RecTrac live data to RecTrac Demo.	server support	Server Support
8/5/2014	0.50	JP Scheckel	Maintrac maintenance with Scott Tipson from VSI.	server support	Server Support
8/6/2014	2.00	Darrick Taylor	Maintrac updates.	remote Desktop support	Desktop remote and on-site support
8/7/2014	1.00	Mark Mahnke	Drove out to WPD so I could check on the Comcast connections. Had to reconnect the Comcast box for refresh.	network support	Network Support
8/7/2014	4.00	Darrick Taylor	MainTrac Upgrade.	remote Desktop support	Desktop remote and on-site support
8/7/2014	0.25	Scott Christoff	Password reset.	server support	Server Support
8/8/2014	2.00	Rob Bridal	Arrowhead Connectivity Remote and On-Site Troubleshooting.	network support	Network Support
8/8/2014	5.25	Darrick Taylor	Weekly Tape exchange. Internet outage at AGC.	On-site desktop support	Desktop remote and on-site support
8/8/2014	0.25	Scott Christoff	Remote logoff of system to get another user connected	remote Desktop support	Desktop remote and on-site support
8/11/2014	4.00	Darrick Taylor	AGC internet outage.	On-site desktop support	Desktop remote and on-site support
8/11/2014	1.00	JP Scheckel	Springbrook connected/calls after hours.	server support	Server Support
8/12/2014	0.75	Scott Christoff	Install software for online training courses with ScreenConnect.	remote Desktop support	Desktop remote and on-site support
8/12/2014	0.25	Scott Christoff	Unlock account for Sherry Krajelis.	server support	Server Support
8/13/2014	0.75	Darrick Taylor	Password reset. CD rights for Parks.	remote Desktop support	Desktop remote and on-site support
8/13/2014	0.75	Mark Mahnke	Owen needed help getting access to a CD. Alexis Muschal needed help trying to figure out why she was unable to send email to service@mwos.com	remote Desktop support	Desktop remote and on-site support
8/13/2014	0.75	JP Scheckel	Database copy to live demo. Server backups.	server support	Server Support
8/14/2014	0.50	Darrick Taylor	Java issue. Training.	remote Desktop support	Desktop remote and on-site support
8/15/2014	0.75	Darrick Taylor	Tapes exchange. Wire clean up.	On-site desktop support	Desktop remote and on-site support
8/15/2014	1.25	JP Scheckel	Printer issue. Rectrac access.	remote Desktop support	Desktop remote and on-site support
8/15/2014	0.50	Mark Mahnke	Created the AD object/mailbox for the requested email. Started email forwarding to Margie Wilhelmi.	server support	Server Support
8/18/2014	0.50	Darrick Taylor	Springbrook processing delay.	On-site desktop support	Desktop remote and on-site support
8/18/2014	0.50	Darrick Taylor	Springbrook processing delay.	remote Desktop support	Desktop remote and on-site support
8/19/2014	0.50	Darrick Taylor	Computer down at Wheaton.	On-site desktop support	Desktop remote and on-site support
8/19/2014	0.75	JP Scheckel	Server investigation permissions.	server support	Server Support
8/20/2014	2.00	Darrick Taylor	Webtrac	On-site desktop support	Desktop remote and on-site support
8/20/2014	0.75	Darrick Taylor	Webtrac	remote Desktop support	Desktop remote and on-site support
8/20/2014	1.75	Scott Christoff	Password reset and calendar sharing issue.	server support	Server Support
8/21/2014	1.25	Darrick Taylor	Training	remote Desktop support	Desktop remote and on-site support
8/21/2014	0.25	Tom Marshall	COSLEY09 not getting audio.	remote Desktop support	Desktop remote and on-site support
8/21/2014	0.25	Tom Marshall	Remove users from distro list.	server support	Server Support
8/22/2014	0.25	Darrick Taylor	Weekly tapes. Password reset.	On-site desktop support	Desktop remote and on-site support
8/22/2014	0.25	Scott Christoff	Cannot send/receive Outlook.	remote Desktop support	Desktop remote and on-site support
8/23/2014	0.50	Jon Chua	Troubleshoot printing.	remote Desktop support	Desktop remote and on-site support
8/23/2014	0.50	Scott Christoff	On call weekend printer issue.	remote Desktop support	Desktop remote and on-site support
8/25/2014	1.00	Rob Bridal	Talk with Rita/Mike re:Network Future.	communications	Communications Support

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8/25/2014	0.50	Darrick Taylor	AGC printer. XP Computer search. Springbrook pre-registration. Springbrook app link.	On-site desktop support	Desktop remote and on-site support
8/25/2014	6.25	Darrick Taylor	Maintrac update.	remote Desktop support	Desktop remote and on-site support
8/25/2014	0.25	Scott Christoff	Office activation AGC.	remote Desktop support	Desktop remote and on-site support
8/26/2014	0.50	Scott Christoff	Default printer issue in VDE.	remote Desktop support	Desktop remote and on-site support
8/26/2014	3.25	Darrick Taylor	Springbrook Processing delay. Verification of systems WPD.	server support	Server Support
8/27/2014	2.25	Darrick Taylor	Maintrac Update. Replace battery. Video footage. At&t Comunication.	On-site desktop support	Desktop remote and on-site support
8/27/2014	2.00	Rob Bridal	New Extension at Prairie.	communications	Communications Support
8/27/2014	3.00	Darrick Taylor	Video footage. AT&T Communication.	remote Desktop support	Desktop remote and on-site support
8/27/2014	0.25	Scott Christoff	Emaintrac website issue in Internet explorer.	remote Desktop support	Desktop remote and on-site support
8/28/2014	1.00	Darrick Taylor	Maintrac update. Phone line install.	On-site desktop support	Desktop remote and on-site support
8/28/2014	3.00	Darrick Taylor	Video footage.	remote Desktop support	Desktop remote and on-site support
8/29/2014	2.25	Darrick Taylor	Password change. Archive email.	server support	Server Support
9/2/2014	2.00	Darrick Taylor	Video footage. Sue W. backup battery.	On-site desktop support	Desktop remote and on-site support
9/2/2014	0.25	JP Scheckel	Script change for DD.	remote Desktop support	Desktop remote and on-site support
9/2/2014	2.00	Darrick Taylor	PSC wireless.	remote Desktop support	Desktop remote and on-site support
9/2/2014	0.50	Mark Mahnke	Worked with Mark at Digital Dining and JP from JEMC to resolve an issue with a script.	server support	Server Support
9/3/2014	4.25	Darrick Taylor	Adobe transfer. Maintrac. Systems verfication.	remote Desktop support	Desktop remote and on-site support
9/3/2014	0.25	JP Scheckel	Springbrook access.	server support	Server Support
9/3/2014	0.25	JP Scheckel	Script addition to server.	server support	Server Support
9/4/2014	3.00	Darrick Taylor	Pools breakdown.	On-site desktop support	Desktop remote and on-site support
9/4/2014	0.25	Christoff	Distribution group user add/remove.	server support	Server Support
9/5/2014	4.25	Darrick Taylor	Wendy setup. PC cleanup for Rita. Tapes exchange. Pools breakdown.	On-site desktop support	Desktop remote and on-site support
9/5/2014	2.00	Mark Mahnke	Pools breakdown and documentation.	On-site desktop support	Desktop remote and on-site support
9/5/2014	0.75	JP Scheckel	Stromberg troubleshooting.	server support	Server Support
9/8/2014	0.50	JP Scheckel	Documentation for AGC connections.	communications	Communications Support
9/8/2014	1.50	Darrick Taylor	PC quote for Rita.	remote Desktop support	Desktop remote and on-site support
9/9/2014	0.50	JP Scheckel	Network diagram.	remote Desktop support	Desktop remote and on-site support
9/10/2014	0.25	Darrick Taylor	Deb Husley intranet fix.	On-site desktop support	Desktop remote and on-site support
9/10/2014	0.25	Scott Christoff	Issue with opening PDFs.	remote Desktop support	Desktop remote and on-site support
9/10/2014	0.25	Darrick Taylor	Core Program installed for Jay Denier.	remote Desktop support	Desktop remote and on-site support
9/11/2014	5.25	Darrick Taylor	Cosley Monitor setup. Community center XP upgrade. Sandra S. phone replacement.	On-site desktop support	Desktop remote and on-site support
9/12/2014	4.75	Darrick Taylor	XP Upgrade. Exchange weekly tape.	On-site desktop support	Desktop remote and on-site support
9/12/2014	1.00	Mark Mahnke	Andrew Cross was having issues with getting Internet Connection. Went through troubleshooting with him. Ended having a bad Ethernet cable.	remote Desktop support	Desktop remote and on-site support
9/12/2014	0.25	Darrick Taylor	Windows Movie Maker install.	remote Desktop support	Desktop remote and on-site support

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9/14/2014	0.25	Rob Bridal	AT&T T1 Failure Troubleshooting.	network support	Network Support
9/14/2014	0.50	Mark Mahnke	Internet outage at AGC. Called into AT&T and Cimco. Did some troubleshooting with Billy at AGC.	network support	Network Support
9/14/2014	1.50	JP Scheckel	Weekend support - Wheaton Multiple outages (network then plug n pay)+ status updates and coordination.	network support	Network Support
9/15/2014	1.25	JP Scheckel	Documents for Sara A.	communications	Communications Support
9/15/2014	6.50	Darrick Taylor	Parks XP upgrade. Power setting and screen res for CC.	On-site desktop support	Desktop remote and on-site support
9/15/2014	0.50	Christoff	Outlook password issue. Password reset.	server support	Server Support
9/15/2014	1.00	Taylor	Springbrook server access.	server support	Server Support
9/16/2014	0.50	JP Scheckel	Documents for Sara A.	communications	Communications Support
9/16/2014	4.50	Darrick Taylor	Museum Computer assessment.	On-site desktop support	Desktop remote and on-site support
9/16/2014	0.25	Scott Christoff	Mailbox permissions sensoryplay.	remote Desktop support	Desktop remote and on-site support
9/17/2014	0.50	Darrick Taylor	Projector quote.	communications	Communications Support
9/17/2014	4.25	Darrick Taylor	Projector qoute. Cosley Zoo printer fix.	On-site desktop support	Desktop remote and on-site support
9/17/2014	2.25	Mark Mahnke	Upgraded to Windows 7 and needed printers added (Jackie Boquist). Deb Hulsey wanted to get updates completed on her computer. Finished updates on all Adobe software and Windows updates.	remote Desktop support	Desktop remote and on-site support
9/17/2014	1.25	Christoff	Account creations PDRMA. Account unlock & password reset.	server support	Server Support
9/18/2014	0.25	JP Scheckel	Diane computer issues.	remote Desktop support	Desktop remote and on-site support
9/18/2014	5.00	Darrick Taylor	PC builds.	remote Desktop support	Desktop remote and on-site support
9/19/2014	8.00	Darrick Taylor	Weekly tape exchange. Camera powercycle. System certification. PC build.	On-site desktop support	Desktop remote and on-site support
9/22/2014	5.00	Darrick Taylor	Maintrac install on Pc build. Add adobe to Kiosk CC. Core install. Museum scanner issue.	On-site desktop support	Desktop remote and on-site support
9/23/2014	1.50	Darrick Taylor	PC build.	On-site desktop support	Desktop remote and on-site support
9/23/2014	1.25	Darrick Taylor	Maintrac install - core software install	remote Desktop support	Desktop remote and on-site support
9/23/2014	2.50	JP Scheckel	After hours rectrac upgrade from 10.3v to x.	server support	Server Support
9/23/2014	0.25	Tom Marshall	New hire Laura Bessey.	server support	Server Support
9/23/2014	0.50	Christoff	Email accounts creation.	server support	Server Support
9/23/2014	1.00	Taylor	Retrieve lost file/marsh.	server support	Server Support
9/24/2014	1.00	Rob Bridal	Meeting with AT&T @ Prairie.	communications	Communications Support
9/24/2014	4.00	Darrick Taylor	MainTrac Troubleshoot. Touchscreen replacement. Projector Lamp replacement-TBC. Load document for public use.	On-site desktop support	Desktop remote and on-site support
9/24/2014	0.50	Mark Mahnke	Deb Hulsey needed help getting to a webpage. A piece of software was blocking the website.	remote Desktop support	Desktop remote and on-site support
9/24/2014	1.00	Mark Mahnke	VSI scheduled task, talked with a VSI representative.	server support	Server Support
9/25/2014	5.00	Darrick Taylor	PC builds.	On-site desktop support	Desktop remote and on-site support
9/25/2014	1.25	Scott Christoff	Sensoryplay email.	remote Desktop support	Desktop remote and on-site support
9/25/2014	0.25	Darrick Taylor	Scanner - museum.	remote Desktop support	Desktop remote and on-site support
9/25/2014	2.00	Bill Wright	Build a new virtual server for a Springbrook upgrade.	server support	Server Support

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
9/26/2014	5.25	Darrick Taylor	Computer builds. Projector assesment. Color Issue with Zoo. Exchange tapes.	On-site desktop support	Desktop remote and on-site support
9/26/2014	7.00	Rob Bridal	Arrowhead Architecture Redesign.	Network Redisgn Project	Network Support
9/26/2014	2.00	JP Scheckel	Remote support for Rob when he was on site at AGC after hours.	Network Redisgn Project	Network Support
9/27/2014	1.00	Rob Bridal	Weekend Arrowhead Architecture Troubleshooting.	Network Redisgn Project	Network Support
9/29/2014	1.00	Rob Bridal	Arrowhead Checkup / Circuit Recovery Testing.	network support	Network Support
9/29/2014	6.50	Darrick Taylor	Computer build. WYSE client at AGC.	On-site desktop support	Desktop remote and on-site support
9/29/2014	1.50	Jon Chua	Troubleshoot Thinclient issues.	remote Desktop support	Desktop remote and on-site support
9/29/2014	1.25	Christoff	Pop-up issue in rectrac server. "Send as" permissions SO'Donnell.	server support	Server Support
9/30/2014	0.50	Scott Christoff	Mail forwarding. "Send as" permissions.	remote Desktop support	Desktop remote and on-site support
9/30/2014	1.50	Darrick Taylor	Springbrook access. New user creation. Sue Vasilev drive mapping. Vue Scan for museum.	remote Desktop support	Desktop remote and on-site support
10/1/2014	2.50	Darrick Taylor	Add to scanner list. Unable to scan docs. Adobe installs.	remote Desktop support	Desktop remote and on-site support
10/1/2014	1.00	Scott Christoff	Error after Windows updates.	remote Desktop support	Desktop remote and on-site support
10/2/2014	8.00	Darrick Taylor	Desktop deploys. Scanner support. Color Management.	On-site desktop support	Desktop remote and on-site support
10/3/2014	5.75	Darrick Taylor	Light bulb replacement. Computer build.	On-site desktop support	Desktop remote and on-site support
10/5/2014	0.25	JP Scheckel	WPD comm with Rita and user at AGC.	communications	Communications Support
10/6/2014	5.00	Darrick Taylor	PC Build.	On-site desktop support	Desktop remote and on-site support
10/6/2014	0.25	Darrick Taylor	Scanner support for Linda D.	remote Desktop support	Desktop remote and on-site support
10/7/2014	4.00	Darrick Taylor	PC Build.	On-site desktop support	Desktop remote and on-site support
10/7/2014	0.25	Mark Mahnke	Reset password for Valerie Lorimer.	server support	Server Support
10/8/2014	1.25	Darrick Taylor	Remotely install Photoshop.	remote Desktop support	Desktop remote and on-site support
10/9/2014	0.50	Darrick Taylor	Remotely troubleshoot Cosley Zoo printer offline.	remote Desktop support	Desktop remote and on-site support
10/9/2014	1.00	Mark Mahnke	Worked on PHOTO12-PC01 and used CCleaner, Auslogics Disk Defrag, Windows updates, and changed the time in which the PC goes to sleep.	remote Desktop support	Desktop remote and on-site support
10/10/2014	4.50	Darrick Taylor	PC Build. PC Deploys at Cosley.	On-site desktop support	Desktop remote and on-site support
10/10/2014	0.25	Darrick Taylor	Backup tapes change.	On-site desktop support	Desktop remote and on-site support
10/10/2014	1.50	Mark Mahnke	CC11 needed a lot of PC updates. Shouldn't be showing any more updates needed. Continued working on pc PHOTO12-PC01 and ran a full malware scan which found a couple pieces of malware.	remote Desktop support	Desktop remote and on-site support
10/12/2014	0.25	JP Scheckel	WPD server resonding with NTP error.	server support	Server Support
10/12/2014	1.00	Tom Maksimik	Remote server work on WPDAPP01 for failed networker job. Restarted WPDAPP01 , networker job ran 100% w/o incident.	server support	Server Support
10/13/2014	4.50	Darrick Taylor	PC Build. PC Deploys.	On-site desktop support	Desktop remote and on-site support
10/14/2014	4.00	Darrick Taylor	2 PC Builds.	On-site desktop support	Desktop remote and on-site support
10/14/2014	0.75	Darrick Taylor	Springbrook remote server support.	server support	Server Support
10/15/2014	1.50	Darrick Taylor	Virus removal for KDONISH.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
10/15/2014	0.25	Scott Christoff	Update Java.	remote Desktop support	Desktop remote and on-site support
10/15/2014	0.50	Scott Christoff	Internet connection down.	server support	Server Support
10/15/2014	2.50	Darrick Taylor	Springbrook remote server support.	server support	Server Support
10/16/2014	5.00	Darrick Taylor	PC Deploys.	On-site desktop support	Desktop remote and on-site support
10/16/2014	0.25	JP Scheckel	Archiver errors.	server support	Server Support
10/16/2014	0.75	Mark Mahnke	Worked with Sherry Krajelis on behalf of Sarah O'Donnell, getting her the appropriate mailboxes attached to her Outlook. Also. got the information needed to access a previously termed employees mailbox through AT&T archiving.	server support	Server Support
10/17/2014	3.75	Darrick Taylor	PC Builds. PC Deploys.	On-site desktop support	Desktop remote and on-site support
10/17/2014	0.25	Mark Mahnke	Troubleshot with Bonnie on the network issue to her PC. Ultimately had Darrick step in and look at it on site.	remote Desktop support	Desktop remote and on-site support
10/18/2014	0.25	JP Scheckel	VPN questions.	remote Desktop support	Desktop remote and on-site support
10/18/2014	0.25	JP Scheckel	Password reset.	server support	Server Support
10/20/2014	5.00	Darrick Taylor	2 PC Deploys.	On-site desktop support	Desktop remote and on-site support
10/20/2014	1.00	Mark Mahnke	Worked with John Firek to get the security camera software installed on 5 PC's.	remote Desktop support	Desktop remote and on-site support
10/20/2014	0.50	Scott Christoff	Trouble opening PDF files.	remote Desktop support	Desktop remote and on-site support
10/20/2014	0.25	Scott Christoff	Cannot access website.	remote Desktop support	Desktop remote and on-site support
10/20/2014	0.50	Scott Christoff	Unlock account and password reset.	server support	Server Support
10/21/2014	4.00	Darrick Taylor	PC Build.	On-site desktop support	Desktop remote and on-site support
10/21/2014	0.75	Darrick Taylor	Thinclient for B.McCracken.	On-site desktop support	Desktop remote and on-site support
10/21/2014	1.00	Mark Mahnke	Worked with Bonnie on slowness issue with a Thinclient.	remote Desktop support	Desktop remote and on-site support
10/22/2014	2.00	Darrick Taylor	Remote PC Builds.	remote Desktop support	Desktop remote and on-site support
10/22/2014	0.75	Mark Mahnke	Mapped drives for Sarah O'Donnell on her new laptop.	remote Desktop support	Desktop remote and on-site support
10/22/2014	0.50	Mark Mahnke	Worked with Erika Clapp on the Springbrook server.	server support	Server Support
10/23/2014	7.00	Darrick Taylor	2 PC builds and deploys.	On-site desktop support	Desktop remote and on-site support
10/23/2014	0.50	Darrick Taylor	Remote support for B.McCracken.	remote Desktop support	Desktop remote and on-site support
10/23/2014	0.25	JP Scheckel	After hours unlock.	server support	Server Support
10/23/2014	0.75	Mark Mahnke	Connected to WPDAPP03 to help Keith Finkel with the Springbrook issue.	server support	Server Support
10/24/2014	6.25	Darrick Taylor	PC Builds and deploys.	On-site desktop support	Desktop remote and on-site support
10/24/2014	1.25	Mark Mahnke	Mychal Brown needed access to use VSI within the registry. Also mapped her drives. Also gave permission to other users that use that PC.	remote Desktop support	Desktop remote and on-site support
10/24/2014	0.25	Mark Mahnke	Unlocked Rita's account and reset the password.	server support	Server Support
10/24/2014	0.25	Mark Mahnke	Lorraine Czaja was having issues with Stromberg, had to restart the server.	server support	Server Support
10/27/2014	3.25	Darrick Taylor	POS install.	On-site desktop support	Desktop remote and on-site support
10/27/2014	0.25	Darrick Taylor	Sound driver download.	On-site desktop support	Desktop remote and on-site support
10/27/2014	0.25	JP Scheckel	Mail forwarding.	server support	Server Support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
10/27/2014	1.00	Mark Mahnke	Three user creations for the Cosley Zoo. Reset password for Carolyn Pioretti.	server support	Server Support
10/27/2014	0.25	Darrick Taylor	Password reset.	server support	Server Support
10/27/2014	0.25	JP Scheckel	Password reset.	server support	Server Support
10/28/2014	0.25	Darrick Taylor	Java issue.	remote Desktop support	Desktop remote and on-site support
10/28/2014	0.50	JP Scheckel	Virus scan.	remote Desktop support	Desktop remote and on-site support
10/28/2014	0.50	JP Scheckel	AV issue/reinstall.	remote Desktop support	Desktop remote and on-site support
10/28/2014	0.75	Mark Mahnke	Helped Deb Hulsley with a password issue. Password reset. Password reset for Sarah Arnas, she was having issues with Outlook.	remote Desktop support	Desktop remote and on-site support
10/28/2014	0.25	JP Scheckel	Password reset.	server support	Server Support
10/29/2014	0.50	Darrick Taylor	Live to demo.	remote Desktop support	Desktop remote and on-site support
10/29/2014	0.50	Mark Mahnke	Install of Adobe Flash Player for Terra Johnson.	remote Desktop support	Desktop remote and on-site support
10/30/2014	0.25	Mike Osterhout	Update hours spreadsheet for Rita.	communications	Communications Support
10/30/2014	4.00	Darrick Taylor	PC Builds and deploys.	On-site desktop support	Desktop remote and on-site support
10/30/2014	1.00	Mark Mahnke	Alexis Hanneman needed a shortcut to the mapped drive on her desktop. Neil Dalcerro IE was crashing upon opening. Malware scan found nothing. Updated MS Office to SP2. Reset IE options and it worked.	remote Desktop support	Desktop remote and on-site support
10/31/2014	6.00	Darrick Taylor	2 PC builds and deploys.	On-site desktop support	Desktop remote and on-site support
11/3/2014	3.00	Darrick Taylor	Adobe installation. Troubleshoot trust issue.	On-site desktop support	Desktop remote and on-site support
11/3/2014	0.25	Darrick Taylor	Mapped drive.	remote Desktop support	Desktop remote and on-site support
11/3/2014	0.50	Rob Bridal	Time change.	communications	Communications Support
11/4/2014	0.50	Darrick Taylor	Zoo monitor replacement. Camera 10.	On-site desktop support	Desktop remote and on-site support
11/4/2014	0.25	Mark Mahnke	Got ahold of Mike Benard to make sure his Outlook is working correctly.	remote Desktop support	Desktop remote and on-site support
11/4/2014	0.25	Tom Marshall	Increase mailbox size for Mike Benard.	server support	Server Support
11/4/2014	0.25	Mark Mahnke	Password reset and account unlock for Jeff Dahlstrom.	server support	Server Support
11/5/2014	1.50	Darrick Taylor	iTunes installation.	remote Desktop support	Desktop remote and on-site support
11/5/2014	0.50	Mark Mahnke	Added a printer for Mike Kelly and made it the default. Informed he would have to talk to Rita about the RecTrac login issue.	remote Desktop support	Desktop remote and on-site support
11/6/2014	3.50	Darrick Taylor	Troubleshoot Outlook error. Printer installation.	On-site desktop support	Desktop remote and on-site support
11/6/2014	0.50	Mark Mahnke	Gave Full Access permissions to Michelle Podkowa for Sara Arnas's mailbox.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
11/6/2014	4.00	Bill Wright	Half day for Wheaton. They got their Dell R620 server. I had to go to the DC to download some ESXi 5.5 from Dell and all the firmware they needed for the server. I also collected some network and power cables just in case. I went to WPD, unpacked and racked the server for power and patched networking for iDRAC and eth0. Unfortunately, I could not proceed with install because we did not purchase cdrom and I was expecting to get an enterprise drac (which was not included). I will grab the external DVD drive and go back on Friday.	server support	Server Support
11/7/2014	2.25	Darrick Taylor	Computer build and deployment.	On-site desktop support	Desktop remote and on-site support
11/7/2014	1.75	Darrick Taylor	Battery replacement. Thin Client error. Monitor cc.	On-site desktop support	Desktop remote and on-site support
11/7/2014	0.25	Darrick Taylor	Password reset.	remote Desktop support	Desktop remote and on-site support
11/7/2014	1.50	Mark Mahnke	Terrie Stockman needed flash updated to get Sendio to work. Installed Adobe Flash on a brand new HP PC.	remote Desktop support	Desktop remote and on-site support
11/7/2014	3.00	Bill Wright	Wheaton Server Support	server support	Server Support
11/7/2014	0.25	Darrick Taylor	Tape exchange	server support	Server Support
11/10/2014	4.50	Darrick Taylor	Windows XP to Windows 7 upgrades.	On-site desktop support	Desktop remote and on-site support
11/10/2014	2.00	Darrick Taylor	Monitor issue at Cosley.	On-site desktop support	Desktop remote and on-site support
11/10/2014	0.50	Darrick Taylor	Network drops install.	On-site desktop support	Desktop remote and on-site support
11/10/2014	0.50	Darrick Taylor	Live to demo.	remote Desktop support	Desktop remote and on-site support
11/11/2014	3.00	Darrick Taylor	Computer build and deployment for bmccraken.	On-site desktop support	Desktop remote and on-site support
11/11/2014	0.25	Darrick Taylor	Java issue.	remote Desktop support	Desktop remote and on-site support
11/11/2014	0.75	Mark Mahnke	Updated iTunes for Jackie Boquist.	remote Desktop support	Desktop remote and on-site support
11/11/2014	0.25	Tom Marshall	Reset password for Deb.	server support	Server Support
11/11/2014	1.00	Bill Wright	I installed SANHQ at Wheaton so I could give JP the IOPS information for their environment. I spent an hour doing this.	server support	Server Support
11/11/2014	0.25	Mark Mahnke	Employee Term Michael Schneider.	server support	Server Support
11/12/2014	2.00	Darrick Taylor	Access to doc folders.	remote Desktop support	Desktop remote and on-site support
11/12/2014	0.50	Mark Mahnke	Added Sara Arnas documents to Dan Novak computer as a mapped drive.	remote Desktop support	Desktop remote and on-site support
11/12/2014	4.00	Bill Wright	Went to the community center to finish cabeling the Dell R620. Dan helped me with the port configuration on the Cisco switches. We had a few issues figuring out the config, but we were able to work it out together and everything works correctly now. I can begin configuring the Host for Storage, Management, vMotion, and Virtual Machine networking. I also configure the time servers to match on Hosts and Storage.	server support	Server Support
11/13/2014	2.00	Darrick Taylor	Maintrac and printer install.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
11/13/2014	8.00	Bill Wright	Spent all Day Working on finished Wheaton's Virtual Environment. Dan fixed the port access yesterday so I am now able to finish the configuration. I setup vSwith0 for Management and vMotion, vSwitch1 for iSCSI and made sure each nic was configured correctly, vSwitch2 for Virtual Machine, VLAN15, and VLAN5 port groups. Enabled iSCSI software initiator. Made sure that host could see EQL and Iomega storage. I disabled Delayed Ack and LRO on the software initiator. Remediated the Host to the latest version of ESXi 5.5. Installed the EQL Multipath Driver. Confirmed the Multipathing was correct. Setup ScratcConfig to persistent storage on EQL. Rebooted several times. Tested the server then added it into the Cluster. I moved all virtual machines to the new Host to make sure it would support everything. It does and only used 50% of memory! I repeated the Remediation of Hosts 1 and Host 2. Disable Delayed Ack and LRO, rebooted. Upgraded Virtual Center appliance to the latest version. Enabled DRS to balance the hosts. Enabled HA	server support	Server Support
11/14/2014	0.75	Darrick Taylor	Enable computer to join domain.	On-site desktop support	Desktop remote and on-site support
11/14/2014	0.50	Mark Mahnke	Added Michael Schneider's mailbox and mapped drive to Brian Whitkanack.	remote Desktop support	Desktop remote and on-site support
11/14/2014	7.00	Bill Wright	Finished upgrading Wheaton's Virtual Environment. This took me almost all day to complete. Upgraded vSphere Client on WPDVUM. Upgraded Update Manager on WPDVUM. Upgraded Updated vSphere Web Client on WPDVUM. Upgraded the VMware Data Protection Appliance.	server support	Server Support
11/14/2014	0.25	Darrick Taylor	Tape exchange.	server support	Server Support
11/17/2014	2.50	Darrick Taylor	Configure Danielle's laptop.	On-site desktop support	Desktop remote and on-site support
11/17/2014	1.50	Darrick Taylor	Outlook and printer installation.	On-site desktop support	Desktop remote and on-site support
11/17/2014	0.50	Darrick Taylor	Danielle access to W: drive.	server support	Server Support
11/17/2014	0.50	Rob Bridal	Extension Changes for Andrea Chiappetta.	communications	Communications Support
11/18/2014	1.00	Tom Marshall	Onsite to troubleshoot Camera 14 being out.	On-site desktop support	Desktop remote and on-site support
11/18/2014	0.50	Scott Christoff	Drive access.	server support	Server Support
11/19/2014	1.00	Darrick Taylor	Access to printer.	remote Desktop support	Desktop remote and on-site support
11/19/2014	1.00	Darrick Taylor	Name change.	remote Desktop support	Desktop remote and on-site support
11/19/2014	0.25	Darrick Taylor	Cosley drive access.	remote Desktop support	Desktop remote and on-site support
11/19/2014	1.00	Mark Mahnke	Worked with Sarah to get her Z drive connected. Also ran a full malware scan and it did find issues, which were cleared up.	remote Desktop support	Desktop remote and on-site support
11/20/2014	1.00	Mark Mahnke	Installed the Citrix Receiver and Adobe Flash on the Stromberg server.	remote Desktop support	Desktop remote and on-site support
11/20/2014	0.75	Scott Christoff	Virus issue Dhirshberg.	remote Desktop support	Desktop remote and on-site support
11/20/2014	0.25	Scott Christoff	F&G drive mapping.	server support	Server Support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
11/21/2014	1.00	Darrick Taylor	Dual monitor setup.	On-site desktop support	Desktop remote and on-site support
11/21/2014	0.25	Darrick Taylor	Exchange tapes.	server support	Server Support
11/24/2014	0.50	Darrick Taylor	Springbrook support.	remote Desktop support	Desktop remote and on-site support
11/24/2014	0.50	Mark Mahnke	Did some troubleshooting with Steve Glass at Arrowhead with one of the downed PC's. Turns out the PC had a bad OS and would be need to be rebuilt.	remote Desktop support	Desktop remote and on-site support
11/25/2014	1.75	Darrick Taylor	VPN testing onsite.	On-site desktop support	Desktop remote and on-site support
11/25/2014	0.75	Darrick Taylor	Investigate computer errors.	On-site desktop support	Desktop remote and on-site support
11/25/2014	0.25	JP Scheckel	VPN user support.	remote Desktop support	Desktop remote and on-site support
11/25/2014	0.25	Scott Christoff	Email setup on phone.	server support	Server Support
11/26/2014	3.50	Darrick Taylor	Computer deployments.	On-site desktop support	Desktop remote and on-site support
11/26/2014	0.25	Darrick Taylor	Rectrac access.	remote Desktop support	Desktop remote and on-site support
11/26/2014	0.50	Mark Mahnke	IE needed to be updated from IE9 to IE11 for Diane Hirshberg (Paychex).	remote Desktop support	Desktop remote and on-site support
11/28/2014	3.00	Darrick Taylor	Cosley Zoo register error.	remote Desktop support	Desktop remote and on-site support
11/28/2014	0.50	JP Scheckel	Issues with Alan and his food ordering site for new vendor.	remote Desktop support	Desktop remote and on-site support
12/1/2014	1.75	Darrick Taylor	Rob Sheridan virus removal (0.50); Video footage (1.50); Battery Backup replacement (0.25)	On-site desktop support	Desktop remote and on-site support
12/1/2014	3.75	Darrick Taylor	Adobe Flash installs (1.50), security footage (1.50), Virus removal (0.50), battery replacement (0.25)	remote Desktop support	Desktop remote and on-site support
12/1/2014	0.25	Joseph Bennett	Password reset.	remote Desktop support	Desktop remote and on-site support
12/1/2014	0.50	JP Scheckel	Database copy.	server support	Server Support
12/2/2014	2.25	Darrick Taylor	Recreation laptops (2); Print driver for AGC (0.25)	On-site desktop support	Desktop remote and on-site support
12/2/2014	3.50	Darrick Taylor	Register error.	remote Desktop support	Desktop remote and on-site support
12/3/2014	1.50	Darrick Taylor	Danielle network drops.	On-site desktop support	Desktop remote and on-site support
12/3/2014	3.00	Darrick Taylor	Adobe install (1.50); Springbrook printing (1.50); Password reset (0.25)	remote Desktop support	Desktop remote and on-site support
12/4/2014	0.25	Joseph Bennett	User unable to save PDFs.	remote Desktop support	Desktop remote and on-site support
12/5/2014	6.00	Darrick Taylor	Xp upgrade (4.50); Computer replacement (1.50)	On-site desktop support	Desktop remote and on-site support
12/5/2014	3.00	Darrick Taylor	Virus (1); Vue scan install (1); Printing springbrook (1)	remote Desktop support	Desktop remote and on-site support
12/5/2014	0.50	Joseph Bennett	User lost core FTP. Computer running hot.	remote Desktop support	Desktop remote and on-site support
12/5/2014	0.50	JP Scheckel	Filezilla install for Steve Hinchee.	server support	Server Support
12/6/2014	3.00	Darrick Taylor	Weekend remote support for Zoo.	remote Desktop support	Desktop remote and on-site support
12/8/2014	3.50	Darrick Taylor	Outage backup (1), Win 7 upgrade (2.50)	On-site desktop support	Desktop remote and on-site support
12/8/2014	1.00	Darrick Taylor	Access to G: drive (0.50); Zoo register (0.50)	remote Desktop support	Desktop remote and on-site support
12/8/2014	0.25	Joseph Bennett	Adobe fillable forms not saving.	remote Desktop support	Desktop remote and on-site support
12/8/2014	0.75	JP Scheckel	Task manager change (0.25); Rectrac help files (0.25); Script changes (0.25)	server support	Server Support
12/9/2014	0.25	Joseph Bennett	I:\ drive not mapping	remote Desktop support	Desktop remote and on-site support
12/10/2014	0.50	Joseph Bennett	Adobe flash upgrades.	remote Desktop support	Desktop remote and on-site support
12/10/2014	0.75	JP Scheckel	Paychex investigation (0.50); Database migration (0.25)	server support	Server Support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
12/11/2014	1.00	Darrick Taylor	Hot running computer	On-site desktop support	Desktop remote and on-site support
12/11/2014	0.25	Joseph Bennett	Adobe flash upgrade.	remote Desktop support	Desktop remote and on-site support
12/11/2014	0.25	JP Scheckel	Password reset.	server support	Server Support
12/12/2014	4.00	Darrick Taylor	Diane laptop reimage	On-site desktop support	Desktop remote and on-site support
12/12/2014	0.50	Joseph Bennett	Rectrac live to QA data xfer (0.25); AD PW reset (0.25)	remote Desktop support	Desktop remote and on-site support
12/12/2014	1.00	JP Scheckel	After hours network outage at WPD.	server support	Server Support
12/12/2014	0.50	Darrick Taylor	Tapes exchange	server support	Server Support
12/12/2014	1.00	Mark Mahnke	Arrowhead Golf Course lost all internet connection. Worked with John Paul to get it back up. Called over to the Community Center. Called into AT&T and Comcast trying to figure out if a circuit was down.	network support	Network Support
12/15/2014	2.00	Darrick Taylor	Laptop cryptolocker issues (1); Leisure phone issues (1)	remote Desktop support	Desktop remote and on-site support
12/15/2014	0.25	Joseph Bennett	Codec pack installation.	remote Desktop support	Desktop remote and on-site support
12/15/2014	6.00	JP Scheckel	Virus on workstation (only bill for 1.5 hours--going to rebuild machine cannot clean)	remote Desktop support	Desktop remote and on-site support
12/15/2014	7.00	JP Scheckel	Virus on server restore/investigation.	server support	Server Support
12/16/2014	1.75	Darrick Taylor	Kiosk setup for CC (1.50) Prairie PC pickup (0.25)	On-site desktop support	Desktop remote and on-site support
12/16/2014	0.75	JP Scheckel	File restore (0.50); Permissions (0.25)	server support	Server Support
12/17/2014	0.50	JP Scheckel	File moves (0.25); Remove from distribution list (0.25)	server support	Server Support
12/18/2014	3.00	Darrick Taylor	Wheaton laptop config file corrupt.	remote Desktop support	Desktop remote and on-site support
12/19/2014	0.50	Darrick Taylor	Past perfect not backing up (0.25); Monitor swap (0.25)	On-site desktop support	Desktop remote and on-site support
12/19/2014	0.25	Darrick Taylor	Back up battery ordered.	remote Desktop support	Desktop remote and on-site support
12/19/2014	0.50	Joseph Bennett	Angie Dosch IE opening randomly	remote Desktop support	Desktop remote and on-site support
12/19/2014	0.25	JP Scheckel	Website support.	remote Desktop support	Desktop remote and on-site support
12/19/2014	0.25	JP Scheckel	Mailbox setup.	server support	Server Support
12/19/2014	0.25	Darrick Taylor	Tape exchange	server support	Server Support
12/19/2014	0.50	Joseph Bennett	Kelly Harmon and Luke Stankus AD and email creations	server support	Server Support
12/22/2014	6.50	Darrick Taylor	Bruce stoller computer delivered (1.50); Kiosk setup (1); Color Registration printer (0.50); Backup battery replacement (1) 50ft cable ordered Rita (0.25), Monitor replacement (0.25), Recreation (1.50), Donna laptop config for home usage (0.50)	On-site desktop support	Desktop remote and on-site support
12/22/2014	0.25	JP Scheckel	Server restart.	server support	Server Support
12/23/2014	4.00	Darrick Taylor	Reimage laptop.	On-site desktop support	Desktop remote and on-site support
12/24/2014	1.00	Darrick Taylor	Comcast Wheaton VPN connection.	remote Desktop support	Desktop remote and on-site support
12/26/2014	0.50	Darrick Taylor	Hardware assessment	On-site desktop support	Desktop remote and on-site support
12/26/2014	0.25	Darrick Taylor	Tape exchange	server support	Server Support
12/30/2014	0.25	Joseph Bennett	Cathy Marino missing Outlook folder.	remote Desktop support	Desktop remote and on-site support
1/2/2015	0.25	Darrick Taylor	Tapes exchange.	server support	Server Support
1/5/2015	0.50	Darrick Taylor	Sever restart.	server support	Server Support
1/6/2015	4.50	Darrick Taylor	New monitor replace (1.50hrs); Time clock (0.75hrs); WPD Virus clean-up (1hr); WPD Printer access (0.50hrs)	On-site desktop support	Desktop remote and on-site support

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
1/6/2015	0.25	Joseph Bennett	Rectrac login issue.	remote Desktop support	Desktop remote and on-site support
1/6/2015	0.50	Joseph Bennett	Account create - Katherine Anderson.	server support	Server Support
1/6/2015	0.50	Tom Marshall	Server Support Ticket # T20150106.0006 - Lorraine cannot access payroll.	server support	Server Support
1/7/2015	3.00	Darrick Taylor	WPD-Printer access (1.25hrs); Cycledown computer (1.75hrs)	remote Desktop support	Desktop remote and on-site support
1/7/2015	0.25	Joseph Bennett	Adobe flash update.	remote Desktop support	Desktop remote and on-site support
1/7/2015	0.25	Darrick Taylor	Password reset	server support	Server Support
1/8/2015	1.00	JP Scheckel	DNS changes/website assistance for Trish after hours.	network support	Network Support
1/8/2015	3.00	Darrick Taylor	PP Back-up	On-site desktop support	Desktop remote and on-site support
1/8/2015	4.00	Darrick Taylor	Server access (3.75hrs); VSI issue (0.25hrs)	server support	Server Support
1/9/2015	2.75	Darrick Taylor	WPD workstation error (0.50hrs); New computer set up (1.50hrs); Mike Benard set up (0.75hrs)	On-site desktop support	Desktop remote and on-site support
1/9/2015	0.25	Joseph Bennett	Steve Glass - pdrma site issues.	remote Desktop support	Desktop remote and on-site support
1/9/2015	5.00	Bill Wright	I spent 5 hours working on a server 2012 Template that I had to build and create from scratch.	server support	Server Support
1/9/2015	0.50	JP Scheckel	DNS change local on server (0.25hrs); WPD user group change (0.25hrs)	server support	Server Support
1/9/2015	0.25	Darrick Taylor	Tapes exchange	server support	Server Support
1/12/2015	0.50	Darrick Taylor	Rectrac support	remote Desktop support	Desktop remote and on-site support
1/12/2015	0.50	JP Scheckel	Password reset (0.25hrs); Account lockout (0.25hrs)	server support	Server Support
1/12/2015	0.50	Darrick Taylor	Password resets	server support	Server Support
1/13/2015	0.50	Darrick Taylor	Printer access	remote Desktop support	Desktop remote and on-site support
1/13/2015	0.50	Darrick Taylor	Password resets	server support	Server Support
1/13/2015	2.00	Tom Maksimik	Remote server patching work - Exchange Server.	server support	Server Support
1/13/2015	2.00	Bill Wright	Finished building the two new Windows 2012 servers. These servers will be used for the latest version of Springbrook.	server support	Server Support
1/14/2015	0.50	Darrick Taylor	Camera 8 outage.	On-site desktop support	Desktop remote and on-site support
1/14/2015	3.00	Darrick Taylor	Paychex issue (1.5hrs); Virus removal (1.5hrs)	remote Desktop support	Desktop remote and on-site support
1/14/2015	1.50	Darrick Taylor	Springbrook service pack	server support	Server Support
1/15/2015	3.00	Jason Citrano	Remotely removed malware from 2 Zoo Keeper computers there was remnants on the machine that were causing excessive IE windows to pop up randomly and slow the PC down entirely.	remote Desktop support	Desktop remote and on-site support
1/15/2015	0.50	Darrick Taylor	Springbrook service pack.	server support	Server Support
1/16/2015	2.00	Darrick Taylor	Cycledown computer (1hr); Virus issue (1hr)	On-site desktop support	Desktop remote and on-site support
1/16/2015	1.00	Jason Citrano	Finished scanning malware on zookeeper computer had remnants that still needed to be removed. Worked with Angie Dosch.	remote Desktop support	Desktop remote and on-site support
1/16/2015	0.25	Darrick Taylor	Tapes exchange	server support	Server Support
1/16/2015	1.50	JP Scheckel	WPD server buildouts/springbrook meeting/SQL install.	server support	Server Support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
1/16/2015	2.00	Bill Wright	Two hours to Wheaton Park District to finish setting up SQL Server for Springbrook project. I had to transfer the SQL Server ISO to the datastore, mount, install prerequisites, perform the install, configure memory cap changes, and also setup snapshots before we give to Springbrook.	server support	Server Support
1/19/2015	0.25	Darrick Taylor	New user account.	server support	Server Support
1/20/2015	3.00	Jason Citrano	Onsite at WPD to do site overview visit sites and catch up on locations and users. Replaced Donna Siciliano's battery back up. Assisted with laptop she has having issues with as well.	On-site desktop support	Desktop remote and on-site support
1/20/2015	2.00	Bill Wright	Spent 2 hours in the morning troubleshooting autodiscover issues for Wheaton. Tom had changed the certificate and they are getting warnings now. I found a problem and Tom was able to correct the rest.	server support	Server Support
1/21/2015	2.00	Jason Citrano	Onsite fix projector bulb	On-site desktop support	Desktop remote and on-site support
1/21/2015	1.00	Darrick Taylor	Cycledown computer (0.5hrs); Outlook disappeared (0.5hrs)	remote Desktop support	Desktop remote and on-site support
1/21/2015	1.00	Jason Citrano	Spring brook / rectrac on server checks.	server support	Server Support
1/22/2015	1.75	Jason Citrano	Had to check fitness PC that was working by the time I got there. Also checked out printing and camera on front desk PC's.	On-site desktop support	Desktop remote and on-site support
1/22/2015	2.25	Darrick Taylor	App removal (1.5hrs); Rectrac / scanner issue (1.5hrs)	remote Desktop support	Desktop remote and on-site support
1/22/2015	0.25	Jason Citrano	Swapped out backup tapes.	server support	Server Support
1/23/2015	2.50	Jason Citrano	Onsite at WPD to get machines updated for springbrook.springbrook to get them access to the server over the weekend.	On-site desktop support	Desktop remote and on-site support
1/23/2015	0.50	JP Scheckel	Printer install.	server support	Server Support
1/23/2015	2.00	Jason Citrano	Had to work with springbrook via phone to get the databases correctly backed up and copied. Also worked with springbrook to get them access to the server over the weekend.	server support	Server Support
1/26/2015	0.50	JP Scheckel	Phone swap	communications	Communications Support
1/26/2015	0.50	Jason Citrano	Update Java	remote Desktop support	Desktop remote and on-site support
1/26/2015	0.25	JP Scheckel	Mail forward.	remote Desktop support	Desktop remote and on-site support
1/26/2015	4.00	JP Scheckel	After hours Springbrook support.	server support	Server Support
1/26/2015	2.50	Jason Citrano	Springbrook continuing upgrades	server support	Server Support
1/27/2015	0.25	Darrick Taylor	Rectrac/scanner issue.	remote Desktop support	Desktop remote and on-site support
1/27/2015	4.00	Jason Citrano	Remotely worked on springbrook upgrade.	remote Desktop support	Desktop remote and on-site support
1/27/2015	0.25	JP Scheckel	Mail relay for Springbrook.	remote Desktop support	Desktop remote and on-site support
1/28/2015	4.25	Darrick Taylor	Springbrook support.	remote Desktop support	Desktop remote and on-site support
1/28/2015	4.00	Jason Citrano	Remote Springbrook installs/upgrades (3hrs). Flash and java updates/ assisted VSI with troubleshooting VSI software (1hr).	remote Desktop support	Desktop remote and on-site support
1/29/2015	1.75	Jason Citrano	Onsite - stopped at 855 prairie and setup new computer for Sue.	On-site desktop support	Desktop remote and on-site support
1/29/2015	2.00	Jason Citrano	Springbrook upgrades.	remote Desktop support	Desktop remote and on-site support
1/29/2015	0.25	Jon Chua	Create oncall service request ticket.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
1/29/2015	0.25	Jason Citrano	On-site tape changes	server support	Server Support
1/30/2015	0.25	Darrick Taylor	Springbrook app.	remote Desktop support	Desktop remote and on-site support
1/30/2015	2.00	Jason Citrano	Springbrook upgrades.	remote Desktop support	Desktop remote and on-site support
1/31/2015	1.00	Joseph Bennett	Arrowhead golf course - trust relationship failure.	remote Desktop support	Desktop remote and on-site support
2/2/2015	0.50	JP Scheckel	SB connect	remote Desktop support	Desktop remote and on-site support
2/2/2015	0.25	JP Scheckel	Springbrook	remote Desktop support	Desktop remote and on-site support
2/2/2015	0.25	JP Scheckel	Permissions	server support	Server Support
2/3/2015	2.00	Jason Citrano	On-site Stromberg timeclock issue.	On-site desktop support	Desktop remote and on-site support
2/3/2015	0.25	JP Scheckel	Printer install.	remote Desktop support	Desktop remote and on-site support
2/3/2015	0.50	JP Scheckel	Springbrook DB help support	server support	Server Support
2/3/2015	0.50	JP Scheckel	SB DB Support for SB support	server support	Server Support
2/3/2015	4.00	Jason Citrano	On-site diagnose comcast issue with comcast techs.	network support	Network Support
2/4/2015	2.00	Jason Citrano	Worked with Stromberg to get the timeclock back up and running.	On-site desktop support	Desktop remote and on-site support
2/4/2015	0.50	Jason Citrano	FTP diagnose and fix for Trish.	On-site desktop support	Desktop remote and on-site support
2/4/2015	0.50	Darrick Taylor	Calendar permission	remote Desktop support	Desktop remote and on-site support
2/4/2015	0.50	Darrick Taylor	Springbrook issue.	remote Desktop support	Desktop remote and on-site support
2/4/2015	0.25	JP Scheckel	FTP	remote Desktop support	Desktop remote and on-site support
2/4/2015	0.25	Darrick Taylor	Name change	server support	Server Support
2/4/2015	0.25	Darrick Taylor	Unlock account	server support	Server Support
2/5/2015	1.00	Jason Citrano	Worked with Cathy to get the calendar sharing setup properly.	On-site desktop support	Desktop remote and on-site support
2/5/2015	0.50	Darrick Taylor	Google earth install	remote Desktop support	Desktop remote and on-site support
2/5/2015	0.50	Darrick Taylor	Powerpoint addition	remote Desktop support	Desktop remote and on-site support
2/5/2015	0.50	Darrick Taylor	Power configuration	remote Desktop support	Desktop remote and on-site support
2/5/2015	0.50	JP Scheckel	Caterease	remote Desktop support	Desktop remote and on-site support
2/5/2015	0.50	Jason Citrano	Search for suitable monitor replacements for future purchases and get two purchased to employees.	remote Desktop support	Desktop remote and on-site support
2/5/2015	0.25	Darrick Taylor	Email permission	server support	Server Support
2/5/2015	0.50	Jason Citrano	Back-up tapes	server support	Server Support
2/5/2015	0.50	Jon Chua	Investigate issue with springbrook.	server support	Server Support
2/6/2015	0.50	Jason Citrano	Assisted Danielle with her phone.	communications	Communications Support
2/6/2015	0.50	Jason Citrano	Diane needed help getting her printer to print Claims reporting.	On-site desktop support	Desktop remote and on-site support
2/6/2015	0.50	Jason Citrano	Diane needed help getting her printer to print Claims reporting.	remote Desktop support	Desktop remote and on-site support
2/6/2015	1.00	Jason Citrano	Remotely worked with VSI to try and fix printer in AGC ski rental.	remote Desktop support	Desktop remote and on-site support
2/6/2015	0.50	JP Scheckel	DB copy	server support	Server Support
2/9/2015	1.50	Jason Citrano	Went onsite to check out battery back up unit for Parks Service center and get a plan together.	On-site desktop support	Desktop remote and on-site support
2/9/2015	1.00	Jason Citrano	Remotely researched monitor for new users, had to find specific model.	remote Desktop support	Desktop remote and on-site support
2/9/2015	0.50	Jason Citrano	Remote printer install for Sherry K.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
2/10/2015	3.00	Jason Citrano	WPD moved PC's at the museum and installed 2 new battery back up systems.	On-site desktop support	Desktop remote and on-site support
2/10/2015	0.50	Darrick Taylor	Adobe installation.	remote Desktop support	Desktop remote and on-site support
2/11/2015	0.75	JP Scheckel	Phone list creation. Phone changes.	communications	Communications Support
2/11/2015	2.00	Jason Citrano	Worked remotely to correct issues with Lorraine and Sarah unable to print PDF files. Had to find what was causing the issue and repair adobe.	remote Desktop support	Desktop remote and on-site support
2/11/2015	3.50	Darrick Taylor	Server access for Springbrook.	server support	Server Support
2/11/2015	0.25	Darrick Taylor	New user creation.	server support	Server Support
2/11/2015	1.50	Jason Citrano	On-site to check and diagnose wireless issues then check with users to verify that all was okay.	network support	Network Support
2/12/2015	0.25	JP Scheckel	Voicemail setup.	communications	Communications Support
2/12/2015	1.00	Darrick Taylor	Phone extension for Matt Nations and Adrew Ogata.	communications	Communications Support
2/12/2015	4.50	Jason Citrano	On-site early to replace battery. Then back on-site at CC. Worked on Timeclock issue with Lorraine and Stromberg.	On-site desktop support	Desktop remote and on-site support
2/13/2015	1.75	Darrick Taylor	AGC - Time clock support.	On-site desktop support	Desktop remote and on-site support
2/16/2015	0.50	Darrick Taylor	Computer crash - WPD Zoo keeper	On-site desktop support	Desktop remote and on-site support
2/16/2015	3.00	Jon Chua	Investigate Issue with Rectrac and Plug n Pay. Monitor and test.	server support	Server Support
2/16/2015	0.25	Darrick Taylor	Tape exchanges.	server support	Server Support
2/17/2015	0.25	JP Scheckel	Phones.	communications	Communications Support
2/17/2015	1.00	Darrick Taylor	PnP System Down.	On-site desktop support	Desktop remote and on-site support
2/17/2015	1.50	Darrick Taylor	Remote Outlook error.	remote Desktop support	Desktop remote and on-site support
2/18/2015	0.50	Darrick Taylor	Remote login error.	remote Desktop support	Desktop remote and on-site support
2/18/2015	0.25	Darrick Taylor	Remote Paychex access.	remote Desktop support	Desktop remote and on-site support
2/18/2015	1.50	Darrick Taylor	Remote printer Adobe issues.	remote Desktop support	Desktop remote and on-site support
2/19/2015	1.50	Darrick Taylor	Remote webmail access.	remote Desktop support	Desktop remote and on-site support
2/20/2015	0.25	JP Scheckel	Mail forwarding.	remote Desktop support	Desktop remote and on-site support
2/22/2015	0.50	Darrick Taylor	Cosley Zoo register.	remote Desktop support	Desktop remote and on-site support
2/23/2015	1.00	Rob Bridal	Audix Troubleshooting.	communications	Communications Support
2/23/2015	1.25	Darrick Taylor	Owen webpage error. Password reset.	remote Desktop support	Desktop remote and on-site support
2/23/2015	0.50	Jason Citrano	Checked out Lorraine's monitor situation.	remote Desktop support	Desktop remote and on-site support
2/23/2015	3.00	Jason Citrano	Back up tapes, worked with Springbrook support to get the jobs proocessing again.	server support	Server Support
2/24/2015	1.50	Jason Citrano	Diagnose and repair printer/cameras at front desk computers.	On-site desktop support	Desktop remote and on-site support
2/24/2015	0.25	Darrick Taylor	Delete Sara Buttita email account.	server support	Server Support
2/25/2015	1.00	Jason Citrano	On-site to look at front desk machine for registration. Machine was overheating and shutting down. Was able to clean machine out and verify that it is fine for operations.	On-site desktop support	Desktop remote and on-site support
2/25/2015	1.00	Darrick Taylor	Cosely Zoo register freezing.	remote Desktop support	Desktop remote and on-site support
2/25/2015	0.25	Darrick Taylor	Springbrook support.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
2/26/2015	3.50	Jason Citrano	Diagnose and repair tape back up systems. Workgin with Springbook support on issues within Springbrook and processing.	server support	Server Support
2/26/2015	0.50	Jon Chua	Virus cleanup and testing.	server support	Server Support
2/26/2015	0.25	Darrick Taylor	Password reset.	server support	Server Support
2/27/2015	3.00	Jason Citrano	Diagnose Val's Mac, picked up and installed video cable for dual monitors. On-ste at Prairie	On-site desktop support	Desktop remote and on-site support
2/27/2015	1.50	Darrick Taylor	Springbrook support.	remote Desktop support	Desktop remote and on-site support
3/2/2015	0.50	Darrick Taylor	Flashplayer update.	remote Desktop support	Desktop remote and on-site support
3/2/2015	2.00	Jason Citrano	Worked on Val's mac issue, various troubleshooting steps. Attempted tocorrect issue with authentication.	remote Desktop support	Desktop remote and on-site support
3/2/2015	0.50	Jason Citrano	Checked spam filter with Sue messages that were getting through.	remote Desktop support	Desktop remote and on-site support
3/3/2015	2.50	Jason Citrano	Alexis having issues with her cell phone not syncing. Val's mac issue continual diagnosis. Terra Johnson printer assistance.	remote Desktop support	Desktop remote and on-site support
3/4/2015	0.25	Darrick Taylor	Phone ext change.	communications	Communications Support
3/4/2015	2.75	Jason Citrano	On-site assist more with Val's mac. Coordinated with Hugh on getting Val's mac rebuilt.	On-site desktop support	Desktop remote and on-site support
3/4/2015	1.25	Darrick Taylor	Maintrac install	remote Desktop support	Desktop remote and on-site support
3/4/2015	2.00	Jason Citrano	Researched and got information for WPD Past Perfect project.	remote Desktop support	Desktop remote and on-site support
3/4/2015	0.25	Jason Citrano	Backup tapes needed to be replaced.	server support	Server Support
3/4/2015	2.50	Darrick Taylor	Springbrook server	server support	Server Support
3/5/2015	1.00	Jason Citrano	Vals account still getting locked out further diagnosis with Hugh from Links, Narrowed problem down to a terminal server account that may have been locking the user out.	remote Desktop support	Desktop remote and on-site support
3/5/2015	0.50	Jason Citrano	Worked with Ryan in fitness to reconnect the card swipper to rescan fitness ID cards.	remote Desktop support	Desktop remote and on-site support
3/5/2015	1.00	Jason Citrano	Worked with Jeanette Yonk on her excel issue have not had any other issues since a repair of office.	remote Desktop support	Desktop remote and on-site support
3/5/2015	1.50	Jason Citrano	Worked with Rectrac support to verify that the database work was completed and correctly done to make the error message go away.	server support	Server Support
3/5/2015	0.50	Jason Citrano	Modified multiple distribution lists for users.	server support	Server Support
3/5/2015	6.00	Jon Chua	Restore and verify User Drive and Common Drive after Cryptolocker virus.	server support	Server Support
3/5/2015	1.00	Bill Wright	Deploy a Windows 2008 R2 Server for remote desktop services.	server support	Server Support
3/6/2015	0.25	Darrick Taylor	Phone ext change	communications	Communications Support
3/6/2015	0.50	Darrick Taylor	Desktop icons	remote Desktop support	Desktop remote and on-site support
3/6/2015	2.50	Jason Citrano	Remote cryptowall 3.0 variant virus on the netowrk. Had to disable network shares and cut all network access to prevent further infection.	server support	Server Support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
3/6/2015	4.50	Jason Citrano	On-site for cryptowall 3.0 variant virus on the netowrk. Had to disable network shares and cut all network access to prevent further infection.	server support	Server Support
3/6/2015	0.75	Jon Chua	Virus cleanup and testing	server support	Server Support
3/6/2015	1.00	Bill Wright	Deploy a Windows 2008 R2 Server for remote desktop services.	server support	Server Support
3/8/2015	0.50	JP Scheckel	Register freezing.	remote Desktop support	Desktop remote and on-site support
3/9/2015	3.00	Rob Bridal	Voicemail issue - not showing correct time after day light savings	communications	Communications Support
3/9/2015	3.50	Jason Citrano	On-site to diagnose Val's Mac. Worked with Jim Remotely to try and get account to start saving credentials.	On-site desktop support	Desktop remote and on-site support
3/9/2015	1.50	Jason Citrano	Worked with progressive software for Digital Dining issues they have been having with POS terminals at AGC. Brett had some questions and some settings we went over.	remote Desktop support	Desktop remote and on-site support
3/9/2015	2.50	Jason Citrano	Remotely worked with Springbrook to get jobs processing again after being notified by Randy that they were all stuck.	server support	Server Support
3/10/2015	8.00	Links Technology	Issues with Mac Authentication	On-site desktop support	Desktop remote and on-site support
3/10/2015	2.50	Jason Citrano	Remote - Started working on Past Perfect project. Fixed Laura Bessy's printer issues.	remote Desktop support	Desktop remote and on-site support
3/11/2015	0.50	Darrick Taylor	Visio software install for Andrea.	remote Desktop support	Desktop remote and on-site support
3/11/2015	0.50	Darrick Taylor	Banquet Office printer added to desktop.	remote Desktop support	Desktop remote and on-site support
3/11/2015	4.00	Jason Citrano	Additional scans for issue with Cosley POS. Installed and conigured printer on Carey Moreland's PC.	remote Desktop support	Desktop remote and on-site support
3/11/2015	0.75	Darrick Taylor	Rectrac tech server maintenance. Issue with pulling reports for Karen.	server support	Server Support
3/12/2015	6.00	Jason Citrano	On-site corrected trust relationship, fixed virus on Sherry K's computer, also finished up back up tapes.	On-site desktop support	Desktop remote and on-site support
3/12/2015	0.25	Darrick Taylor	Update printer driver	remote Desktop support	Desktop remote and on-site support
3/12/2015	0.25	Darrick Taylor	Ashely added to scanner/copier.	remote Desktop support	Desktop remote and on-site support
3/12/2015	0.25	Darrick Taylor	Daniel Novak requested an email title change for Ashely Downing.	remote Desktop support	Desktop remote and on-site support
3/12/2015	0.25	Jason Citrano	Finished back up tapes.	server support	Server Support
3/13/2015	3.00	Jason Citrano	On-site to replace line monitor Cisco device to start to diagnose what the issues are with the line at Cosley Zoo.	network support	Network Support
3/13/2015	0.50	Darrick Taylor	Unlock accounts and password resets.	remote Desktop support	Desktop remote and on-site support
3/13/2015	0.50	Darrick Taylor	Unable to get email on mobile device - reset password to fix.	remote Desktop support	Desktop remote and on-site support
3/13/2015	0.50	Darrick Taylor	Restarted the Strombert timecard server for Lorriane.	remote Desktop support	Desktop remote and on-site support
3/13/2015	1.50	Jason Citrano	Remotely installed printers for finance.	remote Desktop support	Desktop remote and on-site support
3/15/2015	3.00	Jon Chua	Track and monitor outage at Prairie. Troubleshot with Comcast.	network support	Network Support
3/16/2015	0.25	JP Scheckel	Phone lockout	communications	Communications Support
3/16/2015	4.50	Jason Citrano	On-site to diagnose internet down and then back and forth between Zoo and CC to get new battery backups.	On-site desktop support	Desktop remote and on-site support
3/16/2015	0.25	Darrick Taylor	Certificate issue.	remote Desktop support	Desktop remote and on-site support

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DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
3/16/2015	0.50	Jospeh Bennett	Network drive mapping for Molly Cosgrove.	remote Desktop support	Desktop remote and on-site support
3/17/2015	1.00	Darrick Taylor	Time clock.	On-site desktop support	Desktop remote and on-site support
3/17/2015	0.25	Darrick Taylor	New VPN client.	remote Desktop support	Desktop remote and on-site support
3/17/2015	0.50	Jospeh Bennett	Investigate Jeff Smith's missing printer.	remote Desktop support	Desktop remote and on-site support
3/17/2015	0.50	JP Scheckel	Mail forwarding.	remote Desktop support	Desktop remote and on-site support
3/17/2015	1.00	Long Lin	Printer installs for Loraine Czaja and Jeanette York. Driver access for Rob Sperl. Rany Tucker printer install and PC clean up.	remote Desktop support	Desktop remote and on-site support
3/17/2015	1.00	Jon Chua	Review EOL Servers on Windows 2003	server support	Server Support
3/17/2015	1.00	Jon Chua	Mail flow troubleshooting	server support	Server Support
3/17/2015	2.50	Jason Citrano	Email issues. Investigate ArcGIS servers to see if still in use. Rob Sperl access to Larry Bowers H: drive.	server support	Server Support
3/18/2015	0.25	Darrick Taylor	Adobe issue.	remote Desktop support	Desktop remote and on-site support
3/18/2015	0.25	Jospeh Bennett	Undeliverable message to Bwhitkcack.	remote Desktop support	Desktop remote and on-site support
3/18/2015	1.50	Long Lin	Digital Dining remote support.	remote Desktop support	Desktop remote and on-site support
3/18/2015	0.25	Long Lin	Printer install.	remote Desktop support	Desktop remote and on-site support
3/19/2015	2.50	Darrick Taylor	Digital Dining	remote Desktop support	Desktop remote and on-site support
3/19/2015	1.00	Darrick Taylor	Springbrook	remote Desktop support	Desktop remote and on-site support
3/19/2015	2.00	Jason Citrano	Started inventory.	remote Desktop support	Desktop remote and on-site support
3/20/2015	2.00	James Osterhout	On-site to re-do wiring in the IT closet at Arrowhead.	On-site desktop support	Desktop remote and on-site support
3/20/2015	4.50	Jason Citrano	On-site to re-do wiring in the IT closet at Arrowhead.	On-site desktop support	Desktop remote and on-site support
3/20/2015	1.00	Darrick Taylor	Maintrac	remote Desktop support	Desktop remote and on-site support
3/20/2015	0.50	Darrick Taylor	Rectrac	remote Desktop support	Desktop remote and on-site support
3/20/2015	1.50	Jason Citrano	Worked on inventory.	remote Desktop support	Desktop remote and on-site support
3/21/2015	2.00	Jason Citrano	Worked with Steve Glass remotely to verify Digital Dining was working properly. Steve called in reporting that all POS systems were offline and later found it was due to an upgrade done to Digital Dining the week before.	remote Desktop support	Desktop remote and on-site support
3/23/2015	0.50	Darrick Taylor	Computer issues.	remote Desktop support	Desktop remote and on-site support
3/23/2015	0.25	Jospeh Bennett	AD lockout.	server support	Server Support
3/23/2015	0.25	JP Scheckel	User creation.	server support	Server Support
3/24/2015	0.50	Darrick Taylor	Phone ext switch	communications	Communications Support
3/24/2015	5.00	JP Scheckel	WPD FOIA assistance	remote Desktop support	Desktop remote and on-site support
3/24/2015	0.25	Long Lin	Updated internet explorer	remote Desktop support	Desktop remote and on-site support
3/24/2015	0.50	Jason Citrano	Create new mailbox and forward to Trish.	server support	Server Support
3/25/2015	5.00	Jason Citrano	On-site to start rebuilding PC's for 2 users and also went over servers/PC inventory with Jim via phone.	On-site desktop support	Desktop remote and on-site support
3/25/2015	2.00	Jason Citrano	Remotely worked on Arrowhead golf course water maintenance system emailing alerts.	remote Desktop support	Desktop remote and on-site support

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
3/26/2015	5.00	Jason Citrano	On-site to retrieve video footage for WPD. Jackie Bodquist's computer was still running slow, needed to investigate. WPD 3 Drop off Emails on flash drive for Mike Bernard. Then Arrowhead to setup new PC's that were wall mounted.	On-site desktop support	Desktop remote and on-site support
3/26/2015	0.50	Darrick Taylor	Stromberg	remote Desktop support	Desktop remote and on-site support
3/26/2015	0.25	JP Scheckel	Retiring servers.	remote Desktop support	Desktop remote and on-site support
3/26/2015	0.25	Long Lin	Carey Moreland computer support	remote Desktop support	Desktop remote and on-site support
3/26/2015	1.00	Jon Chua	Investigate Stromberg outage.	server support	Server Support
3/26/2015	0.25	Jospeh Bennett	AD lockout.	server support	Server Support
3/27/2015	4.00	Jason Citrano	On-site at WPD to look at Daneile's issue with network connectivity. Finished WPD inventory and sent off to 3rd party.	On-site desktop support	Desktop remote and on-site support
3/30/2015	1.00	Jason Citrano	Assisted Daniell Salerno with Applitrack email spam.	remote Desktop support	Desktop remote and on-site support
3/31/2015	1.00	Scott Christoff	Springbrook access issue.	remote Desktop support	Desktop remote and on-site support
3/31/2015	2.00	Jason Citrano	Worked with Past Perfect to get the terminal server ready to go.	server support	Server Support
3/31/2015	2.00	Jason Citrano	On-site to diagnose issue with tape backup system and work on Past Perfect.	server support	Server Support
4/1/2015	0.25	Darrick Taylor	Voicemail password reset for Steve Glass.	communications	Communications Support
4/6/2015	0.25	JP Scheckel	Check on password policies	communications	Communications Support
4/6/2015	0.25	Darrick Taylor	Phone extension 5052 switched with 5078.	communications	Communications Support
4/8/2015	0.25	JP Scheckel	Phone password reset	communications	Communications Support
4/8/2015	0.25	Darrick Taylor	Danielle locked out of VM.	communications	Communications Support
4/10/2015	0.25	Darrick Taylor	Voicemail password reset	communications	Communications Support
4/15/2015	5.00	JP Scheckel	Extension investigation	communications	Communications Support
4/23/2015	2.00	JP Scheckel	Gather data and respond to mail questions	communications	Communications Support
4/28/2015	0.25	JP Scheckel	Voicemail settings	communications	Communications Support
4/1/2015	6.00	Jason Citrano	Andy Bendy virus issue, Move phones, Diane Hursburg computer stuck in boot loop.	On-site desktop support	Desktop remote and on-site support
4/6/2015	2.00	Jason Citrano	Copied over beginning of data that needs to be moved to the server. Also ripped ISO's for past perfect for the server.	On-site desktop support	Desktop remote and on-site support
4/7/2015	4.50	Jason Citrano	Finish up past perfect install on server/start to get users set up. Install card printer at front desk, front desk computer shut down again due to bad RAM. Replaced ram.	On-site desktop support	Desktop remote and on-site support
4/9/2015	2.00	Jason Citrano	Onsite working with Past perfect software support still. Almost to the point of testing and deploying icons.	On-site desktop support	Desktop remote and on-site support
4/10/2015	2.50	Jason Citrano	Swap back up tapes and finish final migration of data with Jennifer at past perfect.	On-site desktop support	Desktop remote and on-site support
4/14/2015	4.00	Darrick Taylor	Pools set-up	On-site desktop support	Desktop remote and on-site support
4/14/2015	8.00	Jason Citrano	Onsite to setup pools and new PCs.	On-site desktop support	Desktop remote and on-site support
4/16/2015	8.00	Jason Citrano	Onsite to complete onsite tickets (deploy new workstation for Carey Moreland, setup switch at arrowhead for backup connection, Called VSI support for cash drawer at Rice.)	On-site desktop support	Desktop remote and on-site support

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
4/16/2015	0.50	Joe Bennett	Onsite at AGC to check network port for vendor.	On-site desktop support	Desktop remote and on-site support
4/17/2015	4.00	Darrick Taylor	Pools set-up	On-site desktop support	Desktop remote and on-site support
4/17/2015	8.00	Jason Citrano	Onsite to setup pools.	On-site desktop support	Desktop remote and on-site support
4/21/2015	4.50	Jason Citrano	At Northside pool working with VSI to get drawer to pop. Drawer is still not functioning will end up needing to replace.	On-site desktop support	Desktop remote and on-site support
4/27/2015	6.00	Jason Citrano	Rebuild 2 PC's, had to get Terra's pc. The hard drive failed and needed to be covered under warranty. Also investigated badge card printer at wpd.	On-site desktop support	Desktop remote and on-site support
4/28/2015	8.00	Jason Citrano	Tape back up restores for museum, PC rebuild for Terra, Spoke with Mary Beth about new PC, Scanned Rita's machine for malware. Worked with VSI support on cosley zoo register.	On-site desktop support	Desktop remote and on-site support
4/29/2015	8.00	Jason Citrano	Redeploy Terra's computer. Continued work on Tape back up for museum. Rebuilt computer for Jackie Boquist, Onsite at Prarie, to drop off battery back up and fix conference room computer. Worked on getting orders together for 5 new PC's discussed where they will be sent to.	On-site desktop support	Desktop remote and on-site support
4/2/2015	1.50	Jason Citrano	Worked on Sally and Dana's PC to get them in compliance for taking the online testing they needed.	remote Desktop support	Desktop remote and on-site support
4/3/2015	2.50	Jason Citrano	Contacted WPD regarding freezing cash register. So far initial investigating has found nothing. Remote assistance for Cosley zoo with their network drives and PC slowness.	remote Desktop support	Desktop remote and on-site support
4/6/2015	4.50	Jason Citrano	Installed and configured adobe. had to retrieve and reactivate adobe licensing portal with Deb's account. Once this was completed was able to install adobe acrobat. Worked remotely with VSi support to diagnose the freezing cash register at the zoo.	remote Desktop support	Desktop remote and on-site support
4/7/2015	1.50	Jason Citrano	Remote, contacted again by Cosley zoo with slowness issues. Needed to work with VSI support and continue to troubleshoot.	remote Desktop support	Desktop remote and on-site support
4/7/2015	0.25	Joe Bennett	Adobe issues	remote Desktop support	Desktop remote and on-site support
4/8/2015	0.25	Darrick Taylor	G: drive added to AGC11-PC01	remote Desktop support	Desktop remote and on-site support
4/8/2015	2.00	Jason Citrano	Remotely worked with past perfect to try and diagnose issue with Deed's PDF files not opening on the server/ getting remote icon's prepared.	remote Desktop support	Desktop remote and on-site support
4/9/2015	0.25	Darrick Taylor	Printer install for Jeff Dahlstrom	remote Desktop support	Desktop remote and on-site support
4/9/2015	1.00	Jason Citrano	Worked with Linda and Patty to check modem for down internet.	remote Desktop support	Desktop remote and on-site support
4/9/2015	0.25	Joe Bennett	Troubleshoot computer freezing.	remote Desktop support	Desktop remote and on-site support
4/10/2015	0.50	Darrick Taylor	Email sent confirmation for Danielle.	remote Desktop support	Desktop remote and on-site support
4/10/2015	3.00	Jason Citrano	Worked with VSI support on troubleshooting logs and checking to see if the problem with cosley is hardware related or software related. Checked out Angies PC again, decided to go ahead and replace PC.	remote Desktop support	Desktop remote and on-site support

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
4/10/2015	0.25	Joe Bennett	Troubleshoot Digital Dinning running slow.	remote Desktop support	Desktop remote and on-site support
4/13/2015	0.25	Darrick Taylor	Unlock account	remote Desktop support	Desktop remote and on-site support
4/13/2015	2.00	Jason Citrano	Worked with adobe support to get adobe portal info reset and working then install adobe pro for Nicole kapala.	remote Desktop support	Desktop remote and on-site support
4/13/2015	0.50	Jason Citrano	Remote email account unlock	remote Desktop support	Desktop remote and on-site support
4/13/2015	0.25	JP Scheckel	Password reset	remote Desktop support	Desktop remote and on-site support
4/14/2015	0.25	Joe Bennett	Silverlight update for Sue Wahlgren	remote Desktop support	Desktop remote and on-site support
4/14/2015	0.25	Joe Bennett	Outlook issue not updating for Valerie Lorimer, rest password and restart Outlook.	remote Desktop support	Desktop remote and on-site support
4/14/2015	0.25	Joe Bennett	Password changed for Alexis Muschal.	remote Desktop support	Desktop remote and on-site support
4/14/2015	0.25	Joe Bennett	Setup Cosely Zoo email alias for Sarah O'Donnell.	remote Desktop support	Desktop remote and on-site support
4/15/2015	1.00	Jason Citrano	Virus on Nic Novak's sign computer, part of the issue with why the PC is unable to access the internet. Issue has been resolved.	remote Desktop support	Desktop remote and on-site support
4/15/2015	1.50	Jason Citrano	Virus on Randy Tucker's pc causing massive slow down and degradation in performance.	remote Desktop support	Desktop remote and on-site support

ATTACHMENT B - WORK LOG 1/1/14 - 4/30/15

DATE	HOURS	CONSULTANT	DESCRIPTION	Type	Contract Type of Hours
4/16/2015	0.25	Joe Bennett	Troubleshoot DDE error when opening Rectrac info in excel for Dana Mitchell	remote Desktop support	Desktop remote and on-site support
4/17/2015	0.25	JP Scheckel	Password reset	remote Desktop support	Desktop remote and on-site support
4/20/2015	4.00	Jason Citrano	Remotely worked with FlexSign company to get sign computer fixed at WPD parks.	remote Desktop support	Desktop remote and on-site support
4/20/2015	1.50	Jason Citrano	Assisted Mike Benard with his Calendar/ syncing issues.	remote Desktop support	Desktop remote and on-site support
4/20/2015	0.50	Jason Citrano	Nic Novak had virus on his PC.	remote Desktop support	Desktop remote and on-site support
4/20/2015	0.50	Joe Bennett	Investigate phone and email outage at leisure center.	remote Desktop support	Desktop remote and on-site support
4/21/2015	0.25	Joe Bennett	Added Carey Moreland to all users SG.	remote Desktop support	Desktop remote and on-site support
4/22/2015	4.50	Jason Citrano	Worked with Jennifer, Michelle and past perfect support to finalize the past perfect install and install word and excel.	remote Desktop support	Desktop remote and on-site support
4/22/2015	1.00	Jason Citrano	Worked with VSI to try and determine the issue with the zoo Cash register.	remote Desktop support	Desktop remote and on-site support
4/22/2015	0.50	Joe Bennett	Users unable to access NAS F:\. Restarted NAS to resolve issue.	remote Desktop support	Desktop remote and on-site support
4/22/2015	0.25	Joe Bennett	Sue Vasilev unable to send mail	remote Desktop support	Desktop remote and on-site support
4/23/2015	2.50	Darrick Taylor	Digital dinning error on finance computers	remote Desktop support	Desktop remote and on-site support
4/23/2015	0.25	Joe Bennett	Changed job title for Michelle Podkowa to Museum Manager and Educator in Outlook.	remote Desktop support	Desktop remote and on-site support
4/24/2015	2.00	Jason Citrano	Michelle needed additional assistance with past perfect, went through the manual update to Past perfect online.	remote Desktop support	Desktop remote and on-site support
4/27/2015	0.50	Joe Bennett	Rectrac issue with access to POS and tee sheet. Made permission changes and resolved issue.	remote Desktop support	Desktop remote and on-site support
4/29/2015	0.25	Joe Bennett	Email bouncebacks from sbcglobal.net and Live.com	remote Desktop support	Desktop remote and on-site support
4/30/2015	0.50	Tom Maksimik Jr	Account unlocks and password reset.	remote Desktop support	Desktop remote and on-site support
4/30/2015	1.50	Jason Citrano	Worked with Margie to clean up her PC, do a malware scan. had symptoms of a slow pc with a virus.	remote Desktop support	Desktop remote and on-site support
4/30/2015	0.50	Joe Bennett	Troubleshoot missing folder in G: drive for Karen Donisch	remote Desktop support	Desktop remote and on-site support
4/30/2015	0.25	Joe Bennett	Recover folder for Kevin	remote Desktop support	Desktop remote and on-site support
4/8/2015	0.25	JP Scheckel	DNS changes	server support	Server Support
4/21/2015	0.50	Tom Marshall	RecTrac Live to Demo copy	server support	Server Support
4/22/2015	1.00	JP Scheckel	Springbrook needed server connection after hours	server support	Server Support
4/23/2015	0.50	JP Scheckel	Mail data pulls	server support	Server Support
4/28/2015	2.00	Jon Chua	Track down and plan for file recovery	server support	Server Support
4/28/2015	0.50	Tom Maksimik Jr	Directory/file not found. Searched for directory and shadows to see if it still exists. Restore from backup.	server support	Server Support
4/29/2015	0.50	JP Scheckel	Mail investigation	server support	Server Support
4/29/2015	2.00	Jon Chua	File restore for Museum	server support	Server Support
4/29/2015	0.50	Jon Chua	Look into missing mail for Steve Glass	server support	Server Support
4/30/2015	0.50	JP Scheckel	Mail investigation	server support	Server Support
4/30/2015	0.50	Tom Maksimik Jr	Account unlocks and password reset.	server support	Server Support

ATTACHMENT C - Technology Component Details and Network Diagram

- **28 Virtual Machines (3 VM Hosts)**
  - 17 - Windows 2008 R2
  - 4 – Windows 2012 R2
  - 5 – Windows 2003 Standard Edition
  - 2 – Linux (vCenter appliance and VMware Data Protection appliance

- **VMWare**
  - Wheaton's Virtual Environment (VMware Essentials Plus Licensing)
    - VMware vCenter Server version 5.5 Build 2183111 (virtual appliance)
  - Hosts
    - 2 - Hosts IBM System x3550 M3 (12 CPUs, 96GB RAM) ESXi 5.5 Build 2143827
    - 1 - Host Dell PowerEdge R620 (12 CPUs, 192GB RAM) ESXi 5.5 Build 2143827

- **Active Directory**
  - Windows 2008 R2 Forest and Domain Level
  - 2 Domain Controllers (single site)

- **Exchange (Email)**
  - Single Exchange 2007 Server with 169 Mailboxes

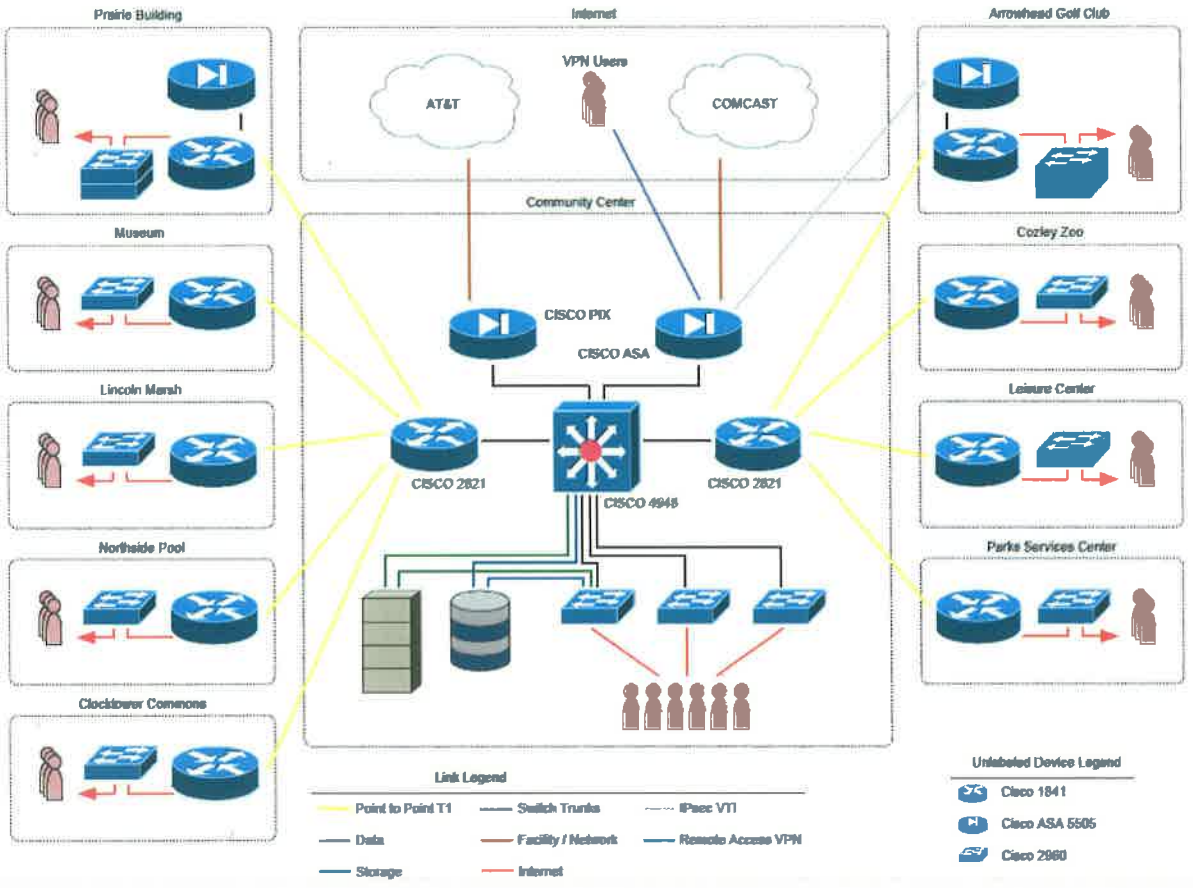
- **Backup System File Level**
  - EMC Networker version 8.1
  - Tape Drive – Tandberg Storage Loader LTO-4

- **NAS/SAN**
  - Dell EqualLogic PS6000XV (16 – 600GB 15K SAS RAID 50) (All production virtual machines)
  - Lenovo/EMC px12-350r (for VDP Backups)

ATTACHMENT C - Technology Component Details and Network Diagram

- **42 Cisco Network devices**
  - 10 x Cisco 1841
  - 2 x Cisco 2811
  - 3 x Cisco ASA 5505
  - 1 x Cisco PIX 515E
  - 1 x Cisco Catalyst 4948
  - 15 x Cisco Catalyst 2960
  - 6 x Cisco Aironet 1140 Series
  - 4 x Cisco Aironet 1240 Series
- **19 Network Circuits (Voice and Data)**
  - 16 x Point to Point IP T1s
  - 2 x Voice PRIs
  - 1 x Channelized DS3
- **Avaya Communications Manager (TDM/IP)**
  - 5 x Avaya G450 Media Gateway
  - 1 x Avaya Audix Voicemail Server
  - 80 (apx) x Digital Handsets
  - 30 (apx) x IP Handsets
  - 3 (apx) x Wifi IP Handsets

ATTACHMENT C - Technology Component Details and Network Diagram



JDA	Title	WPD Network Infrastructure	Version	001	Designed By	HERIDAL
			Page	Architectural Overview	Drawn By	HERIDAL
	File Name	WPD_NETWORK_V001.vsd	Date	07/02/2015	Approved By	N/A

Exhibit B

Advanced Intelligence Engineering

WHEATON PARK DISTRICT

RFP:

Information Technology Services

EXHIBIT B

Advanced Intelligence Engineering
PO Box 4857, Wheaton, IL 60189 • 630-936-4045 • aie195.com

Wheaton Park District
1777 S Blanchard Street
Wheaton, IL 60189

Wheaton Park District board, staff, and decision makers:

It is a privilege to be writing this letter and submitting our response to the Wheaton Park District Managed Services RFP. As a successful IT managed services provider in Wheaton, I couldn't have been more excited when this opportunity was brought to my attention. While we enjoy serving clients in and around the greater Chicagoland area, it is an even greater pleasure to have the opportunity to serve the Wheaton Park District that has had—and continues to have—a direct influence in my life.

Having grown up in Wheaton, the Wheaton Park District has served me as a child, and now as a husband and dad in so many ways. Whether ballet lessons at the community center, park district soccer, cheerleading and tennis, enjoying summer days at Rice pool, or playing golf at Arrowhead, I am grateful for how much the park district continues to play an active role in my family's life.

Since 2007, AIE has focused on providing IT to our clients with competency, compassion and communication—tirelessly building a platform from which we can serve our clients in the small and mid-size business community. We have spent thousands of hours refining our tools and developing our processes, and the result has caught the attention of the industry; our company is one of very few in the country with the certification to consult other IT companies on building a functional IT support desk. Our model delivers top quality IT support and is adaptable to change with the industry – with our significant involvement in the IT community, we continue to adopt the latest tools and processes in order to deliver the ongoing IT experience that our clients want and deserve.

After reviewing the RFP, I believe strongly that we a great fit for the Wheaton Park District as you seek an IT provider to stabilize and support your current network, while helping navigate your organization's IT future.

It would bring me tremendous joy to know I could serve such a critical function of my town's park district by providing premiere IT managed services. Please know our RFP response is a reflection of our continued build-out of how we operate our company – all so that you can operate yours.

Sincerely,

Jeremy Wills, Principal
Advanced Intelligence Engineering, LLC

EXHIBIT B

Introduction

The Wheaton Park District boasts a complex, multi-site environment with support requirements ranging from a heavily virtualized group of servers to end-user help desk calls. WPD requires an IT provider capable of providing both high-end support and basic help desk, meeting budgetary restrictions while at the same time providing proactive network management and responsive customer service.

The Wheaton Park District faces a number of strategic IT decisions with regard to their IT infrastructure. Three servers have Windows 2003 operating systems which are now out of support by Microsoft as of July 14, 2015. WPD seeks an IT provider capable of supporting the existing environment, with the vision and experience to provide trusted counsel and project assistance as WPD moves into the next phase of their IT direction.

It is AIE's aim in this proposal to come alongside the Wheaton Park District, serving as trusted advisors in order to move the WPD network forward while maintaining a stable infrastructure inside their current environment.

AIE is uniquely qualified to serve WPD's needs for the following reasons:

- **Competence.** AIE's staff has broad experience in the IT space. Our staff has worked with Fortune 500 companies and government organizations as well as small businesses. We understand how to support and direct the IT function of a large organization, while bearing in mind the budgetary requirements of a smaller organization, and in particular, a government entity.
- **Compassion.** AIE chooses our hires carefully, selecting staff that are not only qualified IT professionals, but demonstrate a high level of integrity and care and concern for their communities. We find this compassion translates well into serving our clients' needs on a daily basis. Client feedback often includes reports that our staff goes above and beyond in support of their IT and their mission.
- **Communication.** AIE understands that our clients will only be as happy with their IT support as they are with our communication. As a result, we have invested heavily in tools to aid in the communication process, including enterprise-level ticketing software and monitoring tools. These tools enable us to proactively communicate throughout all projects, onsite service calls, and remote support work.

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1 FOUNDATIONAL CRITERIA

1.1 EXECUTIVE SUMMARY

Advanced Intelligence Engineering is a Wheaton-based IT consulting firm, dedicated to filling the IT support needs of small and mid-sized businesses and organizations in the Chicagoland area. Jeremy Wills, AIE principal, is a longtime resident of Wheaton. AIE was organized as an LLC in 2007, and has been providing full-service outsourced IT support since that time. Throughout our tenure, AIE has experienced consistently healthy growth, due to our competency, flexibility and experience. Revenues for 2014 were approximately $650,000; we have a current staff of six employees.

AIE serves for-profit, non-profit and government accounts, primarily with organizations that have between 5-250 computers. Clients choose to use AIE services over our competition for many reasons. The main reason is our ability to cultivate an intimate relationship with our clients while providing experienced, educated and certified skill-sets to meet advanced corporate requirements. AIE's local Wheaton presence makes us uniquely suited for the Wheaton Park District, as does our focus and experience with organizations of similar size and demands.

1.2 CORPORATE CAPABILITY

The technological landscape changes quickly. To remain competitive, you need expert resources to make intelligent business decisions regarding your IT infrastructure, while keeping change under control for the stability of the organization. At AIE, we go beyond technology for technology's sake and provide true rationale for the use of any current and future IT investments. Our focus is providing managed IT services to small and midsized businesses, including network management, server administration, and desktop support. Additionally, AIE provides project work for upgrades and new deployments in all of these areas. AIE also offers structured cabling services for clients requiring data cabling work, wireless infrastructure deployments, hosted cloud solutions, VoIP phone services, and IT business consulting.

AIE maintains strong vendor relationships, and is a partner and reseller for Dell, Microsoft, HP, Lenovo, Intuit, Adobe, Cisco, Meraki, and many more. We work with major IT distributors such as Ingram Micro, Synnex, and Tech Soup to bring our clients competitive prices on hardware and software. AIE traditionally has taken a vendor-neutral approach while consulting with clients in order to bring the best solutions to the challenge without the conflicting sales motives that leave clients wondering whose best interests are being served. Non-profit and government clients typically receive special discounts on their hardware and software needs.

1.3 Corporate Experience

Over the years, we have serviced a variety of accounts, many of which share the community-oriented mindset of the Wheaton Park District. We have supported **Marillac St. Vincent Family Services**, a family services organization in Chicago with 200 workstations; **Memorial Park District**, a park district in Bellwood; **Hyde Park Neighborhood Club**, an after-school program in Chicago focused on the needs of the underprivileged; and **Circle Urban Ministries**, a non-profit building strategic partnerships in Chicago to help serve the needs of the youth and homeless in one of the toughest communities in Chicago. With this rich experience in IT services for non-profits and government organizations alike, AIE is well equipped to serve the needs of WPD.

AIE recommends the following clients to serve as references for this proposal:

Marillac St. Vincent Family Services (Chicago, IL)
Linda Perri, CFO / 312-943-6776 / lperri@marillacstvincent.org

From 2012-2014, AIE served as the full managed services provider for this multi-site non-profit organization in Chicago with approximately 200 workstations and associated network equipment. In 2014, AIE provided IT staff augmentation services while MSVFS restructured their IT to a parent organization. In 2015, MSVFS bought out one of AIE's employees to fill the needed help desk role in their organization.

Memorial Park District (Bellwood, IL)
Brian Thomas, Facilities Manager / 708-547-5400, ext. 1004 / bthomas@mempark.org

AIE has been providing managed IT services to Memorial Park District since 2012. AIE was brought into this account in order to upgrade their core server infrastructure, while providing ongoing support for their RecTrac software and their multi-site network connections, and end-user support. In March 2015, AIE completed a firewall upgrade between multiple sites in order to improve connectivity and reliability for staff.

Hyde Park Neighborhood Club (Chicago, IL)
Sarah Diwan, Executive Director / 773-643-4062 / sdiwan@hpnclub.org

AIE has been providing fully outsourced IT services for Hyde Park Neighborhood since 2012, including equipment leasing for the server and other network equipment. HPNC is a non-profit organization providing after-school programs in downtown Chicago, and relies heavily on donations and government funding. In 2015, AIE helped HPNC reduce costs and advance their network and user experience by migrating their email solution to Office 365 for non-profits.

Helen Brett Technology (Lisle, IL)
Brett Kolinek, Vice President / 630-241-9865, ext. 5765 / bkolinek@helenbrett.com

In 2012, AIE completed an Exchange Server migration for this Lisle-based trade show management firm. AIE has been providing managed IT services to Helen Brett's network, which includes 13 servers and end-user laptops and workstations. The server environment is heavily virtualized, with AIE recently completing a web server migration and virtualization project in June 2015.

Circle Urban Ministries (Chicago, IL)
Ken Woods, Director of Operations / 773-921-1446 / kenw@circleurban.org

Since 2011, AIE has tasked to provide low-cost solutions and support to an organization facing financial challenges and aging infrastructure. AIE has completed a variety of projects for Circle Urban Ministries, including an emergency server upgrade in January 2015.

Kaney Aerospace & Ardekin Precision (Rockford, IL)
Dan Brady, Vice President Technical Operations / 815-986-4359 / dan.brady@kaneyaerospace.com

Kaney Aerospace transitioned their technology services support to AIE in 2015. AIE provides multi-site, network support on their current infrastructure while consulting on a multi-phased upgrade with their technology infrastructure platform that is considering both budgets and organizational support requirements.

1.4 INDIVIDUAL EXPERIENCE

Our team of dedicated staff possesses technical IT experience along with creativity and innovation. AIE staffs engineers that have worked with small business IT as well as within the Fortune 500 and top-tier consultancies. Our engineers have a variety of strengths and backgrounds, combining to make us the company we are today. We choose our hires prudently, with careful consideration given to our desire to provide our clients with quality customer service and technological support.

Our team has earned the following certifications and degrees:

- MS in Computer Science and Information Systems
- BA in Telecommunications
- BA in Network and Communications Management
- BA in Computer Science
- AS in Cisco Networking
- AS in Personal Computer Technical Specialist
- Certified Wireless Technology Specialist (CWTS)
- Certified Cisco Networking Associate (CCNA)
- CompTIA A+ Certification
- Citrix Certified Administrator (CCA)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Technology Specialist (MCTS)
- Microsoft Certified Small Business Specialist
- Autotask Certified Consulting Partner

Residing at AIE are three engineers and three operational staff in order to support our current clientele, while keeping a flexi-bench of 4 specialists. Our technical support staff supporting WPD systems include:

Bill Tindall: Senior Network Engineer – 20+ years Microsoft and Hyper-V platform engineering, Cisco engineering, Citrix server management and installation, phone systems support.

Mark Becker: Network Engineer / Wiring Engineer – 5 years Microsoft platform support, wireless and structured wiring installation.

Geoff Pearson: Network Engineer – 7 years Microsoft and Cisco platform support, PC and network administration, hosted / phone system installation and support.

AIE places a high value on the importance of hiring experienced administrative staff. Our operational staff supporting WPD administratively include:

Jeremy Wills: Executive, Account Manager – 18 + years' experience in sales, operations, management, technology, business development and consulting.

Kirsten Ekstrand: Service Desk Administrator / Key Administrative Contact – 9 years customer service, 3 years IT process and service desk management.

Full resumes are attached for all personnel listed above.

1.5 Financial Stability

With 8 years in business, AIE has a proven track record of financial stability, including the following financial numbers: Total revenues in last full 12 months of business (June 30, 2014 – June 30, 2015) were $642,579. AIE's Managed Services Income has increased in the last full 12 months of business (June 30, 2014 – June 30, 2015) by 20.3%. Total gross revenues have increased a total of 60% in the past four years (June 30, 2011 – June 30, 2015). AIE's target gross revenues for the next twelve months are estimated between $825K - $875K.

1.6 Lawsuits

AIE is not involved in any current lawsuits, pending or otherwise. AIE has never defaulted on a managed services project or contract.

1.7 Community Involvement

AIE values community involvement. Both corporately and individually, AIE and its employees make it a priority to invest back into their community.

Corporately, AIE has contributed both financially and through other means to various charities, including a number of our clients:

- Financial contributions to Hyde Park Neighborhood Club (Chicago, IL)
- Financial contributions to Circle Urban Ministries (Chicago, IL)
- Sponsoring staff attendance at Hyde Park Neighborhood Club fundraising gala (Chicago, IL)
- Donating labor to The Greenhouse (Wheaton, IL)
- Financial contributions and IT equipment donations to Shalam Ministries (St. Charles, IL)
- Donating IT equipment to Deaf Video Communications (Carol Stream, IL)
- Donating labor to Cherubim Developmental Training Program (Wheaton, IL)
- Packing food for Feed My Starving Children (Schaumburg, IL)
- Hosting college readiness career day for Circle Urban Ministries (Chicago, IL)
- Sponsoring and participating in DuPage Convalescent Center Golf Outing (Wheaton, IL)

AIE staff are heavily involved in their communities. Our staff's community services include:

- Participating in the Cosley Zoo 5K and 10K (Wheaton, IL)
- Participating in Hike for Life Fundraiser for Pregnancy Care Center of Rockford (Rockford, IL)
- Providing volunteer IT and phone system support for Rockford Rescue Mission (Rockford, IL)
- Coordinating Fine Arts Day for Clapham School (Wheaton, IL)
- Providing meals for those in need through College Church ministry (Wheaton, IL)
- Volunteering as volleyball coach for St. Michael's School and Blaze Volleyball Club (Wheaton, IL)
- Donating money, clothing and time to Dream Foundation, a program to help subsidize the physical needs of low-income students at Whittier Elementary (Wheaton, IL)
- Founding a career ministry to help those out-of-work at Harvest Bible Chapel (Naperville, IL)
- Organizing student piano recitals as service to memory care patients at Silverado Memory Care (Naperville, IL)
- Tutoring at-risk high school students in the Cabrini Green projects (Chicago, IL)

- Establishing a church, outreach program and thrift store to provide for the needs of the homeless (Chicago, IL)
- Mentoring Wheaton College students through weekly small group (Wheaton, IL)
- Teaching guitar lessons at youth performing arts camp in Czech Republic (sponsored by Josiah Venture, based in Wheaton, IL)

2 TECHNICAL EXPERIENCE AND APPROACH

Wheaton Park District is seeking the assistance of a consulting company to provide a full range of information technology support services for its computer-based technologies systems. After careful review of the RFP and requirements, AIE has determined our company possesses the qualifications and experience necessary to provide such support.

Should AIE be selected as the vendor in the course of this RFP, AIE will provide IT technical expertise, system monitoring and support, and will recommend hardware and software purchases as needed to meet corporate IT objectives.

2.1 NETWORK ADMINISTRATIVE SERVICES

2.1.1 Wheaton Park District Requirements

Wheaton Park District requires the selected vendor to provide support for all WPD network equipment at 10 locations. This equipment includes an EMC Networker file level backup system on tape drives, a NAS/SAN backup for servers, 42 Cisco network devices, and 19 network circuits, including point-to-point T1s. This support shall include:

- Regular analysis, routine configuration changes, and installation of patches and upgrades
- Alert notifications to designated WPD personnel in the event of failure
- Proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached
- Management and storage of network configuration information
- Network performance and capacity management services
- Network troubleshooting
- Maintenance of documentation and procedures

2.1.2 AIE Solution

Should AIE be the selected vendor, AIE will meet these needs through the following services.

2.1.2.1 24x7x365 Remote Monitoring & Automated Reporting

AIE will use PRTG based monitoring for all WPD network equipment, including firewall, router, and switches. The WPD network will be monitored 24x7x365, and automated reports on network health will be sent to AIE staff and to a designated WPD contact. AIE will also run a full network assessment on a quarterly basis and provide the detailed network information to a designated WPD contact.

2.1.2.2 Regular Maintenance

AIE will manage the WPD network equipment on an ongoing basis. This will include review of router, switch and firewall logs, and troubleshooting of problems, and performance management. AIE will aid WPD in purchasing necessary licensing for network security equipment. AIE will also manage the necessary patches for network equipment.

2.1.2.3 Online Management Tools

AIE provides IT management tools that will be provided to WPD as part of this managed plan. These tools include an advanced asset management system; a full ticket support system with the ability to track tickets against users, assets, and locations; and online software license management. All of these tools will be configured according to AIE's standard process, with workflows customized to meet WPD's unique support needs.

2.1.2.4 VISIO & Network Documentation

AIE will create and maintain a VISIO diagram of the WPD network, along with detailed configuration and network policy information. In conjunction with WPD staff, AIE will maintain a knowledge of WPD network policies and offer recommendations for best practice improvements. AIE will manage all passwords in a securely encrypted location, which will in turn be available to designated WPD staff.

2.1.2.5 Backup Management

AIE understands that WPD uses a tape drive backup system in combination with a NAS for data backup. AIE will monitor the success of data backup, perform regular tests of the WDP backup system, and manage the replacement of tape drives on an ongoing basis. As needed, AIE will assist in file restores for individual users. Optionally, AIE has included cloud backup at no additional charge.

2.1.2.6 WAN, WLAN, LAN Management

AIE will monitor and manage the ability of workstations and servers to connect to the WPD network. We utilize PRTG Network Monitoring and Network Detective to gather information and status on all devices network-wide that are critical to the infrastructure. This information allows us to take action and remediate network connectivity issues as they arise.

2.2 SERVER ADMINISTRATION SERVICES

2.2.1 Wheaton Park District Requirements

Wheaton Park District has 3 physical servers and 28 virtual servers currently in use, running a mixture of Windows Server 2003, Windows Server 2008, Windows Server 2012, and Linux. The following applications and uses for the servers have been identified:

- Active Directory (hosted on Windows Server 2008)
- Exchange Server 2007 (169 mailboxes)
- Application servers, running the following applications:
    - Springbrook Financial Systems
    - Vermont Systems RecTrac and Maintrac
    - Paychex
    - Digital Dining
    - Kronos/Stromberg Time & Attendance

- FitnessGram
- ZooTrition
- Past Perfect Software
- Phoenix Software for Advanced Management
- AutoDesk – AutoCAD Map 3D Esri – ArcEditor (now ArcGIS)
- Trimble (Pathfinder Office, Terrasync, Total Station)
- Microsoft Office
- DVR Software
- Arrowhead Golf Cub CCTV security system

Wheaton Park District requires the selected vendor to manage WPD servers, including system monitoring, break-fix troubleshooting, backup, and upgrades as needed to the servers, both in the data center and at the headquarters location. This administration shall include:

- Ensure scheduled preventative maintenance for equipment is properly and promptly performed
- Maintain the maintenance records on equipment
- Develop operations, administrative, and quality assurance back-up plans and procedural documentation
- Setup new users and edit or remove existing users on servers
- Server performance and capacity management services
- Configuration management, including changes, upgrades, patches, etc.
- Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion
- Monitor server performance and capacity management services
- Notify designated WPD personnel in the event of failure and provide 24/7 on-call support

2.2.2 AIE Solution

AIE will meet these needs through the following services.

2.2.2.1 24x7x365 Remote Monitoring & Automated Reporting

AIE will install our Remote Monitoring & Management (RMM) agents on all Windows servers. All servers will be monitored 24x7x365, and daily automated reports on server health will be sent to AIE staff and to a designated WPD contact. AIE will also run a full network assessment on a quarterly basis and provide that detailed server information to a designated WPD contact. Monitoring will include event logs, service availability, drive space, printer queue and availability, and backup success.

2.2.2.2 Regular Maintenance and Upgrades

AIE will provide regularly scheduled maintenance for each server on a monthly basis. This maintenance includes the remote patch management and log file maintenance provided for covered servers. Each virtual server is considered a separate server for maintenance purposes.(Server operating system or hardware upgrades are considered separate projects, and are outside of the scope of this proposal.)

2.2.2.3 Remote Support

AIE will provide phone and remote take-control support for server-related issues, including user account administration and file server sharing administration needs. This support will also include those issues

with server-based applications, such as RecTrac and AutoCAD. AIE will provide phone and remote control support for WPD staff, to ensure these applications are functioning as designed.

2.3 DESKTOP ADMINISTRATION SERVICES

2.3.1 Wheaton Park District Requirements

Wheaton Park District requires the selected vendor to manage the endpoint devices on their network. This administration shall include:

- Installing PCs, laptops, PDAs, printers, peripherals and office automation software
- Diagnosing and correcting desktop application problems
- Configuring laptops and desktops for standard applications
- Identifying and correcting end-user hardware problems
- Performing advanced troubleshooting
- Assist in the development of software/hardware policies and procedures as well as provide or recommend enterprise wide endpoint protection for all desktops, laptops and servers

2.3.2 AIE Solution

AIE will meet these needs through the following services.

2.3.2.1 24x7x365 Workstation Monitoring & Automated Reporting

AIE will install our Remote Monitoring & Management (RMM) agents on each WPD workstation, including the backup workstations. All workstations will be monitored 24x7x365, and daily automated reports on workstation health will be sent to AIE staff and to a designated WPD contact. AIE will also run a full network assessment on a quarterly basis and provide that detailed workstation information to a designated WPD contact.

2.3.2.2 Regular Maintenance and Upgrades

AIE will provide remote patch management and optimization for covered workstations. AIE will also provide the labor for an upgrade or hardware replacement, up to once every four years for each workstation. (Hardware and software licensing are not included.)

2.3.2.3 Microsoft Application Support

AIE will provide support for WPD staff using Microsoft Applications on a covered workstation, including Microsoft Office 2007-2013 / Office 365. AIE will also provide regular patch management for Microsoft Applications on all covered workstations.

2.3.2.4 Other Application Support

AIE understands that WPD uses a variety of specialized applications for administration, community development, finance, police, and public works. AIE will provide support for WPD staff, to ensure these applications are functioning as designed.

2.3.2.5 Anti-Virus & Anti-Spyware Management

AIE understands that Wheaton Park District currently supplies their own antivirus for all workstations. AIE will manage that antivirus as part of the 24X7X365 monitoring. In the event that a virus is caught and quarantined, AIE will also use a second-opinion scanner to verify all traces have been removed, in

compliance with industry standard best practice. Optionally, AIE has included our standard antivirus solution for the WPD at no additional charge.

2.3.2.6 Procurement Assistance

AIE maintains relationships with several major technology distributors, including CDW, Synnex and Ingram Micro. Most of our vendors have Chicago warehouses, often allowing for same or next day procurement of replacement parts. AIE will assist WPD staff in determining what purchases are needed, and will send quotes to the appropriate WPD contact for easy online approval of orders.

2.4 COMMUNICATIONS SUPPORT

2.4.1 Wheaton Park District Requirements

Wheaton Park District requires the selected vendor to administrate all communications systems. This administration shall include:

- Telephony move/add/changes on a hybrid TDM/VoIP system
- Monitoring of systems to ensure availability
- Radio communications devices
- Assistance with cellular/cellular data devices to end users

2.4.2 AIE Solution

Should AIE be the selected vendor, AIE will meet these needs through the following services.

2.4.2.1 24x7x365 Remote Monitoring & Automated Reporting

AIE will use PRTG based monitoring for the Avaya Communications Manager equipment. The WPD network will be monitored 24x7x365, and automated reports on network health will be sent to AIE staff and to a designated WPD contact. AIE will also run a full network assessment on a quarterly basis and provide that detailed network information to a designated WPD contact.

2.4.2.2 Moves/Adds/Changes to Phone System

AIE understands that Wheaton Park District currently uses Avaya Communications Manager for a hybrid TDM/VoIP environment. AIE will administrate all necessary moves/adds/changes to this environment, as requested by WPD staff.

2.4.2.3 Assistance with End-User Devices

AIE understands that in an increasing BYOD (Bring Your Own Device) world, WPD employees require ongoing support for their cellular devices, including smart phones. AIE will provide support for email and wireless connectivity for WPD employees on authorized devices.

3 HELP DESK SUPPORT CAPABILITIES

3.1 PROJECT AND SERVICE DELIVERY PLATFORM

Advanced Intelligence Engineering has invested heavily in Autotask, industry standard ticketing and project management software that allows us to have an automated and streamlined workflow. The AIE team has invested thousands of hours into building out and managing processes within these tools to ensure that client service requirements are met, both in project delivery and at the service desk.

Through Autotask, AIE will provide WPD IT staff with access to a user-friendly client portal. This portal will provide WPD staff with visibility into tickets, projects, and project tasks.

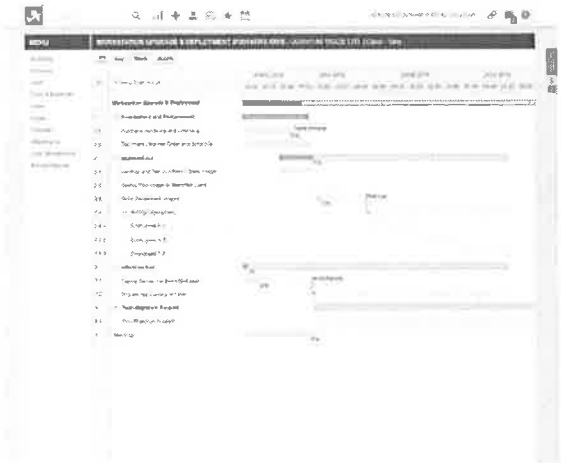
3.1.1 Service Delivery in Autotask

The service desk portion of Autotask allows AIE to track tickets from their initial creation to their completion, ensuring regular follow-up occurs, time is tracked, and the client is consistently kept up-to-date. AIE uses an email parser to create automatic tickets, making ticket correspondence as simple as sending an email to our staff. WPD IT staff can also create tickets via the client portal, and individual users will have an easy-access system tray on their workstations to create a ticket via email in both systems.

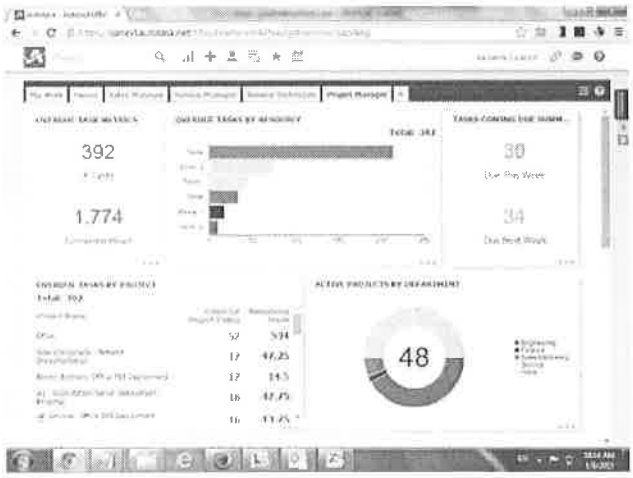
Trouble tickets (see screenshots above) are always assigned to a specific engineer, who is able to easily track work on that specific issue, ensuring that internal desktop issues are only addressed by AIE when requested. The Autotask tool also allows for live data on ticket performance, ensuring that all engineers are able to address tickets quickly and that nothing falls through the cracks.

3.1.2 Project Management in Autotask

Autotask allows AIE to manage projects in a streamlined fashion. From project proposal to completion, Autotask tracks a project with real time data, including hours worked, tasks completed, open issues, affected successor tasks, and specific schedule and follow-up items.



AIE's project manager is able to use the project management tool (pictured above) to provide Gant charts, regular status updates, and track unexpected issues as they arise.



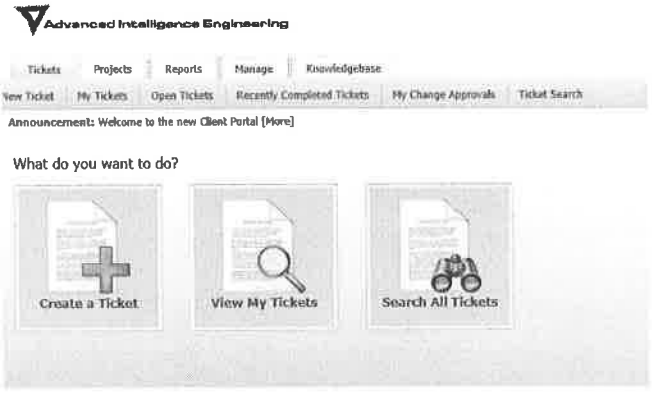
Additionally, AIE drives projects using Autotask's live metrics on all projects, ensuring project budget and delivery time frames align.

4 CLIENT PORTAL

AIE provides a client portal with fully customizable access levels for clients. Decision makers have access to all ticketing information, project information, invoices, and asset tracking. End-users have access to

all tickets currently in progress under their contact. The portal allows for easy communication between AIE and the client.

To increase user-friendliness, AIE provides fully integrated email communication, allowing AIE and the end-user to update the portal via email. A convenient icon is placed in the system tray of each PC on the client network. AIE staff will work with designated WDP contacts to create client-specific "quick ticket" templates, increasing the user-friendliness of the portal.



5 SUPPORT HOURS

5.1 BUSINESS HOURS (7:30AM – 5:30PM, M-F)

AIE staffs the help desk during regular business hours, including phones, email, and client portal support queues. During business hours, AIE follows a priority-based SLA approach, as outlined below. Using live reporting tools, AIE is able to ensure that SLA response times are met or exceeded by technical staff.

TROUBLE THRESHOLD	PRIORITY	RESPONSE TIME
General Network Down Internet Down Major Server Down	Critical	1 business hour
General Network Impaired Department Down Minor Server Down Major Application Down Major Device Down VIP Down	High	4 business Hours
Localized Network Impaired Department Impaired VIP Impaired Any Person Down	Medium	1 business day
Any Person Impaired Minor Device Down Minor Application Down Required Re-Configurations	Low	2 business days
Maintenance Upgrades Non-Critical Vendor Calls	When Convenient	2 business days

5.2 After Hours, Weekends, and Holidays

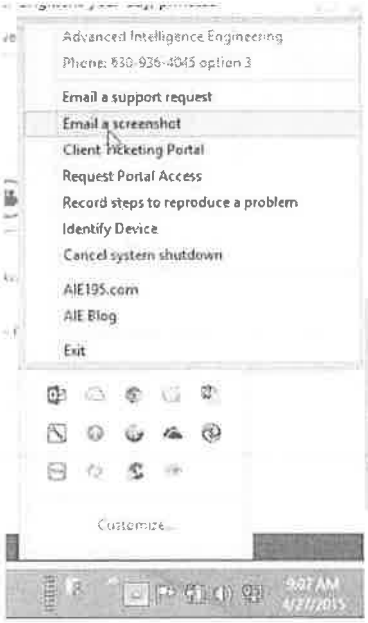
AIE understands that WPD will, from time-to-time, have after-hours support requirements. AIE provides on-call engineering staff on weekends, holidays, and after hours. Operations staff ensure that on-call emergencies are dealt with in a timely manner.

On-call engineers can be reached by calling the standard support desk number. After hours support is available for trouble tickets at a critical or high priority threshold; AIE reserves the right to stabilize the situation, reduce the trouble threshold, and provide any additional support during regular business hours.

6 Remote Support Tools

AIE uses industry standard remote access technology through Logic Now and Team Viewer. AIE staff remediate any discovered or reported issues remotely wherever possible. This allows our engineers to conduct proactive, remote support. Many of these processes can be conducted in the background without interrupting the end-user. When needed, AIE staff contact the end-user to confirm a convenient time to provide support before logging in and providing support.

Additionally, WPD IT staff and end-users will have access to an extremely easy to use, ticket support system, accessible within the PC's system icon tray as well as the client portal provided by AIE.



A convenient system tray icon will be placed on each WPD computer, giving the end-user quick access to all needed information for a support call as shown above.

7 ONSITE SUPPORT

AIE engineering staff, in conjunction with AIE service desk administrator and the client contact, will work to schedule onsite visits. Because we maintain a local presence, central to all WPD locations, we expect to provide regular onsite service. This will enable our engineers to get to know the WPD staff better and identify needs on a more personal level.

AIE will work diligently with WPD staff to find the most efficient and effective means of supporting the network, with the primary goal being an improvement on both response and remediation times. AIE anticipates providing an onsite engineering presence three days per week; these onsite visits will be rotated among WPD locations in order to meet varying needs.

8 PROACTIVE MONITORING TOOLS

8.1 NETWORK MONITORING TOOLS

Advanced Intelligence Engineering has invested in industry standard monitoring software based on MAXfocus (GFI) and PRTG platforms. The tools include probes which conduct constant monitoring of all aspects of network operations. Both platforms report to the AIE Network Operations Center and automatically create alert tickets within the AIE ticketing system based on AIE/client staff recommended threshold settings. AIE staffs live network operations technicians during normal business hours to actively respond to all client activity, with on-going monitoring and reporting occurring 24X7X365.

8.1.1 MAXfocus Monitoring

AIE uses enterprise-class MAXfocus monitoring agents to manage the antivirus, filtering, remote access, and server/PC/mobile health of all client networks.

8.1.1.1 Server/PC Health Monitoring

The RMM agents monitor uptime, CPU/Disk/Memory usage, operating system services, and connectivity. Live engineers watch the monitoring dashboards during business hours, and AIE staff are alerted immediately when any problems arise.

8.1.1.2 Anti-Malware Status Monitoring

Managed anti-virus is included in the RMM agent. This anti-virus maintains definition updates, scan engine updates, and scan scheduling. When a virus is detected and quarantined, AIE staff are notified and can perform second-opinion scans to ensure no additional infections remain.

8.1.1.3 Backup Status Monitoring

The RMM agents monitor the success of all backups for covered servers and workstations. This daily check enables AIE staff to find and remediate a backup problem before it becomes a disaster recovery issue. Optionally, cloud backup is available directly through the RMM agent, whether as a primary or a secondary backup source.

8.1.1.4 Web Filtering Monitoring

Web filtering is included in the RMM agent capabilities. It tracks user and device access lists and logging of access, in addition to enforcing web access policies and filtering out suspicious sites. Optionally, SPAM filtering can be turned on through the RMM agent as well.

8.1.1.5 Remote Access

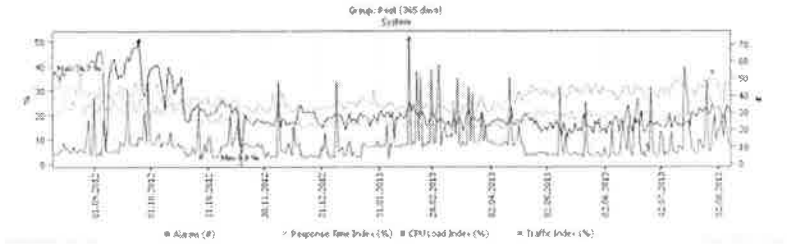
The RMM agent also includes integrated remote access based on the Team Viewer platform. This allows AIE and WPD staff remote access to devices for support, enabling them to address alerts without interrupting the end-user or coming onsite. This tool lets the AIE engineers take the information the agents provide and remediate it, maintaining network health and preventing disaster.

8.1.2 PRTG-Based Monitoring

AIE uses PRTG-based monitoring to monitor general network health, applications, bandwidth, and multiple-site needs. PRTG has over 200 sensor types; AIE assesses each client network individually and applies the sensors that are needed for their situation.

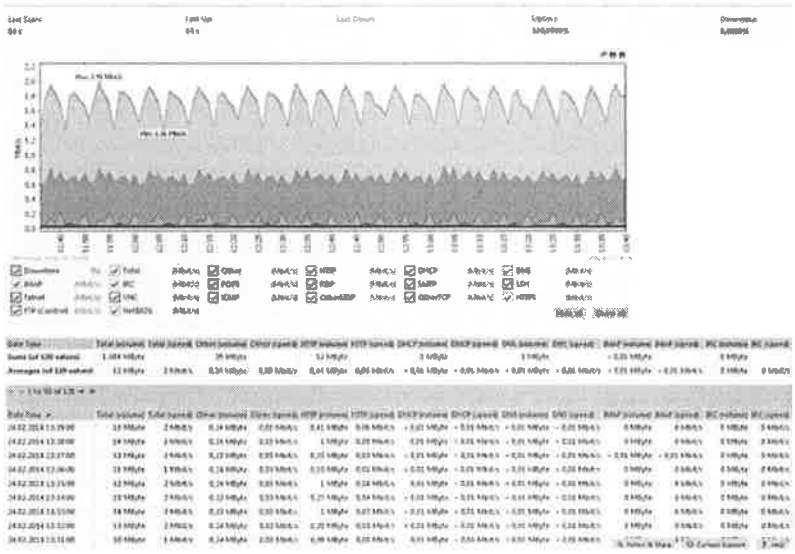
8.1.2.1 Network-Wide Monitoring

Sensors measure availability, bandwidth/traffic, CPU-load, and alerting, and then aggregate those statistics to provide the quickest possible overview of the current status of the client network. These stats are available for all sensors, as well as "per group," enabling AIE engineers to dig into the data from a birds-eye view of the network, down to each individual device.



8.1.2.2 Bandwidth Classification

AIE finds that clients often need to understand specifics regarding bandwidth usage, at an application or IP address level. Our monitoring system looks at all data packets travelling through a client network, and can analyze the bandwidth usage and break it down to the network protocols or computers.



8.1.2.3 Best & Worst Lists for Network

AIE's monitoring tools also compile top 10 lists for client networks, providing a quick overview of all the systems and any potential problems. These include best and worst availability, fastest and slowest PING times, highest and lowest bandwidth usage, fastest and slowest website, highest and lowest CPU load, most and least disk space available.

Designated client contacts will receive automated health reporting on the network from a possible daily to monthly schedule. Client contacts also have access to use dashboards to see the same live reporting as the AIE Network Operations Center. The remote access tools are available to client contacts to use for internal support as needed.

8.1.3 Remote Monitoring & Management Agent Reporting

AIE understands the need for ongoing reporting on network health and status. AIE sends daily alerts from our monitoring agents as well as detailed scans on a monthly basis. These scans check for security, hardware health, and network performance, among other things.

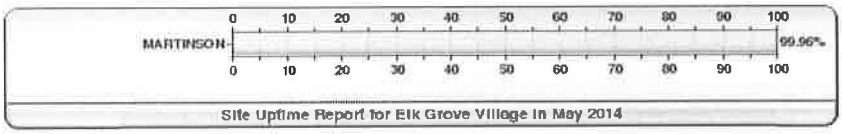
8.1.3.1 Device Health

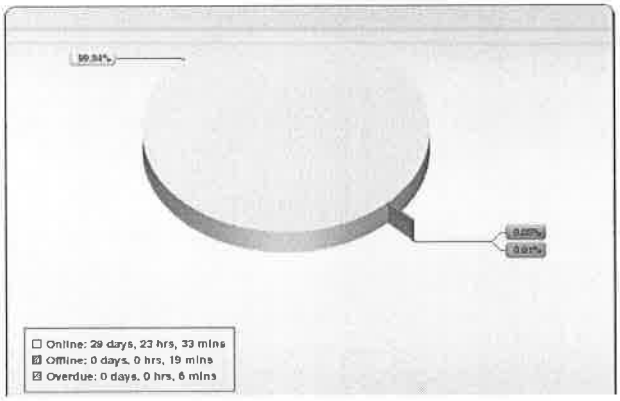
On a monthly basis, AIE runs an in-depth scan of all client servers, to assess uptime, percentage good, outages, backup, and antivirus.

The report includes the following discovery tasks:

- The success or otherwise of the Backup Check for the month
- The success or otherwise of the Antivirus Update Check
- Percentage of time that each server was online (and not offline, overdue or unreachable) at a given site
- Breakdown of the time, both absolute and percentage, that the given server was online; offline (either when the server has been shut down or the Agent is in maintenance mode); overdue or when the site is unreachable
- The percentage of time that the 24x7 Checks or Daily Safety Checks were good (if the check passed or the server was put into maintenance mode) for a given server
- A breakdown of the 24x7 Check or Daily Safety Check Outages on the given server in in the month and how this compares to the trend for the preceding 12 months
- Information pertaining to disk health and usage over the course of the month

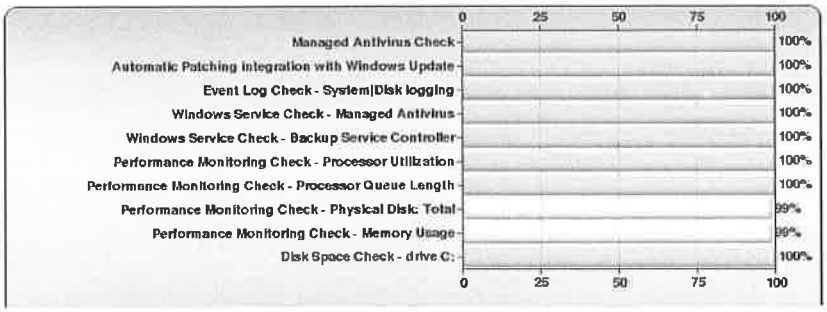
AIE provides an assessment of the amount of uptime for a given site, as shown in the charts below.

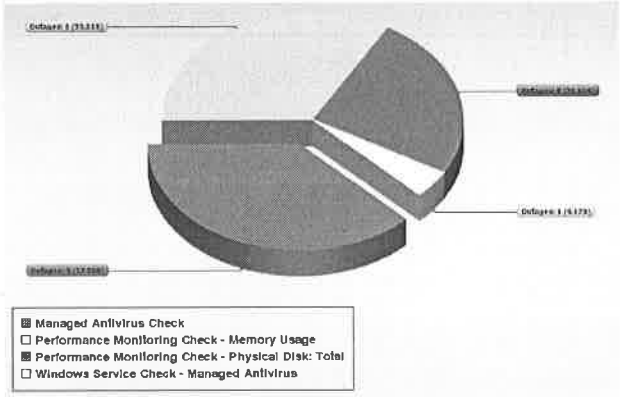




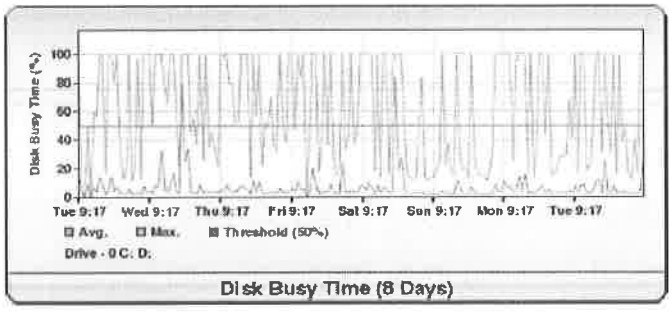
These reports (above) answer the basic question of uptime. They provide a clean percentage graph on a per-server basis, allowing both AIE and the client to assess whether uptime requirements are being met, and if there is a problem, exactly where it lies.

This chart looks at the alerts created by the RMM agents on a specific device over the course of a month and separates them by the type of alert. (This is distinct from a tickets by issue report, which looks at help desk tickets across all devices, and groups monitoring alerts together.) A report like this one allows the client and AIE to have a good picture of the health of a device, enabling decisions about purchasing additional disk space, cleaning up quarantined viruses on an upcoming server maintenance routine, or simply recognizing that the monitoring and antivirus software is doing its job.





The percentage good analysis displays the percentage of successful monitoring checks run on a given server over the course of a month, offering an excellent indicator of system health.



This report looks at the disk busy time for a given server over the course of a week. It enables AIE and the client to have conversations about the best time to do server maintenance, and to assess objectively

whether changes are needed to improve performance – if the average busy time is consistently above the threshold, it may be time to look at some upgrade options.

9 System Documentation

AIE believes that documentation is about the network equipment and inventory, but also about the health of that equipment. Therefore, AIE maintains documentation on the full client network via quarterly health reports. These health reports and documentation can be provided on demand as well.

9.1 Network Inventory and Health

On a quarterly basis, AIE runs an in-depth scan of a client network to assess the health of the hardware, the overall performance, and the network's availability over the course of the previous quarter. These reports are sent to the AIE account manager for review with the engineering team, and to the designated client contact for internal review.

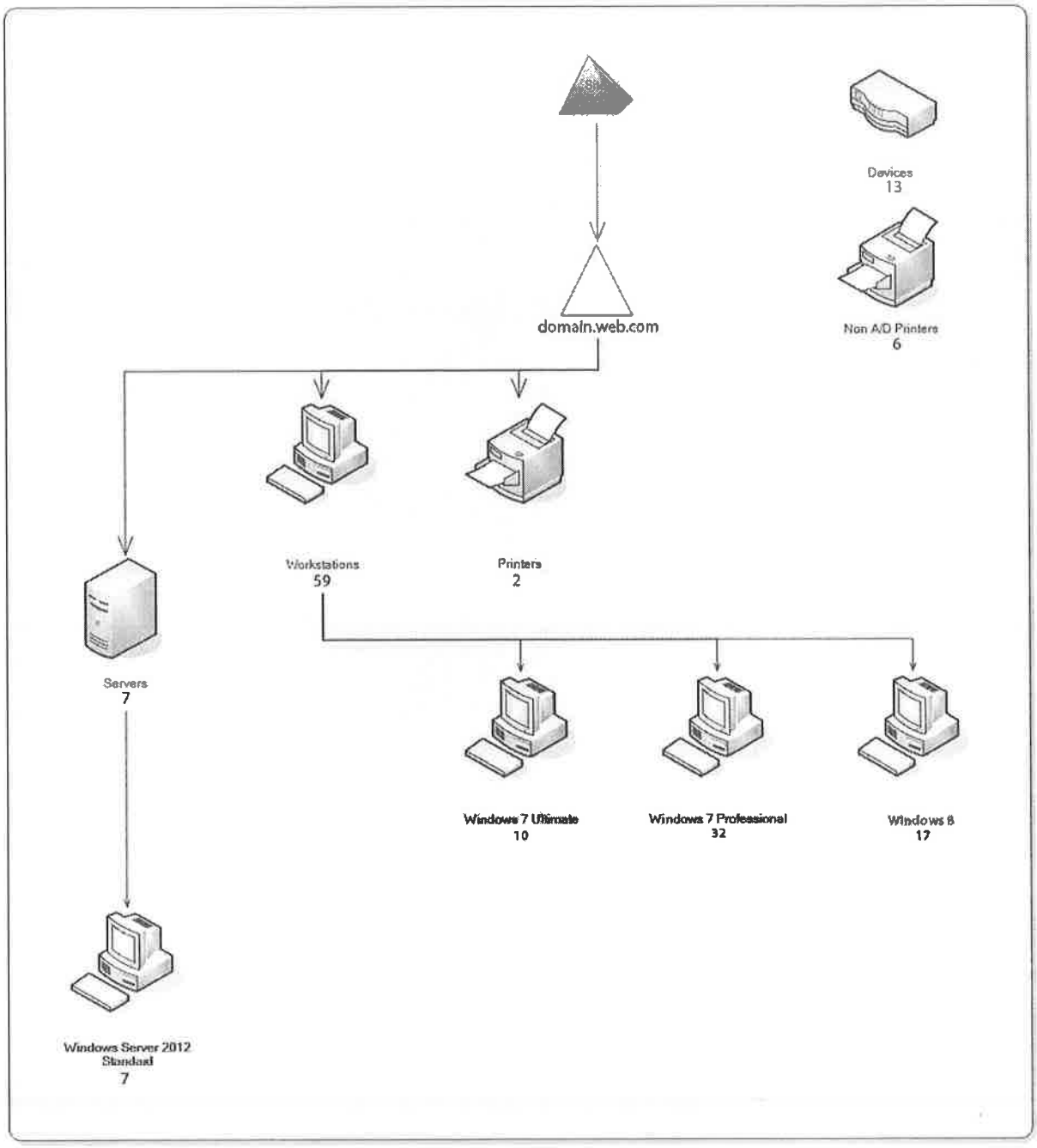
The report performs the following discovery tasks:

- Identifies Domain Controllers and Online status
- Enumerates FSMO roles at the site
- Lists the Organizational units and Security Groups with members
- List of users in AD, status, and last login/use, which helps identify potential security risks
- Mail server(s) found on the network
- Time server(s) found on the network
- Comprehensive list of Network Shares by Server
- Major apps / versions and count of installations
- List of event log entries from the past 24 hours for the Directory Service, DNS Server and File Replication Service event logs
- List of web servers and type
- List of Non-Active Directory devices responding to network requests
- Test of internet access and performance
- List of SQL Servers and associated database(s)
- "WHOIS" check for company domain(s)
- Uses MBSA to identify computers with weak passwords that may pose a security risk
- Uses MBSA to identify computers missing security updates
- Last 5 System and App Event Log errors for servers
- List of Security Holes and Warnings from External Vulnerability Scan

This comprehensive report is given to the client for review and ongoing documentation. Should more detail be needed, AIE also provides the following detail-level reports for the monthly network assessment.

- Asset Detail Report
  This report offers an in-depth assessment of each asset on the client network, including an individual risk score for each workstation and server.

- Bandwidth and Performance Monitoring Report
  On a server level, this report offers information on processor queue, processor utilization, memory utilization, commit charge, pages/second, page file usage, non-pageable RAM, network utilization, and write queue length.
- Client Inventory Report
  This report provides a full asset inventory of every device on the client network, including information about IP addresses, operating systems, location, connected devices, service tags, and hardware.
- Device Inventory Report
  This report is a high-level summary of devices on the client network.
- Fault History Report
  This report provides an explanation of each check that failed, with graphs to allow quick visual assessment.
- Managed Online Backup Selection Report
  This reports on the data selected for online backup.
- Software License Report
  This report captures all software currently on the client network, with current licensing information.



Another aspect of the quarterly reporting is maintaining site and full network diagrams on a regular basis. Diagrams like the one shown above provide client and AIE staff with a big picture view of network structure.

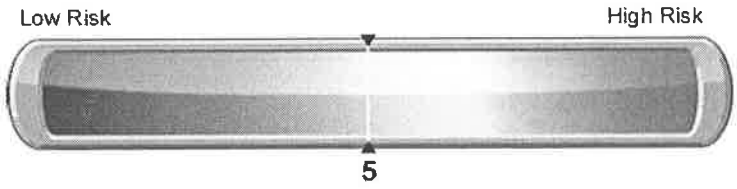
9.2 NETWORK SECURITY

AIE runs a full network security assessment on a quarterly basis. At its core is the Security Risk Report, which thoroughly assesses and presents the risks present on a client network, providing recommendations for remediation.

The report performs the following discovery tasks:

- Detect protocols that should not be allowed outbound
- Detect system controls for protocols that should be allowed but restricted
- Determine if controls are in place for user web browsing
- Detect and determine if wireless networks are available and secured
- Perform detailed External Vulnerability Scan. List and categorize external security threats
- Document access to file system shares
- Document domain computer and domain controller security policies
- Document and assess consistency of local security policies

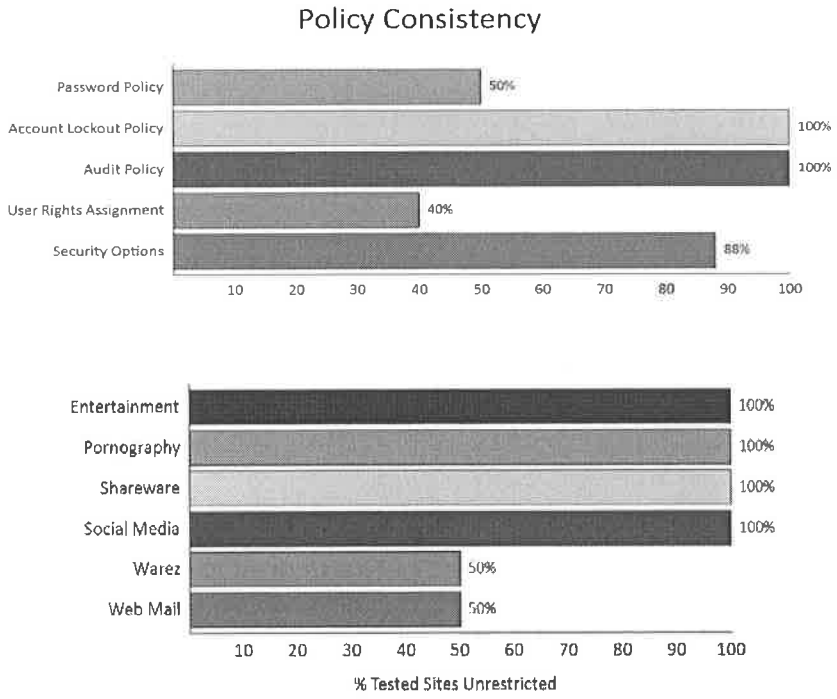
AIE assigns a risk score to the client network, allowing a way to benchmark changes in network risk as we continue to move the network forward and improve security.



The report then identifies the specific issues that are creating security risks, including both recommendations for repair and a comparative numeric ranking, so the client can see which issues may be of a higher priority to address.

> ***Inconsistent password policy / Exceptions to password policy (68 pts)***
> ***Issue:*** Password policies are not consistently applied from one computer to the next. A consistent password policy ensure adherence to password best practices.
> ***Recommendation:*** Eliminate inconsistencies and exceptions to the password policy.
>
> ***Lack of Web Filtering (62 pts)***
> ***Issue:*** Access appears to all websites appears to be unrestricted. This issue does not imply that any particular user is currently accessing restricted sites, but rather that they can. Controlling access to the Internet and websites may help reduce risks related to security, legal, and productivity concerns. Lack of adequate content management filtering to block restricted sites may lead to increased network risk and business liability.
> ***Recommendation:*** We propose putting in place access controls to block websites that violate the company's Internet use policy.

AIE also provides useful charts and graphs to give an overview of how systemic a security issue may be. The following charts correspond with the issue examples above.



Should more information on a specific identified risk be needed, the following reports are also run on a monthly basis, and provided to the AIE account manager and the designated client contact.

- External Vulnerability Scan Detail Report
  This report gives details on hosts that were tested and issues that were found, along with recommended steps and procedures to mitigate these threats.
- Login Failures by Computer Report
  This report gives details on login failures on a per-computer basis over the past 30 days.
- Login Failures by Computer Change Report
  This report gives details on changes in login failure patterns on a per-computer basis over the past 30 days.
- Login History by Computer Report
  This report gives an overview of successful and failed logins on a per-computer basis over the past 30 days.
- Login History by Computer Change Report
  This report gives an overview of changes in login patterns on a per-computer basis over the past 30 days.
- Outbound Security Report
  This report is designed to point out issues that were detected while performing the security assessment. This includes issues found in the areas of system leakage, system control, and user control.

- Security Policy Assessment
  This report assesses the network level security settings in place, including password policies, account lockout policies, audit policies, user rights assignment, and security options.
- Share Permission Report
  In this report, each subsection is a share drive on a given domain, and details the users granted share and file system permissions granted to that share drive.
- Share Permission Report by User
  In this report, each subsection is a user on a given domain, and details the share and file system permissions granted to that user account.
- User Behavior Analysis Report
  This report analyzes the user behavior on the domain, focusing on remote network access.
- User Behavior Analysis Change Report
  This report analyzes any significant changes in user behavior on the domain, focusing on remote network access.

AIE reviews the network security assessment reports as a part of the regular business reviews and CIO consulting calls, to aid in interpretation, planning for the future, and making necessary changes to network policy.

9.3 EXCHANGE SERVER

AIE runs a full Exchange risk assessment on a quarterly basis. At its core is the Exchange Risk Report, which thoroughly assesses and presents the risks present on a client Exchange server, providing recommendations for remediation.

The report completes the following discovery tasks:

- Document Exchange Server properties
- Document all mailbox properties
- Document all user properties
- Discover mailbox permissions by mailbox and by Active Directory user
- Document all mailbox retention policies and associated mailboxes
- Record distribution lists along with their members and associated groups
- Record public folders along with their members and associated groups
- Discover and document mobile device users and devices
- Compare mailbox usage to allocated quotas

AIE assigns a risk score to the Exchange server, allowing a way to benchmark changes in network risk as we continue to move the network forward and improve security.

Should more detail be required on any areas of the Exchange Risk Report, AIE also provides the following detail-level reports to the client, and reviews them to assess whether changes are needed.

- Distribution Lists Report
  This report provides a list of all distribution lists on the client Exchange server.
- Mailbox Detail Report
  This report lists all mailboxes and their properties, including any recent sync issues.
- Mailbox Permission Report by Mailbox
  This report lists all mailboxes, with details on which user can access them.
- Mailbox Permission Report by User
  This report lists all users, with details on which mailboxes they can access.
- Mobile Device Report
  This report details which users are using their mobile devices for Exchange accounts.
- Traffic and Use Report
  This report covers mailbox sizes versus quota, mailbox retention policies, and users' use of the Outlook Web Application.

9.4 Password Documentation

AIE has contracted with PassPortal, a secure password management portal. With granular per account / per engineer security, AIE is able to easily track who has accessed specific client passwords, restrict access on a client or password level to certain personnel, and globally change active directory passwords if a security concern requires it.

AIE can provide WPD staff with client access to the password management portal, for secure and streamlined password sharing.

10 Cross Training to Minimize Risk

AIE believes that hiring quality personnel and establishing long-term relationships with clients and engineers is a key to our success. From time-to-time and for various reasons, additional engineers must be introduced to a client's account. As a result, AIE takes care to provide cross training and thorough documentation to ensure a seamless experience for both the client and the AIE engineer.

Additionally, AIE assigns multiple personnel to any given account, providing greater opportunity for exposure and cross training in order to ensure that clients see little to no disruption in service at any given time. AIE maintains careful documentation of client networks, processes, and open support issues to allow for this seamless experience. When transitions occur—whether planned or not—AIE schedules regular meetings and provides ample time for training and hand-off.

Should any key personnel change, AIE will provide a resume of the new personnel to the WPD staff for approval, as requested.

11 Consistent Communication

Clear and reliable communication is one of AIE's core values as an organization. We understand that our clients will only be as happy with their IT support as they are with our communication. Through our ticketing system, we keep our clients up-to-date on each incident as it progress; when needed, our service desk administrator steps in to provide extra levels of client communication. Similar processes are followed for project communication. Additionally, AIE holds regular business reviews with the client.

11.1 Day-to-Day Communication

Our onsite presence is an essential ingredient to communication at AIE. Additionally, our engineers keep clients regularly up-to-date with ticket updates in the client portal, as well as through phone and email correspondence. Our system is set up to synchronize all forms of communication, making it easy for our clients to receive our quality customer service.

11.2 Management Team

While much of the day-to-day communication comes from AIE's engineering staff, our account management team makes it a priority to build a relationship with each of our clients. Our service desk administrator is actively involved in seeing incidents, work orders and projects through to completion, spotting red flags quickly and communicating with the client. She welcomes phone calls with questions or concerns. Our account manager meets regularly with key account contacts to ensure that the big picture IT concerns are being addressed.

Account Manager

As principal of AIE, *Jeremy Wills* serves as executive director of client relations and operations. Throughout Jeremy's work tenure, he has served in various sales, client service, and management roles within the technology space, responsible for the management of budgets, as well as corporate IT direction. Jeremy has directed the development of AIE's client service philosophy, seeking to develop a company culture that puts the clients' needs first, always emphasizing the strong values of compassion, competency, and communication. Jeremy holds a BA in Telecommunications, from Baylor University.

Service Desk Administrator / Project Manager

Kirsten Ekstrand serves as service desk administrator and project manager, managing client service and AIE internal processes, workflow and support tool integration. She is an Autotask Certified Consulting Partner, and regularly attends ongoing training in the Autotask service delivery and project management software. Kirsten additionally consults with other Chicago-based, technology service companies on their IT process management and third-party software integrations.

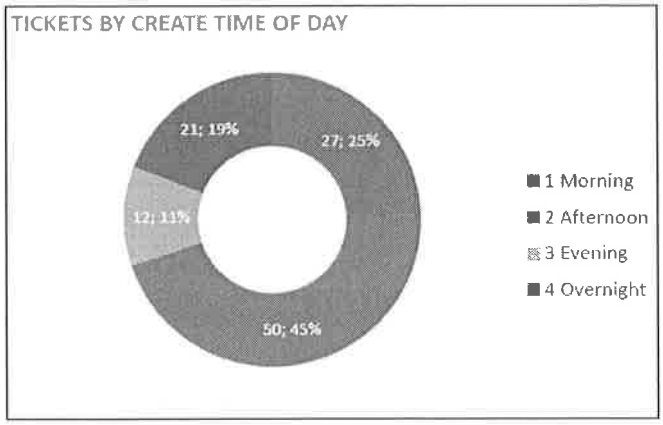
11.3 Account Reviews

In regular business reviews with the account manager, AIE discusses important issues with our clients, including service level performance, network stability, and an overview of work performed. These reviews are driven by regular reports, and include the opportunity to address such items as budgets, priorities, and upcoming projects. AIE will schedule these business reviews monthly during the first three months of the agreement, and quarterly thereafter. AIE will provide detailed reports and documentation at each review.

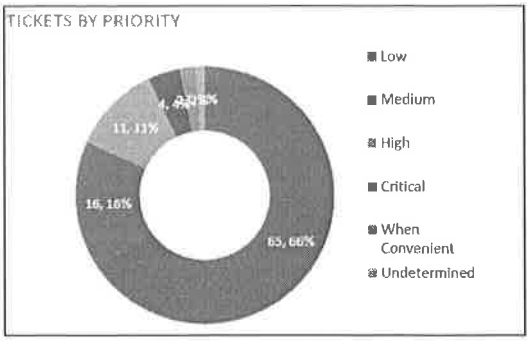
During the reviews, the account manager will spend time addressing the bird's-eye view of the customer service and communication WPD has been receiving, providing information that can lead to key decisions.

11.3.1 Account Review Reporting

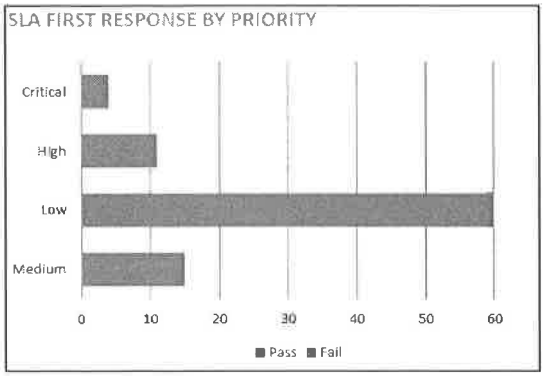
At a summary level, AIE provides regular business review reports that allow client staff to see and evaluate the value they receive from AIE. The following reports are a sampling of the help desk reporting AIE provides our clients, along with real business examples of how they might be used.



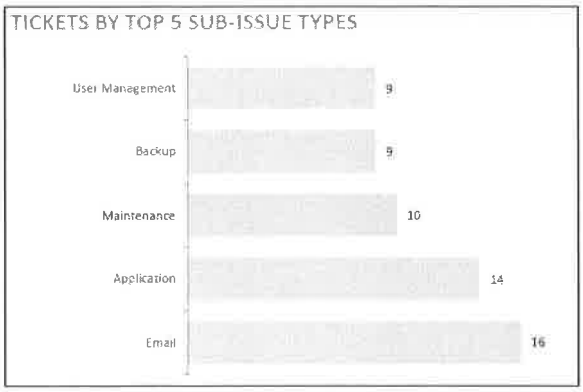
The time most tickets are received might seem an inane piece of data, but it can be helpful to understand whether there is an influx of tickets at a certain time. For instance, a client purchasing a 24/7 fully-staffed help desk option might opt to go with a less expensive plan if reports indicate that very few help desk calls are ever made in the evening. If most help desk calls come in the afternoon, AIE might schedule a weekly four-hour onsite visit in the afternoon as opposed to the morning. AIE and the client can work together to make staffing decisions (timing of onsite visits, etc.) based on the time most tickets are received.



AIE uses pre-defined priority levels to classify our tickets, based on concrete events and network availability. A report of tickets by priority distribution allows an organization to get a big picture look at network health – many low priority tickets may simply mean that users need additional training, while a number of critical tickets could mean that a more in-depth look at the network infrastructure and server needs to happen.



It's useful to understand how response times are being met based upon Service Level Agreements, but AIE has found that it's critical to provide a more in-depth look at this data than just pass/fail at an overall level. (High-level reports are useful, but can often be deceptive – one anomaly can create strange data.) Separating out which priority of tickets are meeting first-response and resolution goals enables AIE and the client to accurately gauge levels of service. For example, in the chart above, the only ticket to miss its first resolution goal was a low priority ticket. The critical, high, and medium priority tickets all met their service response goals. In a higher level report, it would be impossible to determine if the one ticket missing response actually created a business difficulty or not.



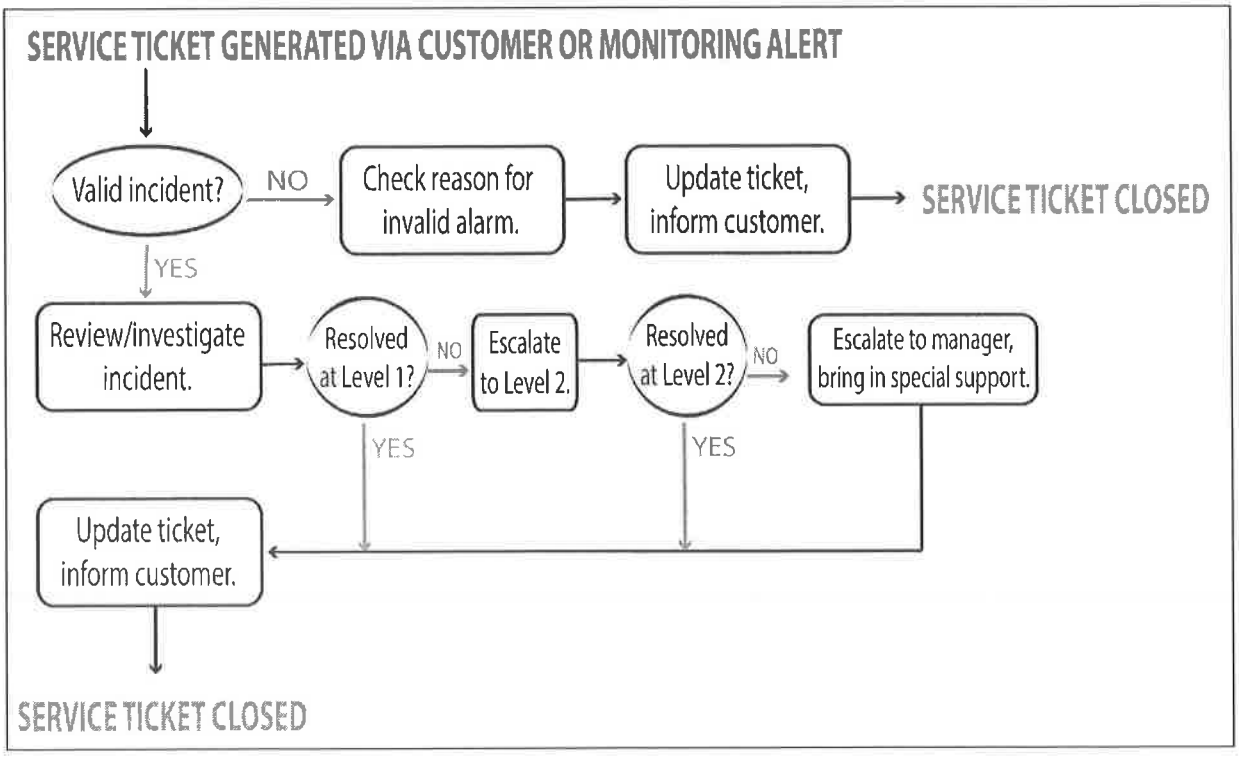
A report of tickets by issue type is valuable to the client and to AIE as an indicator of what kinds of problems are coming up. While priority levels enable us to see how much of a disruption a problem or incident had to the organization, an issue report allows the client to see a different cross-section of information. If user management is a constant need, that's probably routine changes. However, if email is constantly having issues, there may be deeper problem that needs to be addressed.

This is just a sampling of the many help desk reports included in a regular business review. Other reports include tickets by user (enabling the client to see which of their staff are creating the most tickets and identify where training needs to occur) and tickets by asset (identifying which computers may need replacing sooner than others). Many of these reports are also available on a per hour basis, instead of per ticket, allowing the client and AIE to distinguish between 15-minute fixes and problems that took hours to address.

12 Troubleshooting / Vendor Management

12.1 Overview of Service Management Workflow

The AIE service desk workflow is illustrated at a high level in the following diagram.



12.1.1 Ticket Creation and First Response

Tickets are created in the AIE service desk system in a variety of ways. They can be created automatically by a monitoring alert from our advanced remote monitoring and management (RMM) tools, automatically on a recurring schedule for regular services such as server maintenance, or by customer

request via e-mail, phone, or secure client portal. First response SLAs are in place based upon ticket priority.

12.1.1.1 Automatically via Monitoring Alert

When RMM tools detect a potential problem, a trouble ticket is automatically created in the AIE service desk. An AIE engineer assesses the alert to determine if it is valid. The engineer either closes the ticket or informs the client of next steps.

12.1.1.2 Automatically on a Recurring Schedule

Many AIE clients require certain tasks to be done on a regular basis, such as server and network maintenance. Tickets for recurring tasks are automatically created on a customizable schedule, with all necessary tasks and procedures included on the ticket. An engineer completes the work, and the customer is updated.

12.1.1.3 Per Customer Request via Email

When an end-user has a non-emergency support request, they can send an email to the designated AIE support email address. This email will automatically generate a ticket in the AIE service desk. An AIE engineer will review the ticket and respond to the end-user with next steps instructions – for instance, a scheduled remote support call, some basic emailed diagnostics, or scans run by the RMM tool.

12.1.1.4 Per Customer Request via Secure Client Portal

AIE clients are given access to a secure client portal where they can create trouble tickets and view their progress. This tool allows the client to specify priority and request type, as well as provide fuller information to the AIE staff to aid in resolution. When a ticket is assigned to AIE by WPD, an AIE engineer will review the ticket and respond to the end-user with next steps instructions.

12.1.1.5 Per Customer Request via Phone Call

AIE clients are also given the option of calling the AIE Help Desk. This phone line rings through to multiple engineers at once, and voicemail is addressed promptly. An AIE engineer will create a ticket while the client is on the phone. In some cases, the problem may be resolved on the first phone call; in others, diagnostics or another support call may be scheduled. AIE requires using phone calls for critical and high priority tickets.

12.1.1.6 Per Customer Request Outside of Business Hours

AIE understands that while the majority of support occurs during the regular work week (7:30am-5:30pm, Monday-Friday), clients sometimes require after-hours support. AIE maintains an on-call rotation of engineers who are responsible for handling after-hours support calls. All after-hours tickets requiring emergency support must be requested via phone. Voicemails left at the AIE Help Desk create an automatic ticket, and the call will be returned within one hour by the on-call technician.

12.1.2 Workflow & Process Management

Once a ticket has been created in the AIE service desk, carefully planned workflow rules and processes guide it to resolution, keeping the client updated along the way. Incidents not resolved at Level 1 are escalated to Level 2, and incidents not resolved at Level 2 are escalated to an account manager and vendor support. Throughout the process, AIE has several tracking processes and procedures in place to ensure all tickets are addressed in a timely manner.

12.1.2.1 Idle Ticket Alerts

When any ticket in the service desk has been idle (no work performed or notes added) for two business days, the engineer assigned to that ticket receives an email reminding them to follow up with the client. The service desk administrator monitors ticket response times, and works with the engineer and the client to make sure the issue is resolved in a timely manner.

12.1.2.2 Problem/Incident Management

Many times, a root problem will be affecting more than one user. Through the tools in the AIE service desk, engineers link multiple end-user incidents together and address the work on one problem ticket when appropriate. All end-users receive updates when the problem has been resolved. Linking these tickets and tracking the big picture leads to faster resolution times and solutions that address the root of the problem.

12.1.2.3 Asset Tracking (Configuration Item Management)

The AIE service desk maintains a database of all assets (configuration items) with the AIE RMM installed. All monitoring alert, help desk, and regularly scheduled tickets are tracked against the associated asset. Engineers can quickly retrieve a list of all previous or current tickets associated with an asset and identify duplicate tickets or recurring problems. Seeing the recurring problem gives AIE engineers the necessary information to recommend a more in-depth solution or replacement when necessary. WPD staff will have access to this data as well, via the client access portal.

12.1.2.4 Email Parsing Integration

The AIE service desk utilizes an advanced email parser that attaches email correspondence between the client and the help desk to the ticket. Engineers are able to easily email the ticket contact the summary notes of their most recent time entry, or a note identifying the current status of the ticket. This keeps the client informed throughout the process.

12.1.2.5 Vendor Management

Frequently, particularly with hardware still under warranty, AIE works with third-party vendors to achieve resolution of incidents. AIE maintains strong relationships with a variety of vendors and distributors, working with their staff for troubleshooting steps and prompt replacement of hardware. When needed, engineering staff escalate the vendor management tickets for speedier resolution.

12.1.2.6 Inter-Departmental Workflow

Sometimes, a ticket requires input from the procurement department because a ticket reveals a bigger need, or a replacement part is required to resolve an issue. AIE has standard procedures in place to transfer a ticket between departments and update the customers. Procurement information, such as quotes sent to client, tracking information, etc., are all tracked on the ticket and viewable in the client portal.

12.1.2.7 Ticket Statuses

Every time work is performed on a ticket, the engineer updates the status to communicate to the AIE staff and to the client an at-a-glance view of the ticket's progress. For example, a status of "Scheduled" indicates to the client that work has been scheduled for a future date, perhaps as an onsite visit.

12.1.3 Ticket Completion

AIE engineers complete service desk tickets once the issue is resolved, or the client has requested no more work be performed. The customer is always informed when the ticket is completed, and given an opportunity to request more work.

12.2 Service Level Agreements / Escalation Thresholds

AIE maintains the following SLAs for escalation thresholds.

TROUBLE THRESHOLD	PRIORITY	ESCALATION THRESHOLD*	RESOLUTION TIME*
General Network Down Internet Down Major Server Down	Critical	2 business hours	ASAP – Best Effort
General Network Impaired Department Down Minor Server Down Major Application Down Major Device Down VIP Down	High	8 business hours	ASAP – Best Effort
Localized Network Impaired Department Impaired VIP Impaired Any Person Down	Medium	2 business days	ASAP – Best Effort
Any Person Impaired Minor Device Down Minor Application Down Required Re-Configurations	Low	4 business days	ASAP – Best Effort
Maintenance Upgrades Non-Critical Vendor Calls	When Convenient	N/A	Best Effort

"Escalation Threshold" is defined as the time at which an unresolved incident without a defined plan for resolution will be escalated to a higher support tier. This does not apply to those incidents waiting for materials, waiting for response from client or vendor, or with scheduled remote or onsite service calls.

"Resolution Time" is defined as the time within which AIE will resolve the issue. This resolution may, at AIE's discretion, be a suitable work-around until long-term change that may or may not be covered under this Agreement can be made. AIE reserves the right to work to reduce the trouble thresholds (and therefore, the priority) of the incident as part of the resolution process. Because of the varied nature of situations and networks, AIE does not guarantee any specific Resolution Time, but does guarantee Response Time and Escalation Threshold.

13 Proactive Support

AIE follows a proactive support model to our network management, including hardware and software maintenance levels, automatic updates, and careful application of new security patches. Our philosophy is that preventive network care is far more effective than a merely reactive mentality.

13.1 Vendor Support Maintenance

AIE has live data feeds that inform our procurement team when client network devices have expiring warranties, service contracts, or licensing subscriptions.

Our staff reaches out to our clients when warranties or contracts are expiring, with quotes for renewal when applicable. Our system also lets AIE staff know when they are supporting a device with no warranty, so they can advise and support the client accordingly.

13.2 Updates and New Functionality

As updates and new functionality become available, AIE works with the client staff to determine new best practices and any network changes that may be required.

No two networks are alike, and particularly in the server environment, screening of each security patch is required. AIE's engineers apply patches as appropriate for our client's situation when completing the monthly maintenance. AIE schedules automatic updates for workstations at a time convenient to our clients.

This maintenance is tracked and monitored in our ticketing system, providing an ongoing record of the updates performed on each server, workstation or network device. Should updates fail to apply correctly, AIE's ticketing system records this, and staff address it promptly.

14 Strategic Consulting and Budgeting

The purpose of reporting, monitoring, and IT support is never to be an end in itself. AIE uses this information to provide clients with CIO-level IT consulting, built on AIE and industry standard field-proven methodologies.

AIE uses a maturity model adapted from Microsoft and Gartner, fine-tuned to help move your business through four stages of IT development: primitive, harmonized, streamlined, and advanced. By using a

concrete maturity model, our consultants are able to help align your priorities clearly, working with the executive IT steering committee in decision making and execution, and helping move your business IT towards advanced.

The stages are as follows:

- *Primitive*. This basic level of IT maturity is the network in disrepair. Processes haven't been formalized, desktops are running multiple (and old) operating systems, the infrastructure in place is insufficient, and monitoring (if any) is done in a haphazard way. This network is a business liability.
- *Harmonized*. This network is doing its job, but could be much more efficient. Monitoring and backup are in place for the business-critical servers, and the desktops are standardized. While the network is consistent with itself, it likely needs to be upgraded. The harmonized network is at status quo, not necessarily losing money for your business, but not moving you forward, either.
- *Streamlined*. In the streamlined business network, every machine is running on a current operating system, most maintenance has been automated, and there are clearly defined management practices in place. This network may have the beginnings of more specialized technology such as virtualization, but they could grow more in that area. The streamlined network is an investment, helping your business grow through the technology it leverages.
- *Advanced*. AIE makes it our goal to move our clients toward the advanced stage. This stage is the fully mature network, characterized by a fully managed network and data, complete consistency throughout, with automated monitoring processes, and tapping into the advantages of more advanced technologies. With an advanced network in place, you are making the most of the advantages technology has to offer, and well positioned to continue competing in tomorrow's market place.

In our initial client assessments, we determine where the client falls in the maturity model. Then, using the structured model as a guide, we work with you to set long-term and short-term technology goals, addressing needed services and products, or improvements to your existing infrastructure. AIE engineers provide a true rationale for any IT investments, using technology to grow your bottom-line, not take away from it.

The maturity model is below:

	Primitive	Harmonized	Streamlined	Advanced
IDENTITY & ACCESS MANAGEMENT	· No Directory Service · Multiple Directories	· Unified Directory Service using Active Directory	· Policy-enforced Standard Configuration	· Secure Network Access for Customers and Partners · Automated Account Provisioning
DESKTOP, DEVICE & SERVER MANAGEMENT	· Ad-hoc Patching · Multiple Desktop Configurations · No Mobile Device Management	· Desktop Patching · Standard Desktop Images · Standardized Desktop Applications · Limited Mobile Device Management	· Virtualization · Automated OS Deployment · Mobile Device Management with SLAs · Single and Current OS · Layered Images · Server Patching	· Mobile Device Management and Security at Parity with PCs · Dynamic Workload Shifting for Virtual Infrastructure · Infrastructure Capacity Modeling
SECURITY & NETWORKING	· No Dedicated Firewall · Limited Network Infrastructure · No Standard Antivirus · Manual Server Monitoring	· Standard Antivirus · Centralized Firewall · Basic Networking Services · Monitoring Critical Servers	· Host-based Firewalls · Secure Wireless · Managed Firewall · Managed WAN · Secure Remote Access · Server Monitoring with SLAs	· Threat Management and Mitigation Across Client and Server Edge · Model-enabled Service Level Monitoring · Automated Quarantine of Non-Compliant or Infected PCs
DATA PROTECTION & RECOVERY	· Ad-hoc Backups · No Recovery Testing	· Backup and Recovery for Critical Servers	· Backup and Recovery for All Servers with SLAs · Centralized Branch Office Backup	· Backup and Recovery of Clients with SLAs
ITIL/CobiT BASED MANAGEMENT PROCESS & GOVERNANCE	· No Formalized Process · No Commitment to Service Levels · Ad-hoc Support, Problem and Change Management	· Defined Support Service · Documented Incident Response · Limited Problem, Change and Configuration Management	· Defined Release Management · Fully Documented Operations · Enhanced Configuration Management · Defined Service Levels	· Proactive and Agile · Optimizing Service Delivery · Improving Service Levels, Business Continuity and Availability
SECURITY PROCESS	· Limited Security Accountability · No Formalized Incident Response · Limited Access Control	· Accountability for Data Security · Limited Risk Assessment · Password Protection of Data · Limited Tools and Policy Compliance Automation	· Documented Threats and Vulnerabilities · Security Standards Defined for All · Defined Security Compliance and Automated Audit Tools	· Automated Risk Assessment · Managed Network and Data · Automated Security Policy

15 EQUIPMENT DISPOSAL

AIE's processes for equipment disposal are focused on protecting the environment and reducing costs for the client, while protecting secure information that may still be stored on old devices. By following simple processes, AIE's engineers are able to protect the client's best interests without creating an unnecessary stack of unused devices.

When old equipment is ready to be retired, AIE engineers first ensure that all necessary data has been removed. Once receiving approval to retire the device, our engineers take necessary precautions to prevent unwanted or malicious data recovery.

AIE salvages ancillary parts such as monitors, keyboards, mice, and power cables. For those devices that are standardized on the network, AIE recommends keeping hardware such as RAM, hard drives, and video cards, at a ratio of 1-2 per 10 PCs. This stock, kept at the client location, allows for quick replacement or improvement of those devices that are out of warranty but not queued for replacement.

AIE maintains contact information for electronic recycling companies that can come and pick up unwanted devices. In conjunction with a key client contact, AIE arranges for the old equipment to be picked up and recycled.

16 Detailed Record Keeping

AIE's service desk tracks a variety of metrics, including all work performed, summarizing tickets, and providing information to aid in planning. AIE takes this ticket-level information and presents it to our clients in a variety of ways, from high level charts and graphs to detailed per-ticket reports.

While the high-level help desk metrics enable a business to see a sweeping overview of the IT function, AIE's regular ticket reports provide an in-depth look at what work was done over the course of a few months.

T20140904.0017		Sept. Server Mainenance	
09/04/2014	Becker, Mark	Progress Made: Installed appropriate Windows Updates Installed 3rd party vendor updates Scheduled a reboot during the maintenance window Verified a successful after-hours reboot Reviewed event logs (created tickets as needed) Ran CCleaner Ran Malwarebytes Antimalware Reviewed Managed Antivirus quick and deep scans Reviewed backup logs Tested the backup restore on any month-old files Reviewed available disk space Updated server maintenance notes Next steps: none	1.00
		Ticket Total	**1.00**
T20140905.0007		**Reinstall Filemaker operating system**	
09/04/2014	Kaiser, Stephen	Progress made: Installed Windows 7 Ultimate on a VM on DC01. Began testing of Filemaker image restore to VM to try repairing Filemaker rather than re-installing. Next steps: Copy Filemaker database to Filemaker-Test and try accessing database. Get Windows to restore an image to the Filemaker-Restore VM.	1.50
		Ticket Total	**1.50**

By default, AIE reviews the resource, date worked, summary notes, and hours worked. Completely customizable, it can also include more detailed metrics, such as the asset, the client ticket contact, the issue, and the billed rates. This report can be run on demand and delivered to the client either upon request or on a pre-scheduled basis. It is included in each business review.

17 Onboarding Methodology

17.1 Approach

AIE's onboarding process is streamlined, and tracked as a project through our project management system. WPD staff will be granted access via the client portal to view onboarding project progress.

17.1.1 Assessment

AIE will assess the network with industry standard network diagnostic tools and an on-site visit to the primary locations. These assessments will be discussed with the client in a pre-onboarding meeting, designed to identify and determine any potential problem areas or changes that should be made prior to contract start date. AIE will work with the incumbent vendor to transfer custody of relevant materials, such as system passwords and hard disk keys.

The initial site survey will include documenting the following WPD network policies:

- Workstation Installation Checklist and Documentation
- Application Installation Checklist, Automation and Documentation
- User Account Provisioning Documentation and Forms
- Network Security
- Server and Workstation Backup Routines and Performance
- Virus Protection
- Spam Filtering
- Hardware Integrity (check for pending failures)
- System Performance and Trends
- Overall Network Design and Layout

If, during the initial assessment process, AIE finds that WPD's network requires changes to meet minimum compliance standards in order to provide the level of support detailed in this proposal, AIE will identify the changes necessary and provide WPD with a project proposal.

17.1.2 Initiating Service

Following assessment, AIE will begin the service initiation process. This process will include the following steps:

- An AIE engineer will prepare a customized version of the RMM agent to install on each workstation and server. AIE will assign an engineer to be onsite at each client location to install an RMM agent on each workstation and server.
- Working with the client's preferences and the data gathered during the assessment phase, AIE will set up backup software and monitoring scripts and settings.
- AIE will meet with the WPD team to verify the appropriate technical data, gain understanding of environment and current open issues, tickets and problems.
- AIE will schedule initial meetings with designated WPD contact for consulting phone calls and business reviews.
- AIE will schedule a training session with the WPD IT staff to facilitate the transition to the AIE Help Desk for support calls.

17.1.3 Billing

AIE requires the first month's recurring service fees and the onboarding fee to be paid prior to contract start. Ongoing recurring service fees can optionally be paid on monthly ACH auto pay. AIE invoices additional labor charges on a weekly basis.

17.1.4 Contractual Agreement

AIE will require WPD to sign our standard managed services agreement (attached) before initiating work.

17.2 TIMEFRAME

AIE understands that the Wheaton Park District anticipates an onboarding deadline of December 31, 2015. AIE is fully prepared to meet this deadline.

18 PRICING

This is initial pricing / Final Pricing can be found as Exhibit C

18.1 FIXED MONTHLY PRICE

Services	Description	Monthly Price	Changes?
Desktop Support (includes onsite support)	140 workstations	$5600	*Additional 5 workstations $200/Month*
	Premium for XP Machines (3)	$60	*Reduce agreement by $20/Month per XP Machine removed*
Server Support	31 Servers	$4650	*Additional server $150/Month*
	Premium for 2003 Servers (3)	$450	*Reduce agreement by $150/Month per 2003 Server removed*
Network Support	10 locations (cameras, printers, vendor management) 42 Cisco Network Devices	$2850	*Additional location $50/Month* *Additional Cisco Device $50/Month*
Communications Support	Up to 125 Phones	$375	*Additional 25 phones $75/Month*
FIXED MONTHLY TOTALS		$13,985	
Without Out of Support Devices		$13,475	

18.2 OTHER COSTS

Services	Description	Price
Onboarding Fee	See Section 17: Onboarding Methodology	$10,000
Data Backup	Cloud backup of up to 3TB ($375/month value!)	INCLUDED
Antivirus	Enterprise antivirus software on all workstations and servers ($513/month value!)	INCLUDED
Onsite Support	Onsite presence estimated at an average of three days per week	INCLUDED
Client Ticket Portal		INCLUDED
Travel/Dispatch Charges		NONE

Services	Description	Price
After Hours Support	Non-Business Hours: 5:31p-7:29a M-F, Weekends, 10 Standard Holidays*	$162/hr
Out of scope support	Normal Business Hours: 8am-6pm M-F	$108/hr
	Non-Business Hours: 6:01p-7:59a M-F, Weekends, 10 Standard Holidays*	$162/hr
Projects	Fixed Fee: Additions to existing network. Upgrades to network hardware, servers and/or server-based applications.	$162/hr

*Standard Holidays include: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and following Friday, Christmas Eve, Christmas Day, and New Year's Eve.

AIE charges a minimum charge of 15 minutes for remote support calls, with time thereafter billed in 15 minute increments. AIE charges a minimum of 2 hours for onsite support calls, with time thereafter billed in 15 minute increments.

18.3 Alternate Option – Server Upgrade Inclusion

Services	Description	Monthly Price	Changes?
Desktop Support (includes onsite support)	140 workstations	$5600	*Additional 5 workstations $200/Month*
	Premium for XP Machines (3)	$60	*Reduce agreement by $20/Month per XP Machine removed*
Server Support	28 vendor-supported servers	$7000	*Additional server $250/Month*
	3 Windows Server 2003 servers	$900	*Reduce agreement by $50/Month per 2003 server removed (upgrade not included)*
All-in server support includes up to one upgrade every four years for each server. Upgrade includes upgrade labor for hardware, operating system from vendor-supported operating system to newer operating system, and migration of existing applications to the new server. Upgrade does not include upgrading out-of-support operating systems, application upgrades, or new application installs.			
Network Support	10 locations (cameras, printers, vendor management) 42 Cisco Network Devices	$2850	*Additional location $50/Month* *Additional Cisco Device $50/Month*
Communications Support	Up to 125 Phones	$375	*Additional 25 phones $75/Month*
FIXED MONTHLY TOTALS		**$16,785**	
Without out-of-support devices		$16,575	

APPENDIX

A. Service Level Agreements: AIE uses the service priority thresholds listed below for determining target response times. Resolution times are best effort, and in no event will AIE be held liable for failing to meet a target resolution time.

TROUBLE THRESHOLD	PRIORITY	RESPONSE TIME*	ESCALATION THRESHOLD*	RESOLUTION TIME*
General Network Down Internet Down Major Server Down	Critical	1 business hour	2 business hours	ASAP – Best Effort
General Network Impaired Department Down Minor Server Down Major Application Down Major Device Down VIP Down	High	4 business Hours	8 business hours	ASAP – Best Effort
Localized Network Impaired Department Impaired VIP Impaired Any Person Down	Medium	1 business day	2 business days	ASAP – Best Effort
Any Person Impaired Minor Device Down Minor Application Down Required Re-Configurations	Low	2 business days	4 business days	ASAP – Best Effort
Maintenance Upgrades Non-Critical Vendor Calls	When Convenient	2 business days	N/A	Best Effort

*Service Level Agreement terms are defined as follows:

(a) Response Time

"Response Time" is defined as the time within which AIE will make initial contact with Client in regards to a Trouble Ticket. This includes, but is not limited to, an email requesting additional information, a phone call verifying the issue, a scheduled onsite or remote support call, or a notification that work has commenced remotely that does not require direct Client participation. (If this Agreement specifies situations in which Client is required to request support on individual Trouble Tickets before work is performed, Response Time is calculated in those situations from the time Client requests support, not from initial Trouble Ticket creation.)

(b) Escalation Threshold

"Escalation Threshold" is defined as the time at which an unresolved Trouble Ticket without a defined plan for resolution will be escalated to a higher support tier. This does not apply to Trouble Tickets waiting for materials, waiting for response from Client or vendor, or with scheduled remote or onsite service calls. (If this Agreement specifies situations in which Client is required to request support on individual Trouble Tickets before work is performed, Escalation Threshold is calculated in those situations from the time Client requests support, not from initial Trouble Ticket creation.)

(c) Resolution Time

"Resolution Time" is defined as the time within which AIE will resolve the issue. This resolution may, at AIE's discretion, be a suitable work-around until long-term change that may or may not be

covered under this Agreement can be made. AIE reserves the right to work to reduce the trouble thresholds (and therefore, the priority) of the Trouble Ticket as part of the resolution process. Because of the varied nature of situations and networks, AIE does not guarantee any specific Resolution Time, but does guarantee Response Time and Escalation Threshold.

B. Support Tiers: AIE uses the support tiers listed below for determining Trouble Ticket and support request assignments. AIE reserves the sole discretion to determine Trouble Ticket escalation, and will adhere to the Escalation Thresholds set forth in Section A above.

SUPPORT TIER	DESCRIPTION
Tier 1 Support	All support requests begin in Tier 1, where the initial Trouble Ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced engineers.
Tier 3 Support	All support incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced engineers, who have the ability to collaborate with third party (vendor) support engineers to resolve the most complex issues.

C. Support Charges: AIE charges for onsite and remote support as set forth in the table below. Labor rates are listed in the Pricing Schedule. AIE reserves the right to change the rates set forth in the Pricing Schedule with thirty (30) days written notice to Client.

HOURS	SUPPORT	MINIMUM CHARGE
24/7/365	Software as a Service (includes Remote Monitoring)	Included in contract; no additional fees
8am-6pm M-F	Remote End-Point Device Management / Help Desk / Troubleshooting	Included in contract; no additional fees
	Remote Network & Server Management / Troubleshooting	Included in contract; no additional fees
	Onsite Labor	Included in contract; no additional fees
6:01pm-7:59am M-F & Saturdays, Sundays, Holidays*	Remote End-Point Device Management / Help Desk / Troubleshooting	Minimum half-hour charge; subsequent time billed in 15 minute increments; 1.5 times labor rates
	Remote Network & Server Management / Troubleshooting	Minimum half-hour charge; subsequent time billed in 15 minute increments; 1.5 times labor rates
	Onsite Support	Minimum two-hour charge; subsequent time billed in 15 minute increments; 1.5 times labor rates
N/A	Excluded Services	AIE's general Time & Materials rates, or separate project quote where applicable

*Support from 6:01pm-7:59am M-F, and on Saturday, Sunday, and Holidays is only available for Trouble Tickets and incidents meeting the Critical or High Priority Trouble Thresholds. AIE reserves the right to stabilize the situation, reduce the Trouble Threshold, and provide any additional support during regular business hours.

D. Support Definitions: The following table provides the definitions of support labor listed in Section C: Support Charges. These definitions only apply to the devices listed in the Pricing Schedule, which may be updated from time to time by mutual agreement between Client and AIE.

SUPPORT	DEFINITION
Software as a Service	Access to professional grade, industry standard IT management tools, including ongoing monitoring services for Client servers and end-point devices. Software as a Service included in this Agreement is specified in the Pricing Schedule. At the time of initial contract setup, Client and AIE will mutually determine what monitoring configuration are best suited to the Client's situation. Changes to the configuration after the initial contract setup, including the addition of checks and the addition of servers and end-point devices, is considered Remote Network Management, and may incur additional charges. Available checks include: a) Antivirus Update Check b) Backup Check c) Bandwidth Monitoring Check d) Critical Events Checks e) Disk Space Check f) Drive Space Check g) Event Log Checks h) Exchange Store Size Check i) File Size Check j) Hacker Check k) Physical Disk Health check l) PING Check m) Script Checks n) Server Performance Checks o) SNMP Checks p) TCP Service Check q) Web Page Check r) Windows Service Check s) WSUS Check
Remote End-Point Device Management / Help Desk / Troubleshooting	Remote management of workstations and support of end-users. This support does not include training services, and only covers those workstations covered under this Agreement as defined in the Pricing Schedule. Services include: a) Manage workstations (including Terminal Services user desktops) b) Manage mobile devices c) Keep service packs, patches, and hotfixes current per company policy d) Ensure Microsoft Office applications are functioning as designed e) Ensure Adobe Acrobat applications are functioning as designed f) Ensure bookkeeping application is functioning as designed g) Ensure Line of Business (LOB) application is functioning as designed h) Provide end-user support for operating system issues i) Provide end-user support for hardware issues j) Provide end-user support for network connectivity issues k) Provide end-user support for application issues
Remote Network & Server Management / Troubleshooting	Remote management of servers and network peripheral equipment. This support does not include training services, and only covers those servers and locations covered under this Agreement as defined in the Pricing Schedule. Services include: a) Manage servers (including Terminal Services global server services) b) Check print queues c) Keep service packs, patches, and hotfixes current per company policy

	d) Check server event logs and identify any potential issues e) Reboot servers if needed f) Run defrag and check disk on all drives g) Scheduled off-time server maintenance h) Install supported software upgrades i) Determine logical directory structure j) Setup and maintain groups (accounting, admin, sales, etc.) k) Clean and prune directory structure, keep efficient and active l) Check router logs m) Performance monitoring and capacity planning n) Maintain office connectivity to the Internet o) Check firewall logs p) Confirm that antivirus virus definition auto updates have occurred q) Confirm that antispyware updates have occurred r) Confirm that SPAM filtering is updated and filters are current s) Confirm that backup has been performed on a scheduled basis t) Test backups with restores u) Create new directories, shares and security groups, new accounts v) Disable/delete old accounts, manage account policies w) Permissions and file system management x) Setup new users, including login restrictions, passwords, security y) Setup and change security for users and applications within network directory z) Monitor for unusual activity among users aa) Ensure Microsoft Office applications are functioning as designed bb) Ensure Adobe Acrobat applications are functioning as designed cc) Ensure bookkeeping application is functioning as designed dd) Ensure Line of Business (LOB) application is functioning as designed ee) Document software and hardware changes ff) Vendor management
Onsite Support	Any labor (including those services listed above) that in AIE's discretion requires a visit to the client site. This support only covers those locations covered under this Agreement as defined in the Pricing Schedule. This support does not include Excluded Services as defined in Section 4 of this Agreement.

Mark Becker

Profile: Customer service oriented technology specialist with broad capabilities in network engineering, structured wiring, and end-user support experience.

History

IT Consultant **2010 - Present**
Advanced Intelligence Engineering Wheaton, IL
Fast growth service provider in the Chicago area providing the SMB space full technology consulting on back office, front office and business process architecting.

- Perform Network Operations Center duties including monitoring networks, remediating and troubleshooting tickets in queue and providing end-user support via email and phone.
- Setup, rebuild and repair business and residential PCs and Macs.
- Deploy and project manage small and large scale structured wiring projects.
- Perform weekly client server maintenance.
- Execute on Exchange Server and Active Directory administration duties.
- Install and configure firewalls.
- Provide PC and Apple support including troubleshooting, migrations and upgrades.

Customer Solutions Representative **2006-2007**
CheckFree Corporation Aurora, IL

- Provided customer service at a high volume inbound call center.
- Calmly and politely assisted high risk callers with lost and late payments.
- Replied to inquiries via email.
- Assisted with supervisor calls.
- Consistently met or exceeded monthly company goals in all platforms.

Customer Solutions Representative **2003-2006**
Sears Logistic Services Naperville, IL

- Served as a customer service representative in a high volume inbound call center.
- Resolved delivery issues in a professional and timely manner for both customers and schedule-conscious delivery drivers.
- Tracked delivery routes in seven states.
- Handled special requests for customers whose order required multiple deliveries.
- Assisted with supervisor calls on a regular basis.

Certification & Education

Bachelor of Arts – Network and Communications Management — DeVry University, 2012

Associate of Arts — College of DuPage

CompTIA A+ Certification — 2012

Certified Wireless Technology Specialist (CWTS) — 2012

Cisco Certified Network Associate (CCNA) (in progress) — projected December 2015

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Technical

Platforms

- Windows XP, Vista, 7, 8, OS X
- Windows Server 2003, 2008, 2012; Small Business Server
- Exchange 2003, 2007, 2010, 2013
- Active Directory 2003, 2008, 2012
- Remote Desktop Services

Software

- Microsoft Office 2003, 2007, 2010, 2013, Microsoft Office 365
- Symantec Backup Exec, E-Folder, Storage Craft Shadow Protect
- GFI Vipre, Symantec Antivirus and Endpoint
- Vermont Systems RecTrac

Hardware

- Meraki, SonicWALL, and Cisco firewalls
- Dell, HP, IBM, and Lenovo Workstations; MacBook Air, Pro, and Mini; iMac

Kirsten Ekstrand

Profile: 9 years' customer service and 3 years' IT process management experience, in a variety of software applications, including Autotask, QuickBooks, Microsoft Office, and QuoteWerks

History

Service Desk Administrator / Project Manager **2012 - Present**
Advanced Intelligence Engineering Wheaton, IL
Fast growth service provider in the Chicago area providing the SMB space full technology consulting on back office, front office and business process architecting.

- Administrate day-to-day office operations, including accounts receivable/payable, human resources, and overall company process and software use
- Coordinate service desk and project management, including scheduling and procurement
- Oversee development of Autotask (PSA/ticketing software) workflow, including building of complex LiveReports for client and internal needs and establishing integrations with a variety of other applications, including QuickBooks and QuoteWerks
- Speaker at Autotask Community Live event
- Consult with IT companies on implementation of Autotask software
- Supervise onboarding of new clients

Pianist / Teacher **2005-Present**
Freelance/Various Chicagoland / Pocahontas, IA

- Teach lessons to a variety of ages, from preschool children to substitute teaching college music theory
- Accompany choirs for rehearsals and performances, in academic and church settings
- Perform at church services, weddings, and other events

Desk Receptionist **2009-2012**
Moody Bible Institute Chicago, IL

- Provided building security, customer service, event support, and clerical work for the music building on a downtown Chicago campus.
- Assisted between 5-40 patrons an hour answering questions and handling room reservations
- Processed merchandise orders for walk-in and over the phone purchases
- Handled database entry for various projects

Staff Reporter **2006-2012**
Pocahontas Record-Democrat Pocahontas, IA

- Wrote articles in a variety of styles, including features, hard news, and personal reflection
- Supervised coverage of the county fair, organizing schedules, collecting information, taking pictures, and putting together pre- and post-fair special editions
- Paginated a newspaper weekly in Adobe InDesign
- Edited and proofed outside copy, articles from other staff members, and layout designs
- Started and wrote new feature column, featuring area cooks and their recipes
- Worked in a team with editor and advertising staff to brainstorm new ideas and update standard features

Certification & Education

Moody Bible Institute: Bachelor of Music in Music and Worship, piano emphasis, 2012

Autotask Corporation: Autotask Certified Consulting Partner, 2015

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Geoff Pearson

Profile: Experienced, knowledgeable field network engineer providing a consultative approach to best practice solutions with regards to end users' technology infrastructure.

Professional

Seven years work experience (part and full-time) in small and medium networks (PC and server administration)
Academic and work experience with Cisco and Microsoft products
Ability to identify problems and suggest solutions
Helpful attitude

History

Consultant **2015 - Present**
Advanced Intelligence Engineering Wheaton, IL
Fast growth service provider in the Chicago area providing the SMB space full technology consulting on back office, front office and business process architecting.

- Deployed Cisco Meraki firewalls in wireless environment.
- Project experience with deployment and set-up of Hyper-V virtualization technology in high redundancy web server environment.
- Office 365 migration and administration at a desktop and server level.
- Sever-based application upgrades.

IT Analyst **2012 - 2014**
DeKalb Clinic Chartered DeKalb, IL

- Performed helpdesk duties for clinic personnel.
- Provided desktop support, including deployment using Windows Deployment Services and Windows AIK
- Monitored and maintained clinic's backup services.
- Co-managed deployment of Cisco Web Security Appliance.
- Managed user and computer maintenance via Active Directory.
- Provided ongoing network antivirus maintenance and monitoring services.
- Provided EMR (electronic medical record software) system end-user support.
- Assisted with network infrastructure support in a multi-layer switch environment.
- Performed printer troubleshooting and maintenance.
- Assist with anti-spam and Microsoft Exchange maintenance and support
- Worked in conjunction with third-party vendors to maintain and troubleshoot third-party software systems.

Sole Proprietor **2012 - 2014**
Terebinth Technology, Inc. Rockford, IL

- Provided outsourced project support services for telecommunications broker.
- Installed and configured SIP trunk, cloud-based VOIP telephone systems
- Installed structured cabling for voice and data.
- Developed a WordPress for newly-launched, small medicinal chemical company
- Performed computer and network repair and configuration tasks for private parties and small businesses

Network Technician **2009 - 2012**
Ticomix, Inc. Rockford, IL

- Assisted with diagnosis and resolution of problems in Cisco router infrastructure.
- Installed, configured and maintained SonicWALL network security appliances.
- Troubleshot and repaired network printers.
- Provided remote and onsite helpdesk support for clients.
- Implemented managed Cisco Small Business gigabit PoE switches.
- Installed and configured a commercial grade wireless network solution.
- Performed MS Exchange maintenance on client networks.
- Configured mobile device platforms to sync with Exchange server.

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- Migrated workstations to new active directory domains.
- Deployed and maintained network antivirus solutions.
- Managed the installation, maintenance, upgrades and replacement of workstations
- Removed spyware, adware, and malware on user workstations
- Maintained Active Directory users and computers
- Successfully installed and terminated UTP and STP cabling
- Migrated Windows Server 2003 Small Business to Windows Server Small Business 2011
- Installed and monitored backup and disaster recovery solutions
- Configured Microsoft IIS for Outlook Web Access configuration and FTP site setup
- Supported various third-party applications (often working through phone support)
- Consulted with clients to determine requirements, proposed and implemented solutions to meet requirements
- Provided onsite project leadership in workstation replacement and application upgrade project

Relevant Volunteer Experience

Volunteer **2012 to Present**
Rockford Rescue Mission Rockford, IL

- Identify, understand, re-configure and re-deploy legacy Toshiba Strata phone system for use in maintenance building
- Identify, understand, re-configure and re-deploy legacy Nortel/Meridian phone system for use in new thrift store location

Certification & Education

Bachelor of Science University of Illinois, Springfield
Computer Science
Magna Cum Laude

Associate of Applied Science Rock Valley College
Cisco Networking and Personal Computer Technical Specialist (two degrees)
Highest Honors

Certified Cisco Network Associate (CCNA) January 2013

SonicWALL CSSA September 2011

Microsoft Certified Technology Specialist
Windows Server 2008 Applications Infrastructure
Windows Server 2008 Active Directory
Windows Server 2008 Network Infrastructure

CompTIA A+ Certification

Bill Tindall, MS

Objective: Network analysis, design, implementation, and support.

History

Senior Network Consultant **2013 - Present**
Advanced Intelligence Engineering Wheaton, IL
Fast growth service provider in the Chicago area providing the SMB space full technology consulting on back office, front office and business process architecting.

- Client-based Network support and consulting
- Server installation, upgrade, and support for Windows servers and applications
- Virtual environments: VMWare ESXi, HyperV
- Exchange setup, migration and support, versions 2003, 2007, 2010, 2013
- Migration of users to hosted services, including Office 365
- Firewalls setup/support: Cisco ASA and Meraki, Watchguard XTM, Smoothwall, Sonicwall, others
- Network services at all levels, including Internet integration, DNS, messaging, Cisco routing and switching, VPN
- 2nd/3rd level support for network team of 7

Independent Network Consultant **2010 - 2012**

- Contract network support and consulting for various organizations, including:
  Advanced Intelligence Engineering, May 2010 to December 2012
  Society of Actuaries, June 2012 through August 2012
  Allstate Appraisal, December 2010 to June 2012
  Others
- Various platforms, including Windows 2003 and 2008 servers, SBS, Mac connectivity, Citrix XenApp and XenServer, mobile devices, wireless, Hyper-V, VMware, Dell Powervault SAN, Barracuda Web Filter, WSUS, Microsoft Systems Center
- Cisco routers, switches, ASA firewalls, install and support
- Site-to-site and user VPN, setup and support
- Internet and LAN access and security
- Workstation/user support

Senior Network Consultant / Team Lead **2004-2010**
Common Sense Solutions Burr Ridge, IL

- Network support and consulting focused on the small business environment
- Server installation, upgrade, and support for Windows servers, including Server, SBS, Exchange, SQL, IIS, terminal server, local and remote backup solutions, CRM, antivirus, etc.
- Sales support
- Internet integration, including Web site management, Sharepoint, DNS, email, routing, VPN, and firewall, remote support
- Application environment support for customized applications (including Time Matters, Computerease, Businessworks, Jobboss, Alert, others)
- Client monitoring setup and support with Level Platforms Service Center
- Managed network infrastructure
- 2nd/3rd level support for network team of 5

Independent Network Consultant **2003 - 2004**

- Network support and consulting for small business clients, Windows and Netware environments
- Internet access and security
- Small Business Server
- Workstation/user support
- Project Management

EXHIBIT B

Senior Network Consultant / Team Leader **2000-2003**
ABS Associates, Inc. Rolling Meadows, IL

- Supervised Network Support and Implementation Team
- Sales consulting and support
- Analysis, design, and implementation of network projects and support
- Project management and leadership
- On-call support for client systems
- Concentrated on Windows NT/2000 servers, Citrix Metaframe, Cisco routers and firewalls, Novell Netware servers, and various others

Team Leader **1996-2000**
Life Cycle Services, Inacom Corp. Wood Dale, IL

- Team lead and senior network engineer for team of 32 on-site and remote systems engineers for support and network management with various projects
- Senior network support engineer for Tenneco Packaging Corp, overseeing 400+ Novell servers, 150 Windows NT servers, various applications, and network connectivity for 3500 users at 80 locations
- Lotus Notes 4.5, 5.0 management and support
- Implemented NDS tools, Managewise, Insight Manager, Optivity for enterprise management and monitoring
- Acting manager of operations for 30 sites during transition periods

Network Services Manager **1994-1996**
Computer Systems Solutions Northbrook, IL

- WAN/LAN project management, consulting, sales support, research, design, implementation, integration, documentation, tech support for clients
- Internet connectivity setup
- Taught classes in networking and various applications
- Managed 8 engineers and technicians
- All aspects of network environment, including LAN, WAN, server setup, mainframe connectivity, routing ISDN, TCP/IP, SNMP, e-mail, remote access, cabling, hardware, software, packet analysis, backup, network management, etc.
- Designed and programmed database system for Special Olympics

Technical Support Manager **1992-1994**
Productivity Point International Chicago, IL

- Design, implementation, and support of WAN projects for software setup and distribution of 350 PCs and Novell servers at 6 Illinois and Minnesota locations via Cisco routers and T1 connections
- Trained and managed system technical support team
- Installed and supported LAN: 9 Novell 3.1x servers, 130 PCs and Macs
- Installed and tested major desktop software products for client use
- Designed, coded, and managed implementation of PPI Setup System to automatically prepare software on PCs for 50+ classes per day

Computer Consultant **1992**
Putman Publishing Co. Chicago, IL

- Supported 35 standalone PCs and networked Macs, technical support and software setup, AS/400 connectivity
- Recommended software and hardware purchases

Computer Consultant **1990-1993**
HQ of Evangelical Covenant Church Chicago, IL

- PC/LAN related technical support: DOS, Windows
- Researched and recommended cost-effective data retrieval

EXHIBIT B

Certification & Education

Master of Science – Computer Science, Information Systems	DePaul University
Bachelor of Arts – History, minor in Communications	North Park University
Microsoft Certified Systems Engineer (MCSE), NT & 2000	since 1999
Microsoft Certified Small Business Specialist	since 2006
Certified Netware Engineer (CNE), Netware 3/4/5	since 1994
Cisco Certified Network Associate (CCNA)	since 2000
Citrix Certified Administrator (CCA)	since 2001

Technical

Microsoft Windows (all server and desktop operating systems, from NT 3.5 through 2012, from DOS 3.3 through Windows 8.1), Netware 2 through 6, Cisco IOS, Citrix, Sonicwall, VPN; wide variety of server and client based applications, including Exchange, Sharepoint, CRM, Backupexec, Microsoft Office, ISA, IIS, SQL Server, anti-spam and security solutions, many others

Jeremy Wills

Profile: Business-oriented, IT sales and operations professional that speaks intelligently to executive management. Proven manager in turning around territories from least to most profitable and exceeding established sales targets. Excellent team lead with interpersonal communication and employee development capabilities.

History

Principal **2009 - Present**
Advanced Intelligence Engineering Wheaton, IL
Fast growth service provider in the Chicago area providing the SMB space full technology consulting on back office, front office and business process architecting.

- Serves primary roles of executive, business development, project management and operations.
- Consults with business executives concerning value propositions surrounding cloud services, managed services and project engagements.
- Conducts client business reviews with C-Level executives and IT Directors, reviewing clients' technology budgets, developing and guiding a technology road-map, reviewing service level agreements, and discussing emerging technologies.
- Creates service packages and delivery models for clients with varying needs of remote and on-site support.
- Manages technical staff and vendors to meet tight schedules for projects with hard go-live dates.
- Manages the development of standards and processes for IT work flow.
- Develops contracts, writes statements of work (SoW), manages projects and oversees the execution of implementations.
- Hires and develops personnel.
- Responsible for financial and accounting areas including the monitoring of cash flow, budgets, gross margin and overall financial results.

Significant Accomplishments

- Achieved business revenue growth of nearly 100% YoY for the 2009-2013 years.
- Transitioned company from T&M services to a Managed Services Provider in 2011.
- Facilitated the building of a client-facing cloud infrastructure in a local datacenter for the purposes establishing Infrastructure as a Service (IaaS) offerings.
- Established a new profit center for wiring and wireless infrastructure in 2012.

Account Executive **2008 - 2009**
JobFox, Inc
Fastest growing jobsite in country--founded by the former founder/ CEO of CareerBuilder.com

- Consulted with companies of various sizes (50-person to Fortune 100) in promotion of fastest-growing jobsite nationwide.
- Communicated with over 200 decision makers weekly through vast prospecting.
- Conducted onsite and WebEx presentations to human resources executives and C-level decision makers.

Significant Accomplishments

- Ranked in top 10 out of 70 account executives throughout the country for 2008.
- Ranked number 2 out of 70 reps for percentage to quota for 2008.
- Secured average sale of $8,000 to $10,000.
- Achieved largest sale of $48,000, recognized as top five in company history.

Regional and Division Manager **2006-2008**
Career Concepts USA, Inc.
A national-focused, sales and management job fair production company

- Recruited, trained, and managed eight account executives.
- Set and monitored team performance goals.
- Negotiated 160 contracts annually with sales directors of 4-star hotels.

EXHIBIT B

Significant Accomplishments

- Responsible for a $2.5 million P&L.
- Ranked in top 5 out of 30 in gross sales for 13 out of 16 quarters.
- Increased sales by 125% during first 12 months in new, undeveloped territory.
- Began tenure as manager in least profitable of four regions, growing business to become most profitable in 18 months.

Account Executive **2004-2006**
Career Concepts USA, Inc.

- Prospected for human resource directors and sales managers of 50-person to Fortune 100 companies through effective cold calling.
- Developed and produced 250 career fair/trade shows.
- Over 200 presentations to career fair audiences ranging from 50-200 people.

Significant Accomplishment
Ranked number one in new business sales in 2006.

Partner **2003-2004**
EBEN, LLC
Start-up focused on introducing a new construction block technology to market

- Promoted company through collaboration with principals and owners of architectural firms, mason contractors, block manufacturers, developers, and general contractors.
- Conducted contract negotiations with product inventors and manufacturers.
- Managed presentations to prospective clients, resulting in sales opportunities.

Account Executive / Project Manager **1999-2003**
Lite Technology, Inc.
Local technology service company providing ISP and Microsoft solutions

- Promoted sales of Unified VoIP Microsoft Windows-based telephony product to existing client base as well as to new clientele.
- Assisted in consultation with Chicago-area companies on Microsoft-based solutions.
- Facilitated positive relationships with prospective clients, successfully converting to qualified leads.
- Served in project management liaison role between client and technician with focus on maximizing revenue streams in each account.

English Teacher **1997-1999**
JET Program
Japanese-Government sponsored English Language Program

- Taught English in a rural Japanese High School.
- Established an after-school English club for students.
- Taught evening, adult English classes.

Relevant Volunteer Experience

Founder
Career Connections, Harvest Bible Chapel Chicago, IL

- Developed and coordinated weekly career networking sessions, quarterly workshops, and annual conferences for 10,000-member Chicago-area church.
- Achieved significant growth over two years through grass-roots efforts, establishing over 500 attendees and 10 volunteer staff.

Certification & Education

Bachelor of Arts — Baylor University

Telecommunications
Emphasis in Japanese Language

Extracurricular: D1 club volleyball, avid runner, functional Japanese speaking skills, travel to 20+ countries