

AMENDMENT TO THE INTERLOCAL AGREEMENT BETWEEN HARRIS COUNTY AND HARRIS COUNTY FLOOD CONTROL DISTRICT

THE STATE OF TEXAS §
 §
COUNTY OF HARRIS §

This Amendment to the Agreement is made and entered into by and between Harris County (the "County"), a body corporate and politic under the laws of the State of Texas and Harris County Flood Control District (the "District" or "HCFCF"), a body corporate and politic under the laws of the State of Texas. County and District are known individually as "Party" and collectively as "Parties."

Recitals

On December 5, 2023, the District entered into an agreement with the County to engage the County for various services (the "Master Agreement"), including Property Acquisition, Security, Law Enforcement, Fleet and Information Technology ("Fleet" and "IT"), Legal, Wage Rate Compliance, Fire Marshal's Office, and Housing & Community Development ("HCD"), formerly known as Community Services Department ("CSD").

The County and District now desire to amend the Master Agreement for the first time ("First Amendment") for the purpose of extending the term, updating rates, revising scope, and adding additional funds to the Master Agreement.

Terms

1) CONTRACT CONSTRUCTION

This First Amendment shall be governed by the Master Agreement, which is incorporated by reference as though fully set forth word for word.

2) TERM

The term of the Master Agreement is hereby amended to extend to run through September 30, 2025 ("FY2025").

3) NAME CHANGE

All instances within the Master Agreement of Community Services Department or CSD are hereby deleted and replaced with "Housing & Community Development" or "HCD".

4) RATES

By December 31, 2024, the District shall pay the County Six Million Twenty-Two Thousand Nine Hundred Twenty-Eight and 29/100 Dollars (\$6,022,928.29) ("Funds") for the FY2025 performance of the Scopes of Work as described in Exhibits A, B, and D-F of the Master Agreement and Revised Exhibit C. No payment is owed for Fire Marshal or HCD services as shown in Exhibits G and H of the Master Agreement, respectively. The amount of the Funds includes payment for the following Services for FY2025 with the following updated rates:

Property Acquisition	\$668,750.00
Law Enforcement and Security	\$496,400.00
IT	\$3,350,862.00
Fleet	\$544,886.00
Legal.....	\$700,000.00
Wage Rate Compliance.....	\$262,030.29

5) LIMIT OF APPROPRIATION

Having previously certified funds in the amount of Four Million Eight Hundred Twenty-Nine Thousand Three Hundred Four and 56/100 Dollars (\$4,829,304.56), the District hereby amends the Master Agreement to certify as available One Million One Hundred Ninety-Three Thousand Six Hundred Twenty-Three and 73/100 Dollars (\$1,193,623.73) in additional funds, bringing the total amount of funds certified as available under the Master Agreement to Six Million Twenty-Two Thousand Nine Hundred Twenty-Eight and 29/100 Dollars (\$6,022,928.29). The maximum amount the District shall be obligated to pay the County under this Amendment is One Million One Hundred Ninety-Three Thousand Six Hundred Twenty-Three and 73/100 Dollars (\$1,193,623.73). The maximum amount the District shall be obligated to pay the County under the Master Agreement shall be Six Million Twenty-Two Thousand Nine Hundred Twenty-Eight and 29/100 Dollars (\$6,022,928.29). The Parties may amend the Master Agreement and obtain approval from Harris County Commissioners Court if at any time during the term additional funding is needed for any service.

6) REVISED SCOPE OF WORK

Exhibit C of the Master Agreement is hereby deleted and replaced with Revised Exhibit C, which is attached hereto and made a part of the Master Agreement by reference for all purposes.

7) ORDER OF PRECEDENCE

In the event of any conflict between the terms and provisions of this First Amendment, or any portion thereof, and the terms and provisions of any other part or portion of the Master Agreement, this First Amendment shall control.

All other terms and provisions of the Master Agreement shall remain in full force and effect as originally written and subsequently amended.

8) EXECUTION, MULTIPLE COUNTERPARTS

Each counterpart is deemed an original. All counterparts together constitute one and the same instrument. Each Party warrants that the undersigned is a duly authorized representative with the power to execute this First Amendment.

[Execution Page Follows]

HARRIS COUNTY, TEXAS

HARRIS COUNTY FLOOD CONTROL DISTRICT

By: _____
Lina Hidalgo
County Judge

By: _____
Lina Hidalgo
County Judge

APPROVED AS TO FORM

APPROVED AS TO FORM

CHRISTIAN D. MENEFEE
Harris County Attorney

CHRISTIAN D. MENEFEE
Harris County Attorney

DocuSigned by:
Alexa Moores
By: _____
A54FE09B9AF643F...
Alexa Moores
Assistant County Attorney
CA File No. 24GEN2242

Signed by:
Emily Kunst
By: _____
ED17653073344AD...
Emily Kunst
Assistant County Attorney

REVISED EXHIBIT C



Harris County Universal Services (HCUS)

Information Technology Services

Scope of Work For the Harris County Flood Control District

Oct. 1, 2024

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Executive Summary

Introduction

This is a Scope of Services (Scope) for Harris County Universal Services (HCUS) for Information Technology Services ("ITS") it will provide for the Harris County Flood Control District (District.). It is intended to communicate expectations around level of service for IT services provided by HCUS.

HCUS is committed to providing a high level of service to ensure that the District receives timely and effective technical support for HCUS supported information technology assets, and other nonstandard or non-enterprise-wide information technology assets where support for such assets has been agreed upon between the District and HCUS.

Engagement & Coordination

All coordination of services, products, and requirements related to information technology will be through the designated HCUS Business Relationship Manager (BRM) and the District Technology Department Manager (TDM). Workflow and coordination of services provided by HCUS shall be the responsibility of the BRM to facilitate and bring to resolution in a timely manner.

New Information Technology Investments

All new information technology investments by the District and supported by HCUS will be reviewed and authorized as a joint decision between HCUS and the District. This may require an investment that is not normally covered in HCUS's fiscal year operating budget. Investment decisions will likewise be recommended to Budget Management and Commissioners Court as a joint decision between HCUS and the District.

Introduction of new technology and products must be carefully coordinated with HCUS. HCUS will perform an initial architecture and cyber security assessment, determine additional resources are required, and then authorize to "build/implement" and "operate" any new technology (environments or products) being introduced. The total investment and costs associated with the purchase, maintenance, support, and administration (including training) of new technology must be fully vetted, agreed upon and approved, with appropriate funding secured prior to an implementation. The initial assessment, review, and approval shall take no more than 90 days.

IT infrastructure funded via funds transferred by the District will be tracked as an asset of HCUS and done so in compliance with county

policy. Identified IT Infrastructure assets covered in this scope of services that are purchased by the District shall be transferred to HCUS within 60 days after receipt of the equipment to ensure easy maintenance and support.

HCUS shall provide documentation of all HCUS initiated new processes, upgrades, and other system-wide changes affecting District users at least 60 days prior to implementation on any District PC or environment. Coordination of this effort shall be the responsibility of the BRM to ensure proper dissemination of new technology implementations and timeliness of documentation and training material in order for the District to train and begin usage of the new technology.

Expansion & Maintenance of Information Technology Assets

The expansion and maintenance of enterprise-wide information technology assets (such as networking, telecommunications, server infrastructure, software, etc.) may require an investment that is not normally covered in HCUS's operating budget. Expansion and maintenance will be planned as part of a building construction project or as an enterprise IT capital improvement project and addressed when funding is requested and becomes available.

Managing the lifecycle of the District's information technology assets is an important aspect of quality of service. HCUS will work closely with the District to maintain IT assets in a way that maximizes the investment while ensuring quality of service. Developing and funding a replacement strategy for these assets will be approved and authorized as a joint decision between HCUS and the District.

HCUS shall provide and maintain account rates, number of devices, assignment information and additional information required in order to ensure adequate documentation for all 3rd party accounts managed on behalf of the District. This should include, but not be limited to, data and telecom connections to District facilities, mobile services provided to District personnel, and any other 3rd party account managed on behalf of the District.

Access to Servers & Personal Computing Devices

The District agrees to allow HCUS to always have unlimited access to its Servers and PCs. This access is for the purposes of performing service and support for both network-based servers and PCs, either requested by the District or for maintenance by HCUS.

Any user who uses a PC supported by HCUS must allow HCUS to retain an Administrative account on the PC. This will allow HCUS to deploy patches to address security issues identified by Microsoft or other vendors in a timely manner. The deployment of patches is typically done at night to minimize disruption and avoid interruptions.

PCs or servers that have been off the network for any reason and come back on the network, and report missing patches, will automatically (on a schedule HCUS determines) be patched and rebooted in a best-efforts approach to maintaining security for District systems and Harris County data. HCUS will always try to notify users prior to accessing PCs, but in some cases, prior contact will not be possible.

HCUS will provide the necessary access to servers and environments to District users. This access will be limited to only those resources required to complete a given task and must be approved by the District's Technical Liaison and HCUS.

HCUS will provide the District's Technical Liaisons with access to resources that will allow uninterrupted support to users. Access to Configuration Manager, Harris County Account Manager and Active Directory Users and Computers should include but not be limited to allowing the ability to manage PCs—enable, unlock, and disable accounts and provide other password assistance where appropriate. The level of access should be discussed and agreed to by both parties.

Resource Assignment

Any HCUS labor resources, either employees or contractors, assigned as service providers to the District will be categorized as a fully allocated resource that only works with the District or a shared resource that can be a resource assigned to multiple county departments and prioritized as needed. Assignment and categorization of the resources to the District will be coordinated, selected, agreed to by both parties and documented within the fiscal year Total Cost of Ownership (TCO) document with estimated hours for each role the resources will fulfill for District needs. This document will be prepared prior to the fiscal year to determine both labor and non-labor costs, but will be updated with any new needs mutually agreed upon as the year progresses.

Any HCUS personnel fully allocated to the District will be vetted and approved by the District prior to any engagement in services and the District will have the option to have those personnel work at District facilities, following District work schedules for operational efficiencies. Those fully allocated personnel will report to the District TDM for

direction of services and functionally report back to their HCUS department for operational coordination to ensure continuity of services provided countywide by HCUS. These personnel shall only be assigned to District operations and can only be reassigned through coordination and approval by the District TDM.

Project Management

Project management is the discipline of planning, organizing, and managing resources to bring about the successful completion of specific project goals and objectives. As the County's primary information technology service provider, HCUS will provide Technical Project Management services deemed necessary by both HCUS and the District. This includes the labor and oversight of experienced IT project managers who are assigned to manage technical work scope, project management methodology, third-party vendor performance, risk mitigation and resolution, high level and detailed project plans, technical work breakdown structure, and budget for a project, plus the technical implementation/deployment; and are responsible for assisting the District to ensure successful completion of the project.

Responsibility of Users

All District staff members are expected to familiarize themselves with available relevant documentation to enable effective use of information technology. Users should also participate in related training courses to ensure that they have the necessary skills and understanding of technological tools.

Performing preliminary troubleshooting and information gathering prior to calling the HCUS Help Desk will help customers better describe their problem and help HCUS resolve any issue with greater efficiency. Relevant and helpful information includes identifying the hardware and software being used, recording any error message received, and if a printer problem is encountered, identifying the printer queue name.

For software purchased directly by the end user and running locally (on an individual's PC), the individual user or user's department will be required to keep track (for auditing purposes) of the software licenses. It is against County and District policy to load any software from an individual's home PC onto a County computer. Copying commercial software is illegal and prohibited by County and District policy.

Security is the responsibility of all computer users and users are cautioned not to share system logins and passwords. Caution should also be used when loading software onto a County or District computers. Some software packages make changes to system configuration files which can conflict with existing configurations and result in other software not working properly. Approval and administrative privileges are required to install software on user PCs. Administrative rights may be approved, by the Technical Liaison, on a temporary basis to allow users to install software on their PCs.

Confidentiality & Regulatory Compliance

HCUS assumes no risk for the inadvertent violation of any District confidentiality agreements or regulatory compliance. District personnel must take appropriate measures to safeguard the confidentiality of District data and ensure that HCUS personnel are not accidentally given access to confidential data. In addition, it is the responsibility of the District to ensure HCUS is aware of any regulatory compliance obligations. It is the responsibility of the District to work with HCUS if such compliance requirements exist to ensure HCUS understands any impact on systems, networks, data retention, applications, etc. District must adhere to the Commissioners Court approved policies managed by HCUS. For more detailed technology-specific requirements see the [IT Security Policies](#).

HCUS agrees to notify all HCUS personnel that may assist the District with problem tickets or other support issues of the District's standards for confidentiality.

Texas Public Information Act (TPIA)

The District is responsible for the overall coordination and response to public information requests. If there is a need for HCUS to assist in providing electronic data, a District department head, or designee (as the owner of the data) will provide the appropriate approvals and instruct HCUS on what data is needed. Any data extracted by HCUS will be provided to the District for review and release unless otherwise instructed by the District department head or by the Harris County Attorney's Office.

Supported Technology

Supported technology as applicable to the District is incorporated into Scope by reference and attachment (**Attachment A**). The HCUS list of

enterprise-wide supported technology and services may be revised to reflect changes made by HCUS to take advantage of improved technology or to address required changes. Such changes will be incorporated into the Scope by amendment only upon the concurrence of HCUS and the District.

Enterprise Software Agreements

Enterprise software agreements, such as the agreement with Microsoft, are funded by the County in general and managed/supported by HCUS. Based on the number of District users at the time of the execution of this Agreement, HCUS will provide the District licensing for any software provided as part of the Harris County Enterprise-level agreement with Microsoft.

This includes, but is not limited to, supported Microsoft Operating Systems, Microsoft 365, SCCM Client, Microsoft Teams and other enterprise application licenses. Please note that there is a cost for all additional Microsoft desktop products (e.g., MS Project, Visio) under the Microsoft Enterprise Agreement. An increase of desktops or additional products for existing desktops requires an annual true-up. A list of current enterprise software is included in Attachment A.

Desktops included in the Microsoft Enterprise Agreement are licensed for the operating system, and core Microsoft Office product suite, i.e., Word, Excel, PowerPoint. There is a cost for all additional Microsoft desktop products (e.g., MS Project, Visio). That cost, along with license tracking, is the responsibility of the District.

Non-Enterprise Software Agreements

All software that is listed as non-enterprise level or third-party software is the responsibility of the District, including cost for any required hardware, maintenance, technical support, installation, and license tracking. Such non-enterprise or third-party software is considered a business requirement that is unique and special to the District, one where it is responsible for the annual expense and budgeting. In some cases, HCUS may agree to purchase and provide technical support only, for non-enterprise level or third-party software, which is specifically noted in Attachment A as a responsibility of HCUS.

Standard Computer Software

HCUS installs and maintains a wide range of enterprise level computer software for hosted, distributed, and personal computer platforms. HCUS pursues an active research program to evaluate new versions of software

for function and use within Harris County. Typically, current versions of evaluated software are installed on computer equipment. However, HCUS acknowledges that all County departments and the District may not wish to upgrade to the latest software versions. Therefore, troubleshooting and assistance is provided for older software until a formal decision has been made to discontinue this support.

Software Licensing, Maintenance and Liability

Software, whether included on the attached supported list or not, may require either the prior purchase of a license (*enterprise or seat license*) or both the purchase of a license and the software installation media. If necessary, the District may need to purchase a license before the software is installed or true up new or existing enterprise-wide software being utilized (**Attachment A**). The District will adhere to the Technology Procurement Request (TPR) process prior to purchasing non-enterprise software solutions.

HCUS recognizes that not all software currently used by the District is reflected in the attached listing (**Attachment A**). Any such software will be managed by the District, including technical support and license tracking, but HCUS is available to assist with installation of this software when requested.

Computer Operating Systems and Network Software

Attached is a list of operating systems and network software that is currently being installed and maintained by HCUS (**Attachment A**)

Computer Hardware

HCUS will support and maintain all approved computer hardware. A list of approved hardware is attached (**Attachment A**). The attached list does not specify models for some computer hardware. This is due to the wide range of equipment that has been installed in the past throughout the County. HCUS will continue to support and maintain all models utilized by the District. The District will develop and maintain their replacement strategy for models no longer under warranty or not able to be upgraded.

For full support, all departments, the District, and their staff must use standard hardware and software configurations that HCUS staff has recommended. In some cases, the department or the District may choose to use configurations not recommended by HCUS. Support for these configurations must be negotiated with HCUS and the resulting agreement approved by both the District and HCUS. Any such agreements between the District and HCUS will be incorporated into the

Agreement by attachment only (**Attachment A**). HCUS reserves the right to recommend that support for some configurations be provided by outside vendors.

In cases where HCUS may agree to provide technical support only for some non-standard, non-enterprise level, or third-party products, such support does not include any HCUS funding for licenses or maintenance costs.

Audio/Video (AV) Equipment

The HCUS Enterprise Managed Services team can provide guidance regarding procurement and installation of AV equipment. The District would need to enter the PO request for equipment, installation, and maintenance services. The HCUS Enterprise Support Services (Help Desk and Desktop Support) teams can provide basic troubleshooting and configuration assistance upon request. This does not include support facilitating or launching individual meetings, as this is a user function.

Enterprise Application Services

HCUS provides services that encompass all aspects of application development and support including business analysis, application architecture, database design and maintenance, software development, quality assurance, and configuration management. They also provide vendor and change management for purchased package implementations as well as packages that support custom applications as enabling technology. These services will be provided for all custom applications, District Software Applications, and Supported Technology – Software listed in **Attachment A**.

The **Business Analyst** team is responsible for liaising with business partners, working with them to:

- Identify opportunities to improve business processes.
- Identify opportunities to enhance existing applications to support business processes.
- Identify opportunities for new applications to support business process.
- Translate business needs to technology requests.
- Prioritize technology requests for the Application Services team
- Ensure that completed technology requests satisfy requirements

A primary business analyst will be assigned to work with the District. A secondary business analyst will become sufficiently proficient with District applications to temporarily fill-in for the primary business analyst.

The District will be given access to required development tools to enter and submit their technology requests (user stories) directly into the planning tool.

The **Architecture** team is responsible for ensuring that custom developed software applications employ valid and supportable technology, maintain currency of technology (i.e., do not fall behind in the application of new versions of enabling technology), are designed for optimal performance and maintainability, integrate with the rest of the application portfolio, and follow best practices for implementation.

HCUS will review all District Software Applications with District architects and developers to verify the application design and architecture and schedule any recommended updates or changes as necessary.

The **Application DBA** team will manage all District databases in conjunction with the Enterprise SQL Database team to ensure reliability, availability, and performance. These services will include standardized database administration with performance monitoring. The Application DBAs will also work with the infrastructure team to improve SQL availability utilizing Microsoft's SQL Always on Availability Groups (AAG), where feasible.

The **Development** team will manage all existing applications, make bug fixes, and implement new functionality. Several developers, reporting to a team lead with overall responsibility for District applications, will become proficient working with District applications such that there is never a single point of failure. If a new application is required/desired, a project team consisting of additional developers may be assigned.

The **Quality Assurance** team is responsible for verifying that solution implementations meet the functional, user experience, performance, and reliability requirements for the technology requests. This includes the creation of test plans, test scenarios, test scripts, and test data. Multiple quality assurance analysts will become proficient with District applications such that there is never a single point of failure.

The **Configuration Management** team will deliver new builds of custom applications to all environments including test, staging, and production. They will also liaise with vendors of package implementations and purchase packages that support custom applications as enabling technology to report bugs and request modifications or enhancements. They are also responsible for coordinating the testing of new versions of purchase packages, scheduling the deployments of new versions, and deploying the new versions.

Enterprise Application Services staff and services will be available via on-call services through the helpdesk.

Business Intelligence (BI) & Analytics Services

HCUS provides services that support data visualization and business intelligence reporting along with data analytic and data warehousing technologies. To assist the District in pursuing business intelligence opportunities, HCUS will continue working with the District to define and implement the data warehouse infrastructure needed to meet business requirements. If needed additional HCUS managed resources can be available to support this initiative.

The District will require access to data repositories and applications such as Microsoft Power Platform products to enhance District reporting and analytics. HCUS will provide access to those applications for designated personnel at the District.

Digital & Content Management Services

Electronic document and digital asset management, along with content management tools for web sites, are enterprise-wide services provided by HCUS to the various departments of Harris County and the Harris County Flood Control District. The District currently has three systems for managing document and digital assets: DNN for public facing Internet web content management system; SharePoint for internal collaboration and planning content management system,

and OpenText/AppXtender for internal document management system integrated with operational applications. Primavera Unifier is in the implementation phase and will include its own document management module.

HCUS will provide support for the public facing Internet site and content management system for the District, using the enterprise platform.

HCUS will continue to work with the District to define future requirements and determine if additional resources are required to support future requests. Maintaining the actual content on websites remains the responsibility of the District.

HCUS will assist the District with internal collaboration and planning for their content management system. The District's legacy SharePoint content has been migrated to the HCUS cloud tenant for Office 365, SharePoint Online, and Teams. Maintaining the actual content in these repositories remains the responsibility of the District.

The District requires HCUS support for internal document management. Because the current system is tightly integrated with existing District operational applications, HCUS Enterprise Application Services team will provide support for the District's AppXtender system. In FY2024, HCUS will work with the District to migrate documents and records from AppXtender to either OpenText or modify existing custom applications accordingly.

If a need arises to change or extend support for existing District document and digital asset management systems, such as website redesign, new websites, or document management solutions, HCUS will work with the District to define requirements and determine if additional resources are required to support the initiative.

Geographic Information System (GIS) Services

The Geographical Information Systems team provides maintenance of the county GIS data repository, administration of license servers, vendor management, technical support for all GIS issues, and expert support in the primary county GIS tools, ArcGIS Pro and ArcGIS Online.

Connections to the county GIS data repository allow users to provide data to the database, use data in the database, access HCUS GIS support when needed, and access to core software and extensions as part of the Enterprise Agreement with ESRI.

In addition, imagery and key map data are shared with countywide license agreements. The District currently has several users with access to the county GIS data repository; and any other connections to the county GIS data repository will be afforded the same services.

The GIS team is currently investigating drone collections and techniques as a new service offering. The District will have access to any expertise or services derived from this effort.

Enterprise Infrastructure/Cybersecurity Services

Data Center Services

The HCUS infrastructure and network services team provides services which encompass the Windows/Linux server environments and MS Azure cloud. The Windows/Linux environment hosts the County's Web environment, Windows/Linux applications, and database and file server systems.

Web-based applications and databases that reside in the Web environment require approval from HCUS. Specific server support costs may be charged to the District per a charge-back agreement or other cost

arrangement provided by HCUS and approved by the District, i.e., HCUS provides cost quotes for a departmental purchase order approval and offers a fully managed services and a fully managed 'shared services' portfolio via a charge-back agreement. Windows platform includes server, workstation, environmental security, and backup and recovery support.

Most District servers (virtual and physical) are managed in the data center at 406 Caroline. The remaining District servers are managed in the Microsoft's Azure environment.

HCUS is managing all the District's Active Directory objects and Exchange Mailboxes in HCUS' managed environments (including on premise and Microsoft 365 mailbox servers).

HCUS will provide support for all District servers, storage, Active Directory, and Exchange services utilizing trained staff that are onsite standard business hours but are also available through its helpdesk in an on-call status.

HCUS' Enterprise SQL Database team will manage all District databases in conjunction with the application teams to ensure reliability and availability. These services will include standardized database administration with performance monitoring. HCUS will also work with the application teams to improve SQL availability utilizing Microsoft's SQL Always on Availability Groups (AAG) where feasible. SQL OBA staff will also be available via on-call services through the 24x7 helpdesk.

HCUS commits to providing *best effort - enterprise-wide high availability* for all HCUS-managed Windows/Linux application and database server systems based on 24 hours per day, 7 days per week. Performance and availability monitoring is provided via standardized Microsoft monitoring tools such as System Center Operations Manager and SolarWinds Database Performance Monitor. Unix/Linux systems will be monitored via standardized monitoring tools.

Network Services

HCUS provides local area network (LAN) network administration. LAN network administration includes documentation, performance analysis, virus management, uninterruptible power supply (UPS) monitoring, and capacity planning. The expansion and maintenance of infrastructure LAN servers and network services to existing, new, or remote business locations for multiple users may require a capital investment that is not normally covered in HCUS's fiscal year operating budget. This may apply to an expansion of existing LAN services, network cabling, or

wireless services that will need to be planned out as an information technology infrastructure and network improvement project with appropriate funding requested and made available at the time from the County. Please note the expenses for additional cable drops are the responsibility of the District.

HCUS provides a private point-to-point Wide Area Network (WAN) for Harris County Departments and the Harris County Flood Control District. This is designed, configured, and managed by HCUS personnel. HCUS also provides Internet connectivity with dual primary connections up to 1 Gbps. HCUS commits to providing *best effort - enterprise-wide high availability* for overall WAN Network, consisting of more than 200 remote locations, based on 24 hours per day, 7 days per week. HCUS commits to providing *best effort- enterprise-wide high availability* of the network supporting Web access from HCUS's Internet Service Provider (ISP) to the production Web server. Availability is based on 24 hours per day, 7 days per week.

HCUS commits to respond to network problems within 1 hour of the problem being reported to the HCUS Help Desk and a Help Desk ticket opened. If the problem involves a Service Provider solution like AT&T, Verizon, or Phonoscope etc., the issue will be reported to the appropriate vendor for action. HCUS will update the Help Desk Ticket when there is a status change of the progress until the issue is resolved. All Wide Area Network connections are monitored 24 hours, seven days a week, 365 days a year. Backup hardware for all network installations is located in-house unless otherwise indicated.

HCUS strives to ensure that all networking components are operational 24 hours a day, 7 days a week. All District equipment should always be accessible, except when essential maintenance is required. If it becomes necessary to interrupt any service, prior notification will be given whenever possible, and interruptions will be scheduled to minimize any impact on users.

If individuals encounter problems, they are encouraged to contact the HCUS Help Desk for assistance at (713) 274-4444 or via email at: HelpDesk@us.hctx.net. All calls will be prioritized and addressed accordingly as indicated in the 'HCUS Help Desk' area of this document.

Electronic Messaging and Directory Services

HCUS utilizes **Exchange** as the standard e-mail, calendaring, and scheduling application. **Active Directory** design, support and problem resolution are also provided. The Exchange Infrastructure includes:

- Redundant Exchange Outlook Web Access servers with Third Party signed SSL
- Redundant Exchange Mail routing servers with Kerberos Authentication
- Redundant SMTP (Internal Mail) gateways with AV and Spam capability
- Exchange in the cloud via Office 365 as appropriate

HCUS commits to providing *best effort - enterprise-wide high availability* for the Exchange infrastructure based on 24 hours per day, 7 days per week. Performance and availability monitoring is provided via standardized Microsoft monitoring tools such as System Center Operations Manager.

Remote Access Services

Remote access is available through Microsoft Exchange Outlook Web Access, Citrix, and Virtual Private Network (VPN) client. Citrix Access service includes related Citrix software licensing, 800-number access outside the Harris County local calling area or the high-speed Internet access gateway to Citrix, and Dispatch Center/telephone technical support for software installation and troubleshooting while using Citrix. In-home support is not provided.

HCUS commits to providing *best effort - enterprise-wide high availability* for Exchange Outlook Web Access, 24 hours per day, 7 days per week. HCUS commits to providing *best effort - enterprise-wide high availability* of the Citrix infrastructure, 24 hours per day, 7 days per week. The Citrix infrastructure includes Web access for telecommuting clients and cable modem/ISP remote access using Citrix Program Neighborhood. HCUS commits to *best effort - enterprise-wide high availability* of all Citrix infrastructure software problems, 24 hours per day, and 7 days per week. There is a two-hour maintenance window for Citrix service and maintenance. Maintenance is not a daily requirement and is scheduled as required in off-peak hours. The resolution times are subject to host server hardware and operating systems being operational.

Telecommunications / Voice Network Services

HCUS Enterprise Managed Services provides and manages a private voice network to the County and the Harris County Flood Control District. Complete telephony services include installation and maintenance of PBX systems, Key systems, and voice mail systems, as well as line and circuit installation and maintenance.

HCUS commits to respond to critical phone trouble calls within 2 hours. HCUS commits to responding to non-critical phone trouble calls within 1

business day, during normal business hours. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Critical phone trouble is defined as an interruption of service that:

- affects the main answering position for the department; **or**
- affects the answering position for an elected or appointed official; **or**
- any outage that affects more than 25% of the system.

If individuals encounter problems, they are encouraged to contact the HCUS Help Desk for assistance at (713) 274-4444 or via email at: HelpDesk@us.hctx.net. All calls will be prioritized and addressed accordingly as indicated in the 'HCUS Help Desk' area of this document.

Building Security Services

HCUS Building Security Services provides access control, intrusion detection, monitoring, security cameras, badge readers and access to video camera views to secure Harris County and Harris County Flood Control District facilities.

- The building security systems are designed, configured, and managed by HCUS personnel. Any changes to the configuration should be coordinated through HCUS by submitting a ticket to the Help Desk [at: helpdesk@us.hctx.net](mailto:helpdesk@us.hctx.net).
- Access to facility/doors can be obtained by sending an email to customerservice@us.hctx.net, attaching completed access card request form with appropriate approvals.
- To obtain an Alarm code for a facility, send an email to the customerservice@us.hctx.net or call Central Station (713-755-7700). This includes additions/changes to alarm or door schedules.
- HCUS will maintain and repair equipment in accordance with manufactures specifications, including any additional equipment the District may add to the system.
- The District is responsible for the expenses for additional equipment (camera, badge readers) requested by District users.

HCUS strives to ensure that all Building Security Services components are operational 24 hours a day, 7 days a week. All District equipment should be accessible at all times, except when essential maintenance is required. If it becomes necessary to interrupt any service, prior notification will be given whenever possible, and interruptions will be scheduled to minimize any impact on users.

Access to District facilities will be determined by the District in which HCUS is responsible for issuing access badges to all District employees and contractors. Badges will be distributed from the Brookhollow location and performed by designated HCUS personnel to print badges and grant access as directed by District HR personnel.

Enterprise Support Services

Help Desk Services

The HCUS Help Desk is available 24 hours a day, seven days a week, 365 days a year and can

be contacted by email, phone, or through the service desk portal. A ticket will be created for all requests submitted to the Help Desk. The Help Desk technician will troubleshoot and will either resolve the issue at first point of contact if possible or escalate the issue to the appropriate technical team for assistance. HCUS Help Desk will work with the requester to determine and assign urgency and priority. Service requests with a high impact or problems that prevent individuals from performing their work completely are given a higher priority than requests for new software or hardware installations.

The HCUS Help Desk will provide user account management, including permissions, and user account and email creation, deletion, and modification. Requests for computer or telecommunications installations, maintenance, problem resolution, system changes, or assistance for any of the systems listed in this document should also be directed to the HCUS Help Desk.

All work submitted to the Help Desk is tracked in the ticketing system and reports are available upon request by the District. Customizable and ad-hoc reporting is available in the ticketing system. Training for District technical liaisons in how to design and produce their own reports is available upon request.

District personnel that are designated with a “VIP” status will have elevated support in which they will be prioritized and a response within 30 minutes of contact to helpdesk.

Desktop Support

HCUS will provide endpoint device support services for the District. Device support services include installation and maintenance of workstation hardware and software, printer installation and break-fix, network client software, diagnosis, and correction of problems in the workstation operating system, and setup, only to the extent that they are maintained by the department under current hardware warranties and software versions. This includes emergency after hours on-call and

support of District activations, including scheduled special events. In the event of an unexpected absence of help desk fully allocated resource, a backup resource shall be provided onsite by noon of the current date absence until close of business. Any scheduled absences will require a resource assigned to the location in which the fully allocated resource has vacated to ensure no lapse in service to the District.

Desktop Support shall include the following:

Desktops/Laptops:

- District owned Hardware support (component installs where needed)
- Software installation (individual and large scale via SCCM).
- Patch management - operating system and some Enterprise supported application patches via controlled release
- Operating system upgrades - thru attrition and upgrade
- Remote support where possible
- Onsite support where required

Mobile Devices (tablets and phones):

- Enterprise County Application installation and configuration of mobile device manager.

Printers (network and non-network) support will include:

- Installation, setup, and configuration
- Connectivity troubleshooting
- Software driver updates.

HCUS Client Technology will triage and assist with escalation of hardware issues to the customer's pre-established third party or manufacturer support. HCUS technicians do not change toner or printer cartridges, as this is a user function. In addition, for moving assets and equipment during office moves from location to location, HCUS will work with District personnel or their designated vendor to assist with the installation and setup of the delivered equipment.

HCUS strives to ensure that all computer hardware and software is operational 24 hours a day, 7 days a week. All District equipment should be accessible at all times, except when essential maintenance to hardware or software is required. If it becomes necessary to interrupt any service, prior notification will be given whenever possible, and interruptions will be scheduled to minimize any impact on users.

*

If individuals encounter problems, they are encouraged to contact the HCUS Help Desk for assistance at (713) 274-4444 or via email at: HelpDesk@us.hctx.net. All calls will be prioritized and addressed accordingly as indicated in the 'Help Desk Services' section above.

Training

Available training and a current training schedule can be accessed via the Harris County Intranet at <http://www.harriscountytexas.gov/training/>. Microsoft eLearning online classes and courseware are also available via the internet for all the Microsoft products licensed by Harris County as part of the enterprise agreement. The HCUS team can provide you with this information upon request. Training for solutions will remain within the District, except where negotiated as part of a software development/implementation project.

Change Management

HCUS facilitates the Change Management process, which provides a repeatable and automated process for managing IT assets supported by HCUS. With Change Management, HCUS minimizes operational risk and maximizes the benefits of change by following predefined business rules involving appropriate stakeholders. Integrated with Problem and Work Management, Change Management provides the controls to effectively manage the infrastructure.

All upgrades, modifications, new release levels, new programs, program fixes, configuration changes, new module implementations, and environment replications pertaining to an application will follow the Change Control Management procedures as outlined in HCUS's Change Control Procedures. This is a URL to the official HCUS Change Management SharePoint site, which explains in detail the HCUS Change Management policies followed today.

[ITIL Change Management - Home \(sharepoint.com\)](#)

Except for emergency situations, under no circumstance will any changes to the data or functionality of an application be made operational in the production environment until after testing and prior to the appropriate departmental personnel providing approval. In addition, once non-emergency changes are approved by the appropriate personnel, such changes will not be placed into the production environment during the prime work hours of 7:00 a.m. to 5:00 p.m., Monday through Friday. A situation will be deemed to be an emergency if:

- it results in the inability of users to complete the necessary processes for day-to-day functionality; **and**
- the ability to complete the processes cannot be deferred to allow for the resolution of the situation at a later time; **and**
- no work around exists.

Under emergency situation changes to production, all tracking required under the Change Control Management procedures and approvals from the appropriate departmental personnel must be followed and obtained on the first business day following the day such changes are made.

If a Harris County department or the Harris County Flood Control District utilizes third party vendor services or applications which could impact HCUS production services, production infrastructure, or the County's wide area network managed by HCUS, they must adhere to and follow the HCUS Change Management Policy. Change Management is a process to control and coordinate all changes to an IT production environment.

An "RFC-Request for Change" must be submitted to the HCUS Change Advisory Board (CAB) for review and approval whenever there is a potential impact to any production system or environment. All changes to HCUS production components will be managed to ensure integrity, reliability, availability, and auditability. This is done to ensure the quality, stability, and integrity of the business processes, and its data. Failure to accomplish this will mean that the credibility of our activities and the value of our assets can be impaired.

Attachment A

Supported Technology & Services

Operating Systems (only through published vendor supported schedules)

- Desktop Operating Systems Currently Supported by Microsoft (referto: <https://support.microsoft.com/en-us/lifecycle>)
- Desktop Operating Systems Currently Supported by Apple (MAC OS)
- Server Operating+ Systems Currently Supported by Microsoft (refer to: <https://support.microsoft.com/en-us/lifecycle>)
- VMWare 6.5 and Higher
- **AIX**
- CentOS
- MS Azure

Software (HCUS will install these software packages which support custom applications as enabling technology but does not support the actual functionality or performance of the package; they are all vendor supported. HCUS will liaise with the vendors to request additional functionality or fixes on behalf of the District. Where possible over time, HCUS will replace packages that provide duplicate functionality and deprecate packages as custom applications are deprecated or replaced. It should be noted these SW packages are not covered by the Microsoft Enterprise Agreement or other enterprise-wide level agreements. Harris County Flood Control District should look at the cost and the need for each piece of SW on an annual basis, as they pay for these applications.)

Application	Support	Paid Through*
Adobe Acrobat Pro DC	District	District
Adobe Creative Cloud	District	District
Analytic Solver	HCUS	HCUS
AppXtender	HCUS	District
ArcGIS/ArcMap	HCUS	HCUS
Asana	District	District
AutoCad Civil 3D / Autodesk	District	District
Automate Schedule	HCUS	HCUS
B2GNOW	HCUS	HCUS
gINT Professional Select Plus	District	District
BlueBeam	District	District
Carlson Civil Suite	District	District
Cloudflare	District	District
Contrail OneRain	HCUS	District
Dlvr.IT Pro	District	District
DocuSign	HCUS	HCUS
ESRI Drone2Map	HCUS	HCUS
Everbridge	HCUS	HCUS
FMLA Manager	HCUS	District
Geocortex Essential	HCUS	HCUS
GeoExpress	District	District
GINT Subscription	District	District
Information Mapping	District	District
Interconnected Channel and Pond Routing Model (ICPR)	District	District
KISSFLOW	District	District

Application	Support	Paid Through*
KiWIS	HCUS	HCUS
Meltwater	District	District
Microsoft Power BI Premium Capacity	HCUS	HCUS
Power Automate	HCUS	HCUS
Power Apps	HCUS	HCUS
Dataverse	HCUS	HCUS
MyEmma	District	District
Oracle BI Publisher	HCUS	HCUS
Primavera EPPM / P6	HCUS	HCUS
Pluralsight	District	District
Sales Force	District	District
Schedule Analyzer	District	District
SnagIT	District	District
Survey Monkey	District	District
Unifier	HCUS	HCUS
Veoci	HCUS	HCUS
Visio Plan 1 and 2	District	District
Watermark	District	District
WebEx	District	District
WISKI	HCUS	HCUS
Xtools Pro	HCUS	District
XPSWMM	HCUS	HCUS
Zoom	District	District

* All payments through HCUS will be funded by District according to ILA payment terms

Enterprise Level Spreadsheet, Word Processing, etc. (Desktop & LAN software is covered by the Harris County Enterprise Level Agreement with Microsoft, with annual true-up on number of licenses in use. In some cases, there is an additional license fee for software costs not included in the agreement, i.e., MS Project or Visio.) Management of licensing shall remain a responsibility of the District. Based on the number of District users at the time of the execution of this Agreement, HCUS will provide the district licensing for any software provided as part of the Harris County Enterprise-level agreement with Microsoft, which includes a supported Microsoft Operating System, Microsoft Office, SCCM Client, Microsoft Teams, and other enterprise application licenses.

Please note that there is a cost for all additional Microsoft desktop products (e.g., MS Project, Visio) under the Microsoft Enterprise Agreement. An increase of desktops or additional products for existing desktops requires an annual true-up.

MS Office Operating Systems Currently Supported by Microsoft
(refer to: <https://support.microsoft.com/en-us/lifecycle>)

- Symantec Endpoint Protection

*** Desktop and Server Management Software**

- System Center Configuration Manager (SCCM)
- System Center Operations Manager (SCOM) • System Center Management Server (SCMS)
- Avamar - Server Backup
- VEEAM - server backup solution for VMware guests

- Veritas NetBackup for nonstandard server backup (Informix, **AIX**)
- Or as HCUS designates.
- Azure
- BlackBoard
- HCAM
- Peoplesoft
- **Service Manager**
 - Microsoft 365, SharePoint Online, Teams
 - DNN EVOQ (web content management)
- OpenText Content Server
- Quickbase

Hardware

- HCUS designates and allows for standard desktop, server, and other equipment.
- Multi-Function Printers (Print, Scan, Copy, Scan to Email) (Network and Non- Network) - HCUS Client Technology will triage and assist with escalation of hardware issues and troubleshooting to the customer's pre-established third party or manufacturer support. HCUS technicians do not change toner or printer cartridges, as this is a user function.
- Printer Servers - HCUS will support printer servers for enterprise network printing.
- Isilon Storage

Network

- Cat-5 or Cat-6UTP with RJ45 implemented within specification.
- WAN connection is Metro-Ethernet service.
- LAN topology 100Mbps, 1Gbps over UTP, 10Gbps over Twinax or fiber-optic
- Network Hardware - Cisco routers/switches, Alcatel-Lucent Enterprise switches
- HCUS standard network security technology (firewalls, etc.)-not documented for security purposes but can be discussed if needed.

Wireless Technology

- Aruba for County supported wireless LAN's.

Attachment B

Harris County Flood Control District Software Applications

The Harris County Flood Control District and County departments are the business and information owners and users of the software application packages and modules required for their business across all platforms, including distributed computing and client software for desktops and laptops. The Harris County Flood Control District specific application or business modules used includes:

1. AppXtender Web Access
2. Bond Program/Bond Tracker Map
3. Channel Assessment Viewer & all of its sub-parts
4. Contract Bidding & all of its sub-parts
5. Construction Management Application (CMA) - Soon to be retired.
6. Construction Portal - Soon to be retired.
7. Contract/Project Search
8. Contract Amendment Application
9. Demolition – Soon to be retired.
10. Developer Construction Inspection System (DCIS) – Soon to be retired
11. District Financial Application (DFA) & all of its sub-parts
12. Employee Directory
13. Environmental Mapping Application (EMA)
14. Environmental Service Manager (ESM) & all of its sub-parts – Soon to be retired.
15. Flood Watch Monitoring
16. Flood Forecasting system
17. Global Navigation
18. Integrated Management Project Manager – Soon to be retired.
19. Integrated Management Task Manager – Soon to be retired.
20. Integrated Reports
21. Inundation Mapping Tool
22. Map Book
23. Maintenance Construction Group (MCG)
24. Mechanical Electrical Maintenance System (MEMS)
25. Model and Map Management System (M3)
26. Mowing Status
27. Outfield Photos Web
28. Property Acquisition System (PAS) – Soon to be retired.
29. Project/IFAS XRef- Cross reference project IDs to IFAS PL coding
30. Project Master & all of its sub-parts – Soon to be retired.
31. Property agreements
32. Purchase Order
33. Purchase Order Payments
34. Record Storage Application
35. Report a Problem (RAP)
36. Request for Payment
37. Right of Way (ROW)
38. Security Administration
39. Storefront
40. Timesheet
41. Unit Master – Soon to be retired

42. Vegetation Management System (VMS)

43. Xtender Services

Websites (HCUS will be responsible for the infrastructure supporting the requested Harris County Flood Control District websites, including webserver configuration, software installation/setup/maintenance, and licensing, and maintaining domain names. Maintaining the actual content on websites remains the responsibility of the District.)

- District Portal
- District.ORG
- MAAPnext - may include [M3 \(Model and Map Management System\)](#)
- FWS (Flood Warning System)
- hcfcd.org
- bmpbase.org
- harriscountyfrm.org
- harriscountyfemt.org
- m3models.org
- harriscountyfws.org
- fwsalerts.org
- FWS Redesign
- Contrail servers
- transtar.Districtcontrail.org
- Districtbackup.Districtcontrail.org
- alert.Districtcontrail.org
- Flood Forecast Dashboard
- cleanwaterways.org
- greenswetbank.org
- projectbrays.org

Hardware not supported by Universal Services

1. Teledyne ISCO modems used with Samplers

ORDER OF COMMISSIONERS COURT
Authorizing execution of an amendment to an agreement

The Commissioners Court of Harris County, Texas, convened at a meeting of said Court at the Harris County Administration Building in the City of Houston, Texas, on the ____ day of _____, 2024, with all members present except _____.

A quorum was present. Among other business, the following was transacted:

**ORDER AUTHORIZING EXECUTION OF AMENDMENT TO INTERLOCAL AGREEMENT
BETWEEN HARRIS COUNTY AND HARRIS COUNTY FLOOD CONTROL DISTRICT**

Commissioner _____ introduced an order and moved that Commissioners Court adopt the order. Commissioner _____ seconded the motion for adoption of the order. The motion, carrying with it the adoption of the order, prevailed by the following vote:

Vote of the Court	<u>Yes</u>	<u>No</u>	<u>Abstain</u>
Judge Hidalgo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Ellis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Garcia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Ramsey, P.E.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Briones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The County Judge thereupon announced that the motion had duly and lawfully carried and that the order had been duly and lawfully adopted. The order adopted follows:

IT IS ORDERED that County Judge Lina Hidalgo be, and she is hereby authorized to execute, for and on behalf of Harris County and Harris County Flood Control District, the First Amendment to the Master Agreement to extend the term, update rates, and add \$1,193,623.73 to compensate the County for services to be provided to the District in FY2025. The District will pay the County for FY2025 a total sum of \$6,022,928.29. The Amendment is incorporated herein as though fully set forth word for word.

All Harris County and Harris County Flood Control District officials and employees are authorized to do any and all things necessary or convenient to accomplish the purposes of this order.