



## **Memorandum of Understanding for Information Technology Services**

### **Johnson County**

The purpose of this Memorandum is to clarify responsibilities of the Texas AgriLife Extension (AL-EXT) and Johnson County regarding Information Technology support for the Johnson County AgriLife Extension Service office. This understanding is not a contract and can be modified at any time during the coverage period with agreement from both parties.

The term of this Memorandum of Understanding is two years beginning on **August 1, 2012** and continuing through **July 31, 2014**.

The following Information Technology components are to be managed per this understanding:

#### **FEES**

Due to the Cooperative agreements between Texas county governments and Texas AgriLife Extension a fee for services by either party is not required.

#### **FACILITY**

The County will ensure facilities provided to and occupied by the AgriLife Extension Office are equipped with data communications wiring that adhere to Johnson County Information Technology standards.

#### **TELEPHONES**

The County owns, manages, and maintains all standard telephony and Voice over Internet Protocol Telephony Devices assigned to the Johnson County AgriLife Extension Office.

#### **ACCESS**

##### **Logical – Network and Internet Access**

Johnson County provides the AgriLife Extension Office with full Internet Access. This access includes Electronic mail service to the AL-EXT provided email service. In addition, agents and staff in the AgriLife Extension Office may also have Johnson County email service if needed. AL-EXT understands that Internet Access is in accordance with Johnson County operations standards.

##### **Cost associated with Internet Service**

Johnson County provides Internet Service at no additional cost to AL-EXT

##### **Physical (communications closets or server facility)**

Texas Administrative Code (Chapter 202 B 202.26) requires communications closets and equipment be physically secure. In situations where AL-EXT owns or supplies network components Johnson

County will ensure AL-EXT has access to allow for trouble shooting and restarting network equipment. Johnson County can require an access log be maintained to monitor AL-EXT access.

## **COMPUTER HARDWARE** (includes printers, scanners, projectors)

### Initial Purchase and Configuration:

The AgriLife Extension Office can obtain computers through three channels. These include: AL-EXT, Johnson County, or third party purchase as clarified below.

AL-EXT can provide computer systems through a standardized "Cost Share" program. This voluntary program includes initial setup and delivery of newly purchased systems. Johnson County is granted permission to configure the systems for access to County applications and standards, provided such access does not inhibit productivity.

Johnson County can provide computer systems to the AgriLife Extension Office including initial setup and delivery. In this instance, computers must include configurations and standard software listed as described under "Standard Software Requirements. If a third party provides a computer, or a personal computer is used on the office network, it is expected these computers will meet both AL-EXT and Johnson County security configuration standards.

### Special Configuration Items

Administrative level accounts will be maintained on all computer systems to allow either Johnson County or AL-EXT to troubleshoot problems.

### General Hardware Support:

Johnson County will facilitate trouble-shooting computer hardware and peripheral devices and take corrective actions in accordance with Johnson County operation standards. Johnson County IT unit will contact AgriLife Information Technology as needed to ensure AL-EXT operation standards are met. AgriLife Extension Office staff will contact the Johnson County IT help desk per county operation standards

### Expected Minimum Workstation management

1. Microsoft Windows patches maintained as current.
2. Adobe Acrobat patches maintained as current.
3. Firefox, Flash and Java maintained as current.
4. Anti-Virus / Anti-Malware application installed, active and maintained as current.

### Warranty and Maintenance Costs:

1. Computer systems provided by AL-EXT are provided with an extended parts and service warranty (normally 3 years) through state vendor purchasing contracts. Once the warranty period expires, the cost of parts and service is the responsibility of Johnson County or the Johnson County AgriLife Extension Office.

2. Computer systems provided by Johnson County will be maintained by Johnson County for warranties, parts, and cost and third-party maintenance if used per normal Johnson County operation standards.
3. Computers purchased by a third party or personal computers are neither AL-EXT or Johnson County responsibility with regard to warranty, parts, costs or maintenance.

Ownership:

1. Computer systems provided by AL-EXT are the property of AL-EXT. These systems will remain in the Johnson County AgriLife Extension Office for its useful life or until determined obsolete. At that time, the County has three options;
  - A) Return equipment to the property office of AL-EXT for appropriate disposal.
  - B) Arrange with AL-EXT for transfer of equipment to Johnson County.
  - C) Equipment may be donated to local charitable organizations in coordination with the AL-EXT property office.
2. Computers provided by Johnson County are property of Johnson County and ownership will be maintained according to Johnson County operational standards
3. Computers provided by a third party or a personal computer, unless formally transferred to AL-EXT, will remain with that party's ownership.

**COMPUTER SOFTWARE**

Johnson County IT will facilitate trouble-shooting of computer software within the scope of County expertise. Issues outside the County scope for software required and provided by AL-EXT will be referred to AL-EXT support.

Standard Software Requirements

AL-EXT requirements:

1. Microsoft Windows Professional
2. Microsoft Office Professional
3. Adobe Acrobat Professional

AL-EXT Recommendations:

1. Use the latest versions of software
2. Add the Firefox Web Browser

**ANTI-VIRUS AND SECURITY INCIDENT REPORTING**

Texas Administrative Code (Chapter 202 B 202.26) requires state agencies to report significant security incidences through the State Department of Information Resources (DIR).

Johnson County supplies and maintains Anti-Virus and Anti-Malware Protection and meets state requirements for incidence reporting. As a courtesy AL-EXT requests that County IT alert AL-EXT IT of any significant IT related security event occurring in the AgriLife Extension Office. These alerts should be sent to the AgriLife Information Security Officer, Jimmy "Chuck" Braden. Phone 979 845 9689 email: [securityhelp@ag.tamu.edu](mailto:securityhelp@ag.tamu.edu)

**APPROVAL:**

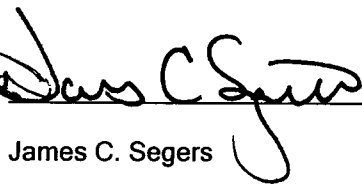
**For Johnson County**



Roger Harmon  
2-11-13

County Judge

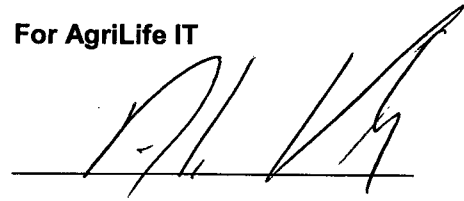
**For AL-EXT**



James C. Segers

AgriLife Extension Service  
IT Coordinator

**For AgriLife IT**



Alan Kurk

IT Director  
AgriLife Information Technology