



# **PREMIERONE SOLUTION CUSTOMER SUPPORT PLAN**

## **CITY OF COLUMBUS**

**NOVEMBER 30, 2021**

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## QUICK CONTACT MATRIX

QUICK CONTACTS	
SUPPORT CENTER	
Toll Free Phone#	<b>1-800-MSI-HELP (1-800-674-4357)</b> <b>Option 4,4,2 RMS</b>
Email	<a href="mailto:PSACASE@Motorolasolutions.com">PSACASE@Motorolasolutions.com</a>
Motorola Portal	MyView Portal
Provide the following information:	<ol style="list-style-type: none"> <li>1. <b>Site Name</b></li> <li>2. <b>Your Name</b></li> <li>3. <b>Your Call Back Number</b></li> <li>4. <b>A Brief Description of the Problem</b> <b>Priority (Critical, High, Medium, Low)</b></li> </ol>
Service Agreement Information	
Customer Name: City of Columbus, OH	Contract #: 407
Service Agreement Start/End Date: 1/1/2022-12/31/2022	Service Level: Essential
CUSTOMER SUPPORT MANAGER	CUSTOMER SUCCESS ADVOCATE
Name: Andrea Ballou	Name: Tom Essex
Phone: (513) 668-7251	Phone: (720) 537-2085
Mobile: (513) 668-7251	Mobile: (720) 537-2085
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## **ESCALATION Plan**

Our goal is to ensure our customers receive the best possible support from Motorola Solutions. If you feel that your support or maintenance needs are not being met, as a direct Motorola Solutions Customer, we provide an escalation process for your request to the next Motorola Solutions department or manager.

Your initial call should always be to the first department or person on the list below. If, after making this initial contact you still have unresolved issues, please see below for escalation contact information.

<b>ESCALATION CONTACT</b>		
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
<b><u>SUPPORT CENTER</u></b>  <b>KATIE NEWCOMB</b> Manager, Technical Support Mobile: (720) 697-8150 <a href="mailto:Katie.Newcomb@motorolasolutions.com">Katie.Newcomb@motorolasolutions.com</a>	<b>JOSH HOWELL</b> Senior Manager, Technical Support Mobile: (616) 540-4103 <a href="mailto:Josh.Howell@motorolasolutions.com">Josh.Howell@motorolasolutions.com</a>	<b>JEREMY SMITH</b> Head of Software Enterprise Centralized Managed & Support Operations Mobile: (951) 216-8827 <a href="mailto:Jeremy.Smith@motorolasolutions.com">Jeremy.Smith@motorolasolutions.com</a>
<b><u>ON-SITE SUPPORT TECHNICIANS</u></b>  <b>KATIE NEWCOMB</b> Manager, Technical Support Mobile: (720) 697-8150 <a href="mailto:Katie.Newcomb@motorolasolutions.com">Katie.Newcomb@motorolasolutions.com</a>	<b>JOSH HOWELL</b> Senior Manager, Technical Support Mobile: (616) 540-4103 <a href="mailto:Josh.Howell@motorolasolutions.com">Josh.Howell@motorolasolutions.com</a>	<b>JEREMY SMITH</b> Head of Software Enterprise Centralized Managed & Support Operations Mobile: (951) 216-8827 <a href="mailto:Jeremy.Smith@motorolasolutions.com">Jeremy.Smith@motorolasolutions.com</a>
<b><u>ASSIGNED CSM</u></b>  <b>ANDREA BALLOU</b> Sr. Customer Support Manager Mobile: (513) 668-7251 <a href="mailto:andrea.ballou@motorolasolutions.com">andrea.ballou@motorolasolutions.com</a>	<b><u>RSM</u></b>  <b>MICHAEL SCHUMAKER</b> Sr Manager Regional Services Mobile: (724) 532-3007 <a href="mailto:michael.shumaker@motorolasolutions.com">michael.shumaker@motorolasolutions.com</a>	

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# 1. SUPPORT PLAN SUMMARY

## 1.1 Introduction – Serving Our Customer’s Needs

Motorola Solutions Inc. (“MOTOROLA SOLUTIONS”) is committed to helping people be their best in the moments that matter. We appreciate the opportunity to provide the following support services (“Support Services”) pursuant to this Support Plan, which has been tailored specifically to for your PremierOne Solution. Our Service Delivery Team is focused on the health, system performance and reliability of the PremierOne Solution (“PremierOne Solution”) Solution.

You will work with a customer support manager (“Customer Support Manager” or “CSM”) who will maintain regular communications with you and will continually monitor and assess our service deliveries over the full lifecycle of the engagement. They will be your single point of contact for any questions on Motorola Solutions products or support.

Your Support Plan may be amended from time to time to align with industry best practices and customer needs. Our goal is to build a service relationship you can trust.

## 1.2 Service Management Overview – PremierOne Solution Services

Motorola Solutions Essential Support Services provides basic support delivered through a combination of centralized resources within Motorola Solutions Technical Support Center (“TSC”) collaborating with product development resources that are experienced in managing mission critical systems and associated technologies. The TSC operates 24 x 7 x 365, leveraging remote access to customer systems for complete resolution methods.

Service management and open communication is the key to effective service delivery and relationship building. Our Support Services program offers end-to-end service management and includes:

- Software Support
- Motorola Solutions Technical Support Center

The Support Plan covers the following customer locations

Site ID	Product Group	Site Name	Site Address
PSA431200_(RMS)	PremierOneRecords™	City of Columbus	111 East Broad Street Columbus, OH 43205

## 2. MOTOROLA SOLUTIONS SYSTEMS SUPPORT CENTER

The TSC is the central point of contact to report PremierOne Solution incidents and submit change requests. The TSC can be reached 24/7 to assist with your service needs via:

- Toll Free Telephone: 1-800-MSI-HELP (800-647-4357)
  - Option 4,2,2 CAD Mobile
  - Option 4,4,2 RMS
- MyView Portal: low priority requests only, (estimated 24-hour turnaround)
- Email: [PSACASE@motorolasolutions.com](mailto:PSACASE@motorolasolutions.com) (estimated 24-hour turnaround)

**NOTE:** Critical and high priority incidents should not be reported via email or the MyView Portal.

Product and system technical resources are ready to receive and take action on requests for service.

The TSC will:

- Open a ticket and categorize the reported issue or request
- Resolve incidents based on priority
- Perform analysis to assist in identifying a corrective action plan
- Escalate the incident/request to technical or service experts when required
- Engage the next level management for timely problem resolution, when necessary
- Provide regular status updates for escalated incidents

Motorola Solutions primary objective is to restore your PremierOne Solution to normal operations as quickly as possible and minimize the adverse impact of service events on our customers and their mission. This serves our primary goal of maintaining industry-leading quality of service and availability. The PremierOne Solution team of highly skilled, knowledgeable and experienced specialists are available to the customer as an integrated part of the essential support and technical issue resolution process.

All customer requests for service and change requests are tracked centrally in Motorola Solutions IT Service Management (ITSM) toolset, resulting in a ticket number. All TSC support activity that occurs after the cutover of the system into production is tracked in this system to promote consistent visibility of all activities.

All calls requiring incidents or service requests are assigned a priority in accordance with the agreed “Priority Level Response” table below. Via the ITSM, Motorola Solutions will track the progress of each ticket from initial capture to resolution. Motorola Solutions will advise and inform the customer of the ticket progress and tasks that require further investigation and assistance from the customer’s technical resources.

Upon notification of the incident, the TSC will supply a ticket number for reference. For each reported or alert generated, the TSC will apply a “Priority Level” classification, which has an assigned target response time objective. This classification provides the means to manage the appropriate response and engagement processes.

## **2.1 Reporting Incidents Using the Toll-free Number**

The TSC is staffed with trained technicians who remotely access your PremierOne Solution to begin troubleshooting. For accurate reporting and ticket tracking, all PremierOne Solution issues are reported to the TSC.

At a minimum, when reporting an incident using the toll-free number above, the TSC will require:

- Customer name (Site)
- Caller’s name
- Caller’s contact number (supply alternate call back number)
- Description of the problem or request
- Operational impact of the problem (Priority Level)

## **2.2 Priority Level and Response Definitions**

**Reporting Trouble** – The TSC number is provided to all customers for PremierOne Solution issues. If the issue cannot be resolved through our remote diagnostics by the TSC, then the customer technician will be required to report on-site to assist with the troubleshooting effort.

**Response Time** – shall be defined as the amount of time expired between the time in which the issue is either (a) detected by monitoring or (b) reported to TSC by the customer to the time that a qualified technician is actively troubleshooting the issue.

**Note:** Business Days is defined as Monday – Friday excluding holidays

**Business Hours** is defined as Monday – Friday 8am – 5pm local time

**Incident Time** – means the period of time during which the service or any service component suffers an Incident. Incident Time shall commence when the issue is either (a) detected by monitoring or (b) reported to the TSC by the customer. Incident Time shall end upon completion of the repair or restoration of the service or service component. Incident Time shall not include downtime attributable to (a) Force Majeure conditions (as defined in the applicable agreement); or (b) scheduled preventive maintenance that the customer was notified of and consented to in advance.



## 2.2.1 Priority Level Response Table

PRIORITY LEVEL	DEFINITION	RESPONSE TIME
<b>1</b> <b>Critical</b>	<p>An incident is deemed <b>CRITICAL</b> if one or multiple critical functions are unavailable, or severely degraded such that the customers' core business functions and capabilities are no longer delivered or capable. The resulting critical impact to the customers' business is such that focus and resources must be applied to restoration or mitigation</p> <p>Full system outage, systemic inability to process mission-critical commands (e.g. incident creation), extreme systemic slowness, or majority of clients unable to connect to the system, etc.</p>	Telephone conference within 1 Hour of initial voice notification
<b>2</b> <b>High</b>	<p>An incident is deemed <b>HIGH</b> if a business function is unavailable and normal customer business activity is impacted or degraded, and a workaround may be available to mitigate the effects of the service impact; however overall efficiency or effectiveness is degraded. This may apply to both critical and non-critical functions.</p> <p>Loss of a critical redundancy, subsystem or critical interface (e.g. CommSys Query, Paramount ProQA, Fire Station Alerting, etc.), systemic ARL failure, systemic recurring disruptive issues that frequently impact users.</p>	Telephone conference within 3 Hours of initial voice notification during normal business hours
<b>3</b> <b>Medium</b>	<p>An incident is deemed <b>MEDIUM</b> if business functions are available, however, there is a deviation from the expected or agreed upon level of service or other service condition not aligned with the other defined impact levels.</p> <p>Issues impacting a single client, intermittent issues, non-critical subsystems or interfaces (e.g. interfaces installed on RDW), RDW or reporting problems, etc.</p>	Telephone conference within 8 Hours of initial notification during normal business hours
<b>4</b> <b>Low</b>	<p>A request is deemed <b>LOW</b> for minor requests.</p> <p>This level is meant to represent minor issues, such as cosmetic issues, documentation errors, general usage questions, configuration questions and product or service Update requests.</p>	Telephone conference within 2 Business Days of initial notification

The customer will provide a properly trained technical resource who is familiar with the operation of the PremierOne Solution that will be responsible for the maintenance and support of the PremierOne Solution. Motorola Solutions will provide remote technical consultants to support the local resource in the timely closure of infrastructure, performance and operational issues.

Motorola Solutions has established criteria and processes to manage Critical incidents such as a Priority 1 case. When the thresholds for the Critical 1 incident is reached the TSC, typically in consultation with their management, will declare a “Major Incident.” Declaration of the Major Incident is followed by engaging the Major Incident Management Team (MIM) that provides guidance for managing the incident as well as communications to stakeholders, senior, and executive management.

## 2.3 Customer Contacts for Notification

The designated personnel noted below will be the customer contacts for notification of a Critical Incident and/or for technical consultation.

CONTACTS AND NOTIFICATIONS		
<b>SITE CONTACT NAME:</b>		
<b>Main Phone Number for Site:</b>		
<b>Used when needing to speak with Site:</b>		
<b>Motorola Solutions Contact Name</b>	<b>Email</b>	<b>Phone Number</b>
<b>Customer Contact Names</b>	<b>Email</b>	<b>Phone Number</b>
<b>After Hours Contact Names (if different)</b>	<b>Email</b>	<b>Phone Number</b>

## 2.4 Case Management via MyView Portal

The MyView Portal provides customers with an interface into our Incident Management system. MyView Portal gives valuable system and service information whenever you need it along with complete case management details from submission to close.

MyView Portal provides the ability to:

- Create low priority tickets
- Obtain status updates on existing tickets
- Supply additional information on tickets 24/7
  - When updating ticket notes, please provide contact information, which includes phone number, email, etc.

Motorola Solutions does not recommend using this tool for opening Priority 1 or 2 tickets. The same guidelines apply to updating tickets with critical information. For any critical issues or updates, customers should contact the TSC by calling 1-800-MSI-HELP (800-647-4357)

## 2.5 Ticket Initiation via Email

An alternative customer support tool is available for PremierOne Solution customers. Along with the toll-free phone number and MyView Portal, customers can request technical support by email. For many customers who use their handheld devices as a means to open tickets, email provides additional flexibility for initiating tickets.

For proper ticket management and contractual response, email ticketing is only available for priority levels 3 or 4. To process a ticket via email, the email must be formatted exactly as described below:

1. Address email to: [PSACASE@motorolasolutions.com](mailto:PSACASE@motorolasolutions.com)
2. Email Subject: Type “PSA Service Request” and a brief description of the system issue (this will become the ticket title)
3. Use the following template for the body of the email. Copy and paste from below, adding the accurate and specific needs of the request following the bold items listed:
  - **Site ID:** PSA431200\_(RMS)
  - **Product Type:** followed by the product family type. Choose from the following list:
    - ◆ PremierOne Solution CAD
    - ◆ PremierOne Solution Mobile (including Handheld or PMDC)
    - ◆ PremierOne Solution Records
  - **Contact First Name:** first name or the person support personnel are to contact
  - **Contact Last Name:** last name or the person support personnel are to contact
  - **Phone Number:** phone number, including area code, where the contact person may be reached
  - **Priority Level:** indicate either priority level 3 or 4. All priority level 1 or 2 tickets must be opened via the toll-free TSC number
  - **Problem Description:** a comprehensive description of the problem
4. Once the email is sent, the customer will receive an email with a ticket number for future reference. If an email response is not received, or if a priority level 1 or 2 ticket needs to be opened, please contact the toll-free TSC number.

## 3. CUSTOMER RESPONSIBILITIES FOR SUPPORT AND MAINTENANCE

The customer will provide a properly trained technical resource who will be responsible for maintenance and support of the PremierOne Solution, and who is familiar with the operation of that system. The designated technical resource should be trained and certified in PremierOne Solution and any other PremierOne Solution products being supported.

Required courses for the technical resource include:

- Instructor-Led Training/Workshop
  - PremierOne Solution Suite Administration Training
  - PremierOne Solution CAD Provisioning
  - PremierOne Solution RMS ACT
- Internet Training based on product or package:
  - PremierOne Solution - All-In-One - Getting Started
  - PremierOne Solution-System Administration-Hardware Overview
  - PremierOne Solution CAD/Mobile Client Installation

The PremierOne Solution on-site technical resources are to supply suitably skilled and trained on-site presence when requested by the TSC. They will validate issue resolution prior to close of the ticket in a timely manner.

The customer's on-site PremierOne Solution support personnel must have completed the courses above. The customer on-site support personnel are responsible for the following:

1. **Monitoring:** Monitor system for notifications sent by System Center Operations Manager ("SCOM") application, resolve related issues and/or contact Motorola Solutions to open a ticket for technical support assistance, which includes heartbeat notifications.
2. **Troubleshooting:** customer will make every effort to diagnose, triage and resolve issues internally. If Motorola Solutions assistance is requested, customer will make all reasonable efforts to assist in problem resolution. This may include problem reproduction, answering questions, supplying data, etc.
3. **Initiate Service Request:** Contact Motorola Solutions TSC through authorized tools and processes outlined in Section 2 of this Support Plan to initiate a service request ticket
4. **Assess Priority Level:** Assist in assessing and assigning the initial priority level per the priority level definitions found in Section 2 of this Customer Support Plan
5. **Escalate Appropriately:** Contact Motorola Solutions to add information or make changes to existing technical support tickets, or escalate service requests to Motorola Solutions management. Motorola Solutions Services management contact information provided in the Escalation Plan at the beginning of this Support Plan.
6. **Maintenance on Hardware:** customer will provide all on-site hardware maintenance and service. Customer will contact the appropriate vendor directly for parts and hardware service not purchased through the Motorola Solutions Maintenance and Support Agreement, included in Exhibit A.
7. **VPN connectivity:** Provide VPN connectivity and telephone access to Motorola Solutions personnel.
8. **Operating System ("OS") Upgrades:** Unless otherwise stated herein, customer is responsible for any OS upgrades to the System. Before installing OS upgrades,

customer will contact Motorola Solutions to verify that a given OS upgrade is appropriate and will not adversely impact the system.

9. **Physical Server Maintenance:** Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
10. **Virtual Server Maintenance:** Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
11. **Physical Workstation Maintenance:** Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Inspect physical equipment for damage or wear, replace parts as per contractual agreement.
12. **CAD Client Maintenance:** Apply upgrades such as OS patches, administrative tools and utilities.
  - Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.).
  - Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
  - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to PremierOne Solution latest published Anti-Virus Exclusions)
  - Apply any Microsoft Critical Security patch to their PremierOne Solution that fits within the security and sustainability processes of the agency. Motorola Solutions recommends agencies follow Microsoft's guidance related to the application of Critical Security patches
13. **Mobile Client Maintenance:** Apply upgrades such as OS patches, administrative tools and utilities.
  - Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.).
  - Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
  - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to the latest released PremierOne Solution Anti-Virus Exclusions).
  - Configure and maintain all products relevant to mobile network connectivity (NetMotion, Verizon, VPN related products, etc.).
14. **Third-Party Maintenance:**
  - customer must notify Motorola Solutions prior to changes to the following:
    - ◆ .Net - Install, upgrade, configure, and maintain .net framework software as per minimum requirements outlined by Motorola Solutions.
    - ◆ Server - Install, upgrade, configure, and maintain all servers hosting third-party products that interface to Motorola Solutions products. See Physical Server Maintenance section above for additional explanation.

- ◆ SQL - Install, upgrade, configure, and maintain MSSQL application. Make resource optimization changes pertaining to best practices as required by Motorola Solutions.
  - ◆ SQL Express - Install, upgrade, configure, and maintain MSSQL Express application. Make resource optimization changes pertaining to best practices as required by Motorola Solutions.
  - ◆ Unembedded Third-party Licensing - Maintain and apply all third-party licensing for products not specifically embedded within a Motorola Solutions proprietary product.
15. DB Failover (Post 4.0): Perform and periodically test system database failover via script or MSSQL tools. Engage Motorola Solutions TSC and provide supporting data for any problems discovered. Perform and periodically test system disaster recovery site failover via script provided by Motorola Solutions. Notify Motorola Solutions of any plans to perform DR Failover with reasonable advance notice.
  16. Data Purging: Perform regular file archival and purge as necessary. Configure data purges compliant with government mandates and internal retention protocols. Maintain adequate storage space to ensure that retention of required data will not adversely impact Motorola Solutions Systems.
  17. Storage Capacity Tracking and Maintenance: Monitor, maintain, and configure system data storage components in accordance with accepted standards and operational requirements as outlined by Motorola Solutions. Act on any storage related SCOM notification in accordance with the SCOM monitoring standards outlined above.
  18. Temporary DB File Size Maintenance: Monitor system temporary database size and available storage. Act on any related SCOM notifications in accordance with the SCOM monitoring standards outlined above.
  19. Customer Reports: Build/Modify/Support all custom reports in a manner that will not adversely impact RDW Server/Database functionality. Custom reports are the sole responsibility of the creator and not supported by Motorola Solutions.
  20. CAD Client Install: Install PremierOne Solution Software Releases (includes Standard, CU and ODs).
  21. CAD Client Upgrade Testing: Test PremierOne Solution Software Releases (includes Standard, CU and ODs). Report and supply data for any problems that are discovered with the software to Motorola Solutions for review and correction. Ensure that minimum software/hardware requirements are met.
  22. Mobile Client Install: Install, upgrade, and test PremierOne Solution Software Releases (includes Standard, CU and ODs).
  23. Mobile Client Install and Testing: Test PremierOne Solution Software Releases (includes Standard, CU and ODs). Report and supply data for any problems that are discovered with the software to Motorola Solutions for review and correction. Ensure that minimum software/hardware requirements are met
  24. GIS Updates: PremierOne Solution Map Maintenance.
    - Ensure validity and integrity of all GIS related data introduced to the system

- Record modifications made to GIS files, and confirm expected behavior within the PremierOne Solution
  - Perform all server mapping updates, geoset transitions, and distribute updated map files to CAD/Mobile clients
25. Anti-Virus and Windows UAC: Install, configure, and upgrade chosen anti-virus software. Appropriately configure user account control settings in a manner that ensures the files are accessible for system stability and successful operation. If system instability occurs after changing any system element pertaining to UAC or AV, report changes to Motorola Solutions. If unexpected behavior is experienced while UAC or AV are enabled, and does not occur after disabling UAC or AV, the customer will be responsible for diagnosing and correcting the issue.
26. System Backups: Perform and/or ensure successful completion of daily backup operations. Ensure that all required system files and data are successfully backed up to the appropriate media. Monitor health of all backup related hardware, including but not limited to HP tape library, recovery tapes, and disk drives. Maintain and upgrade backup related software, such as HP Data Protector. Prior to performing system or database upgrades, create a backup of the system and/or database to maintain a restoration point. Ensure that PremierOne Solution SSMS full and incremental database backups completing successfully, report related SCOM notifications to Motorola Solutions.

**NOTE:** Tape Backups and HD Backups are the sole responsibility of the customer regardless of dedicated SDM presence.

27. Provisioning knowledge of the system: customer must ensure that adequate provisioning training and knowledge has been provided to those authorized to access and/or make changes within PremierOne Solution Provisioning. Provisioning changes should be tracked. This information should be supplied to Motorola Solutions to aid in troubleshooting efforts should a problem be experienced. Motorola Solutions now provides a tool to aid in provisioning change identification, but changes should be tracked internally by the customer as a failsafe.
28. Records ACT: Only trained users of ACT should attempt to use ACT to maintain their system. New module creation, or existing module changes, should first be completed and tested within a non-production environment. Apply changes to the production environment by running a buildset, or importing the ash file(s). All changes made in ACT should be tracked via Motorola Solutions supplied excel files. These files must be made available upon request to aid in Motorola Solutions troubleshooting efforts. ACT additions, changes and maintenance are the sole responsibility of the customer.
29. Use of Deployment or All-In-One: Users of the deployment tool or AIO tool must be appropriately trained, and understand its operation fully. Deployment packages that are no longer necessary should be purged. Customer is responsible for their client deployment and should engage Motorola Solutions TSC if a problem is discovered.

30. Gathering Issue Logs (Server and Client): Supply all requested logs for problems that need to be diagnosed and resolved. In some circumstances, log automation will be implemented, however anything that is not automatically gathered, and deemed necessary by Motorola Solutions, must be furnished. Absence of requested data may lead to ticket closure.
31. Customer Data Archiving: customer is responsible for all PremierOne Solution Data Archival as per their internal requirements and needs. Adequate storage space should be maintained and data must not be stored in a manner that adversely impacts the PremierOne Solution or component operations.
32. Network Bandwidth and Stability: Install, monitor and maintain network systems that provide stable operations and adhere to bandwidth requirements to ensure the effective operation of Motorola Solutions products and related system components.
33. Remote Access: Upon successful completion of approved background check, customer must provide remote access to requesting Motorola Solutions personnel for troubleshooting purposes. This includes, but is not limited to, VPN account access, remote hosting, PremierOne Solution domain access and access to all system elements that pertain to the operation of the PremierOne Solution and functionality. Customer is responsible for ensuring remote access mechanisms and procedures are compliant with any governing information security policies and procedures, including those set forth in the CJIS Security Policy, if applicable.
34. User Access Control. See Anti-Virus.
35. Backup Power: Install and maintain backup power source to ensure the effective operation of the PremierOne Solution and all its components in the event of a primary power source failure.
36. End User Training: Ensure that all end users of Motorola Solutions products are adequately trained to perform their duties and not cause harm or upset of system functionality. Motorola Solutions does offer additional training if necessary for an additional cost.
37. Change Management: Notify Motorola Solutions of any changes made to the PremierOne Solution, associated interfaces, related hardware, software, network, or any other system element that may adversely impact operation or system functionality.

## **4. MOTOROLA SOLUTIONS RESPONSIBILITIES**

1. Motorola Solutions Support Center: Motorola Solutions provides availability to the Motorola Solution TSC (1-800-MSI-HELP), 24 hours a day, 7 days a week to respond to customer's requests for Priority 1 support. Refer to Priority Level Response Time Goals for Priority 2, 3 and 4.
2. Motorola Solutions Response: Motorola Solutions will provide remote technical support service via telephone consultation for technical issues that require a high



level of PremierOne Solution knowledge and troubleshooting capabilities. Remote technical support is delivered through the Motorola Solutions TSC by a staff of technical support specialists skilled in diagnosis and swift resolution of PremierOne Solution performance and operational issues.

3. Case Management: Motorola Solutions will track the progress of each ticket from initial capture to resolution. Motorola Solutions will advise and inform the customer of the ticket progress and tasks that require further investigation and assistance from the customer's technical resources.

## 4.1 Software Maintenance Agreement (SMA)

As new PremierOne Solution software releases become available, Motorola Solutions will provide the customer with the software required to execute an upgrade. Motorola Solutions Essential service includes remote upgrades of any On Demand ("OD") and Cumulative Update ("CU") Motorola Solutions software releases that may be available. Motorola Solutions will only provide releases that have been analyzed, pre-tested and certified in a dedicated test lab.

Motorola Solutions will post the releases to the MyView Portal for customer retrieval. If there are any recommended configuration changes, warnings, or work-arounds, Motorola Solutions will provide detailed documentation along with the releases on the website. The customer will be responsible for scheduling remote support for the application of OD/CU releases with the Motorola Solutions SCC. Customer will work with CSM for the purchase of on-site installation services with the Motorola Solutions System Implementation Organization as needed.

Releases means an Update or Upgrade to the Motorola Solutions Software and are characterized as "On Demand Releases," "Cumulative Updates," "Standard Releases," or "Product Releases." The content and timing of PremierOne Solution releases will be at Motorola Solutions sole discretion.

- An "On Demand Release" is a release of Motorola Solutions Software that is done on demand to address critical issues like stability, performance or priority 1 or 2 functional issues.
- A "Cumulative Update" is defined as a release of Motorola Solutions Software that contains error corrections to an existing Standard Release that do not affect the overall structure of the Motorola Solutions Software. Cumulative Updates may contain product enhancements and improvements. Cumulative Updates will be superseded by the next issued Cumulative Update.
- A "Standard Release" is defined as a release of Motorola Solutions Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases will contain all the content of prior On Demand Releases and Cumulative Updates that are reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release.)

**NOTE: An extra fee is required for Standard Release upgrades, which may contain product enhancement and must be performed on-site**

- A “Product Release” is defined as a release of Motorola Solutions Software considered the next generation of an existing product or a new product offering. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola Solutions opinion will prevail, if Motorola Solutions treats the Product offering as a new Product or feature for its end user customers generally.

## **4.2 Security**

Motorola Solutions will maintain industry standard security measures to protect the Solution from intrusion, breach, corruption or security risks. During the term of the Agreement, if the Solution enables access to FBI defined Criminal Justice Information (CJI), Motorola Solutions will comply with the FBI Criminal Justice Information Services (CJIS) Security Policy. Any additional security measure desired by customer may be available for an additional fee.

Motorola Solutions will provide the necessary information for its personnel that access customer CJI to submit to a background check based on submission of FBI fingerprint cards, complete CJIS Security Awareness Training and execute the CJIS Security Addendum. It is the customer's responsibility to determine when the background credentialing process is required by Motorola Solutions personnel.

Customer is independently responsible for establishing and maintaining its own policies and procedures and for ensuring compliance with CJIS and other security requirements that are outside the scope of the Service provided. Customer must also establish and ensure compliance with access control and identification and authentication policies and procedures, including password security measures, lost and stolen credentials and account validation. Further, customer must maintain industry standard security and protective data privacy measures. Motorola Solutions disclaims any responsibility or liability whatsoever for the security or preservation of Customer Data or Solution Data once accessed or viewed by customer or its representatives. Motorola Solutions further disclaims any responsibility or liability whatsoever for customer's failure to maintain industry standard security and data privacy measures and controls, or their role in CJIS Security Policy compliance. Motorola Solutions reserves the right to terminate the Service if customer's failure to maintain or comply with industry standard security and control measures negatively impacts the Service, Solution or Motorola Solutions own security measures.

Both parties will maintain and follow a breach response plan consistent with the standards of their respective industries to include CJIS Security Policy reporting.

## **5. LIMITATIONS AND EXCLUSIONS**

The following activities are outside the scope of the Essential Support Services.

- On-site visits/resources

- Provisioning efforts
- Replacement/exchange of hardware not included in Exhibit A
- Motorola Solutions implementation or on-site upgrade and expansion services

## 6. SUMMARY

### 6.1 Summary

Our Support Plan includes the following key services elements:

- **Single point of contact** - A Customer Support Manager who maintains close communication with you and serves as a point of escalation when service or support levels are not meeting expectations.
- **Systems Support Center**: One place to report incidents and place requests - Reported incidents are correlated with alerts received from the NSOC for reduced root cause determination.
- **Emergency Call Management Portal**: Enhanced access to case status and resolution details.
- **Preventive Maintenance**: Supporting optimal performance of the installed solution by performing periodic preventive maintenance reviews of the sites environment, hardware, and software.
- **Network Security Operations Center**: Continuous monitoring and response of the Motorola Solutions PremierOne Solution as well as providing notification of critical and high alerts.
- **Technical Support Center**: Staffed with subject matter experts to handle escalated tickets.

### 6.2 Benefits to Your Agency

- **Maximize Performance.** Increase system uptime and quality of service through fast detection of service disruptions and restoration of services
- **Save Time.** Take back valuable minutes and better allocate resources with proactive monitoring that helps reduce truck rolls and IT support requests
- **Rely on Trusted Support Team.** Depend on our skilled team to be the first line of defense and have greater peace of mind
- **Reduce Risk.** Gain visibility, enhance performance and increase cyber security with our full suite of NSOC offerings.

## 7. CONDITIONS AND EXCLUSIONS

### 7.1 Conditions

Motorola Solutions services enhance performance of your CAD systems. In order to provide a consistent level of quality services, the following conditions and limitations apply:

- Remote monitoring, troubleshooting and restoration require that the customer provides direct remote access to all locations and equipment and that you have the necessary equipment and connectivity available for the remote access session.
- The customer must operate hardware and software in accordance with the applicable Agreement between Motorola Solutions and the customer. Equipment may not be covered if exposed to misuse, damage, unauthorized modification or other abuse or used in a manner for which it was not designed.
- Equipment must be operated in a normal environment and protected from adverse conditions, which may impact performance and/or damage equipment.

## 7.2 Exclusions

Motorola Solutions service and support obligations hereunder will not apply to any Motorola Solutions supported software or hardware if correction of an error, adjustment, repair or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper / insufficient grounding, failure of electric power, failure of the customer and/or others to provide appropriate environmental conditions, relocation of hardware or software, or causes other than ordinary use.
- Repair or alteration, or attempted repair or alteration of any supported hardware and/or software by the customer or others, unless otherwise approved in writing by Motorola Solutions.
- Connection of another machine, device, application or interface to Motorola Solutions supported equipment (hardware and/or software) by the customer or others, which has caused damage to Motorola Solutions supported equipment.
- Damage or destruction caused by natural or man-made acts or disasters.
- Failure or degradation in performance of Motorola Solutions supported equipment (hardware and/or software) due to the installation of another machine, device, application, or interface not specifically certified and approved by Motorola Solutions for use in the customer's environment.
- The operation of the software in a manner other than that currently specified in applicable product documentation.
- Incompatible or faulty customer hardware and/or software interfaces.
- Modifications made without Motorola Solutions written approval to the OS, network, hardware or software environment or software applications.
- Cosmetic repairs, furnishing consumables, supplies, or accessories, making accessory changes, system administration, or adding additional devices or non-approved Motorola Solutions software applications.