Service Level Agreement between
Texas A&M AgriLife Extension Service and Texas Counties
Pertaining to Information Technology Services

TEXAS A&M
AGRILIFE

Agreement Overview and Objective

This Agreement represents a Service Level Agreement ("SLA") between Texas A&M AgriLife Extension Service ("Extension"), by and through its AgriLife Information Technology unit (AIT) and Texas Counties ("County") for the information technology services provided to support a County AgriLife Extension Office ("County Extension Office").

This SLA outlines the parameters of all IT services covered as they are mutually understood by both parties and does not supersede current processes and procedures, or level of service provided unless explicitly stated herein.

The purpose of this SLA is to document the parties' understanding and responsibilities regarding IT Services at the County Extension Office.

This SLA will automatically renew each year on September 1st.

Any changes to the SLA will be communicated prior to publication.

Service Agreement

The following service parameters are the responsibility of AIT in the ongoing support of this SLA.

Service Scope

AIT services and support available to County Extension Offices include:
- Facilitate remote and on-site support services (break/fix, how-to, access management, patching) for computer hardware, software and peripheral devices (printers, scanners and projectors) and take corrective actions in accordance with operation standards.
- Microsoft Office 365 (Email, Microsoft Teams, Word, Excel, PowerPoint, etc.)
- Sophos Antivirus (Centrally managed, monitored, logged Anti-Virus/Anti-Malware protection)
- County Cost Share computer purchasing program via **techbuy.agrilife.org**

County Extension office computer management to be provided per Extension rules-procedures:
- **https://agrilifeas.tamu.edu/rules-procedures/extension/#information**

Service Support

- Services will be provided from 8 AM and 5 PM, Monday through Friday, except holidays
- County Extension Office staff will contact their designated Zone IT support via email or phone (see accompanying AgriLife IT Zone Coverage map)
- Remote access software will be maintained on County Extension Office computers to facilitate remote support unless the County manages services and contact information for County IT provided.
- AIT will contact County IT, when needed, to ensure IT operation standards are met or when an issue is outside the AIT scope of expertise or access
- Administrative level accounts will be maintained, as needed, on all computer systems, for use by County IT or AIT personnel, to provide maintenance and troubleshoot problems.

Service Level Agreement between
Texas A&M AgriLife Extension Service and Texas Counties
Pertaining to Information Technology Services

TEXAS A&M
AGRILIFE

Agreement Overview and Objective

This Agreement represents a Service Level Agreement ("SLA") between Texas A&M AgriLife Extension Service ("Extension"), by and through its AgriLife Information Technology unit (AIT) and Texas Counties ("County") for the information technology services provided to support a County AgriLife Extension Office ("County Extension Office").

This SLA outlines the parameters of all IT services covered as they are mutually understood by both parties and does not supersede current processes and procedures, or level of service provided unless explicitly stated herein.

The purpose of this SLA is to document the parties' understanding and responsibilities regarding IT Services at the County Extension Office.

This SLA will automatically renew each year on September 1st.

Any changes to the SLA will be communicated prior to publication.

Service Agreement

The following service parameters are the responsibility of AIT in the ongoing support of this SLA.

Service Scope

AIT services and support available to County Extension Offices include:
- Facilitate remote and on-site support services (break/fix, how-to, access management, patching) for computer hardware, software and peripheral devices (printers, scanners and projectors) and take corrective actions in accordance with operation standards.
- Microsoft Office 365 (Email, Microsoft Teams, Word, Excel, PowerPoint, etc.)
- Sophos Antivirus (Centrally managed, monitored, logged Anti-Virus/Anti-Malware protection)
- County Cost Share computer purchasing program via **techbuy.agrilife.org**

County Extension office computer management to be provided per Extension rules-procedures:
- **https://agrilifeas.tamu.edu/rules-procedures/extension/#information**

Service Support

- Services will be provided from 8 AM and 5 PM, Monday through Friday, except holidays
- County Extension Office staff will contact their designated Zone IT support via email or phone (see accompanying AgriLife IT Zone Coverage map)
- Remote access software will be maintained on County Extension Office computers to facilitate remote support unless the County manages services and contact information for County IT provided.
- AIT will contact County IT, when needed, to ensure IT operation standards are met or when an issue is outside the AIT scope of expertise or access
- Administrative level accounts will be maintained, as needed, on all computer systems, for use by County IT or AIT personnel, to provide maintenance and troubleshoot problems.

AgriLife IT Zone Coverage

TEXAS A&M
AGRILIFE
Information Technology

Zone 1
ITService1@ag.tamu.edu
979 213 5537

Zone 3
ITService3@ag.tamu.edu
979 213 5532
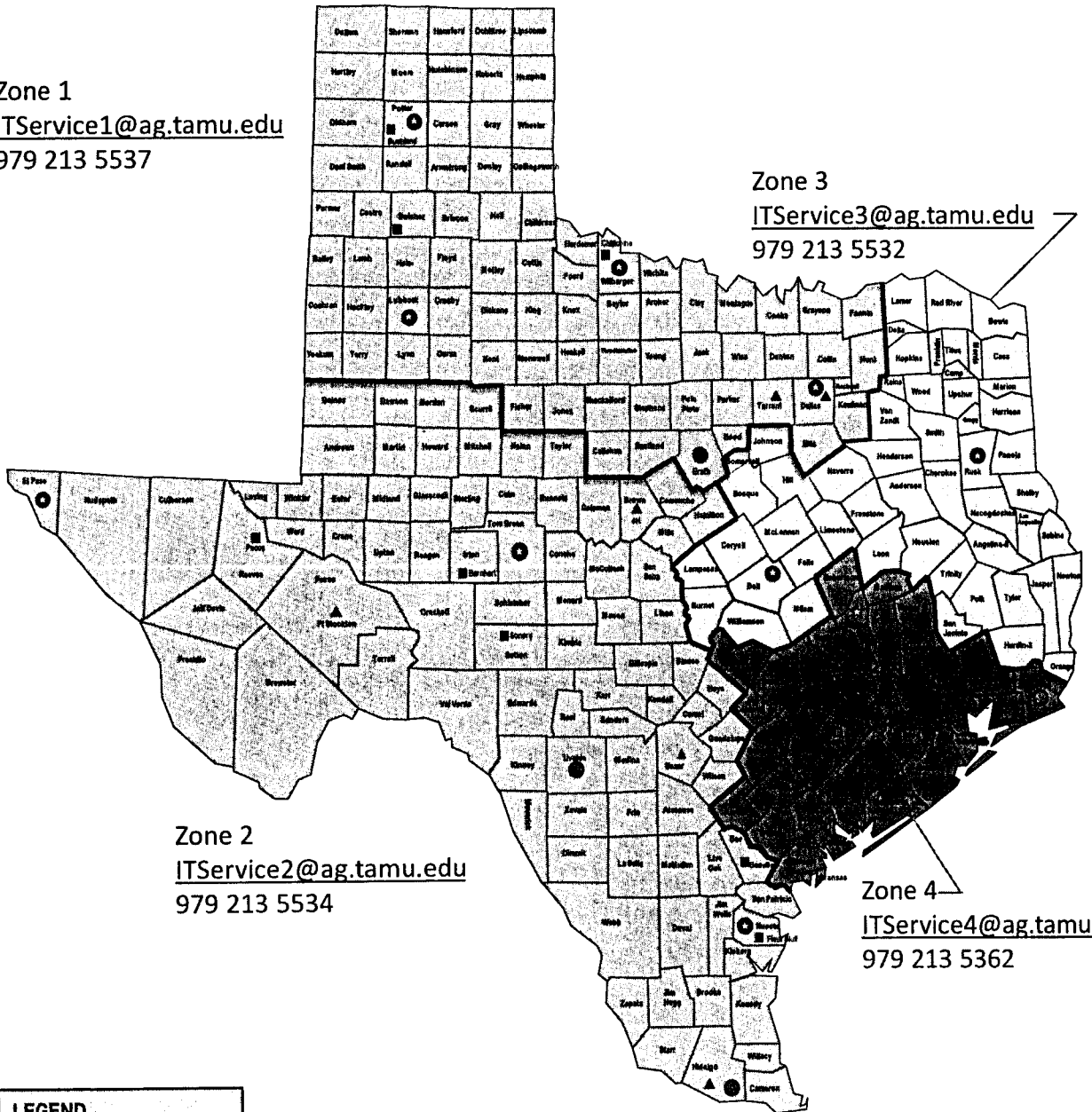
Zone 2
ITService2@ag.tamu.edu
979 213 5534

Zone 4
ITService4@ag.tamu.edu
979 213 5362

LEGEND
Research Center – O
Research Station – □
AgriLife IT Personnel – ☆
Urban Center – △

Supported by
AIT – ■
Dual Appt IT – ■

Vol _3·T_ Page _85_

Application must be received by: **Friday, August 28, 2020**. Late or incomplete applications will not be considered.

County Information

County Name _____

Mailing Address: _____
Street Address

_____
City   State   Zip Code

Physical Address: _____
Street Address

_____
City   State   Zip Code

Contact Personnel

(1) Name of Primary Program Contact *(This person can answer day-to-day questions about the project.)*

Full Name: _____   ☐ Mr.   ☐ Dr.
First   Last   ☐ Ms.   ☐ Other ____

Position Title: _____

Email Address: _____

Phone: (____) ____ - _____ Ext. _____ Alt #:(____) ____ - _____

(2) Name of Authorized Official *(This person is authorized to enter into legal agreements on behalf of the organization. This person's name will appear on the grant agreement for signature.)*

Full Name: _____   ☐ Mr.   ☐ Dr.
First   Last   ☐ Ms.   ☐ Other ____

Position Title: _____

Email Address: _____

Phone: (____) ____ - _____ Ext. _____ Alt #:(____) ____ - _____

_____   _____

Previous Participation

• Has your County previously participated in the feral hog abatement grants? ☐ Yes ☐ No

• If yes, what years? _____

• Has your County previously received a grant through any TDA or Texas A&M AgriLife Extension Service feral hog abatement program? ☐ Yes* ☐ No

• If yes, what years? _____

Quantifiable Information and Description of Activities

Please provide a narrative describing the feral hog abatement program and your use of the funds. Include as much detail as necessary for the reviewers to evaluate your proposal against the evaluation criteria. Include budget, past final reports and bounty pool commitments as appropriate.

(Additional sheets may be attached if more space is needed.)