



ATTACHMENT A
IT SERVICES SPECIFICATIONS

A. DEFINITIONS.

1. Contractor: entity providing Services including entity's employees and other agents

2. IT Managed Services: information technology resources, information, and systems, which include all CNCHD computing and telecommunications equipment, hardware, software, networks, services, and data used to support CNCHD's functions. IT includes, but is not limited to:
 - a. Desktop and laptop computers,
 - b. Tablets,
 - c. Printers and scanners,
 - d. Software applications including, but not limited to, data management systems, financial management systems, office applications such as Microsoft Office,
 - e. Hardware,
 - f. Network connection,
 - g. Server and server connection, and
 - h. Internet connection.
 - i. Backups, retention, offsite, restoring
 - j. Routine Patch management of desktops and servers
 - k. Cybersecurity
 - a. How to protect HIPAA information
 - b. How to protect PII
 - c. Encrypted email
 - d. Multi-factor authentication
 - l. Service Level Agreement Tiers (for example)
 - a. High-2-hour response
 - b. Medium- 4-hour response
 - c. Low-1 business day response
 - m. Quarterly review to discuss the roadmap, upgrade strategies, and the current health of systems
 - n. Etc....

3. IT Infrastructure Consultation for New Building
 - a. TV and audio-visual for conference rooms
 - b. Inventory support
 - c. Installation of new IT
 - d. Cabling
 - e. Server Room
 - f. IT closets
 - g. Proper Power
 - h. Backup Power
 - i. Temperature Control
 - j. Etc....



CASPER-NATRONA
COUNTY HEALTH DEPARTMENT

4. Malware: malicious software, program, code, or application designed to cause damage to a computer, server, and/or network. Malware includes, but is not limited to, ransomware, Trojan horses, viruses, and worms.

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