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I. Policy Statement

The Imperial Valley Telecommunications Authority (“IVTA”) was created to provide a high speed network infrastructure to facilitate the usage of technology in Imperial County. The intent of this policy is to provide a clear understanding of the services provided by the IVTA to its member agencies, and to outline the responsibilities of the member agencies and the IVTA.

II. Definitions

- **Demarcation Point** – The Demarcation Point is that point at which operational control or ownership of communications facilities changes from one organizational entity to another. The Demarcation Point includes the network interconnections and equipment necessary to provide access to the network.
- **Site** – Location of the member agency’s demarcation point can be at the agency’s building, usually at the entrance facility or telecommunications room; or at a point outside the building at a communications pedestal or a fiber junction box located on a communications pole or other suitable location.
- **Engineering.** – The engineering consists of one or more of the following: Initial assessment by contractor; site surveys; drawings of proposed routes for the fiber optic cable (aerial or underground); drawings of proposed location of wireless links; drawings for trenching if underground work is required
- **Permits** – Any permits that are required by the City and/or County before construction takes place. Example: Encroachment permits, rights of way, road crossings.

III. General Information

The Imperial Valley Telecommunications Network was formed to provide a community wide communications system to the Imperial Valley’s Public Agencies. The IVTA network has become a necessity for effective communication and delivery of services by the local public agencies. The purpose of this policy is to clarify roles and expectations, and to define operational requirements and mechanism for resolving network related issues.

IV. Network Administrator

The IVTA contracts with a Network Administrator to handle the construction and day to day operations of the county wide communications system. Currently these functions are performed by the Imperial County Office of Education (ICOE) under contract with the IVTA.

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V. Imperial Valley Telecommunications Authority Responsibility

- The IVTA is responsible for the engineering, permits and purchase of fiber optic cable as defined by the “Cost Allocation” Policy.
- The IVTA will act as the project manager to ensure that contractor(s) meet the specifications set forth in IVTA’s guidelines for the installation of fiber optic cable.
- The IVTA is responsible for all costs associated with the repair and or maintenance of the IVTA network infrastructure which includes fiber optic cable, wireless systems, and equipment owned by IVTA, provided that this repair/maintenance is not the result of demarcation site modifications, changes, upgrades or per request of the member agency. (Additional construction, and or relocation of equipment or fiber optic cable need to be approved in writing by the IVTA Board of Directors.)
- The IVTA is responsible for maintaining a support service agreement for all equipment owned by IVTA.
- The IVTA will make available a network operations center (NOC) to report network problems during regular business hours, 8:00 AM to 5:00 PM, Monday through Friday with the exception of observed holidays.
- The IVTA makes its best effort to maintain access to the IVTA network in 24x7 basis, but makes no guarantee of its availability.
- An emergency notification number will be in place to report network problems outside regular business hours.
- The IVTA is responsible for the administration, configuration, operation, and maintenance of any equipment owned by the IVTA. Such equipment is typically located in the Community Aggregation Points (CAP) and demarcation sites.
- The IVTA manages and maintains the network backbone and member agencies links for optimal performance.
- Except in the case of emergencies, the IVTA will provide advance notice to all member agencies of any scheduled maintenance and or repairs that might affect network services.

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VI. Member Agency Responsibility

- The agency is responsible for the construction costs associated with the installation of equipment and infrastructure required to establish a connection to the IVTA network.
- The agency is responsible for providing adequate rack space and electrical power on a secured facility for IVTA equipment. The facility should be equipped with a climate control system.
- The agency is responsible for all costs associated with the repair or replacement of IVTA equipment damaged as a result of negligence, alteration, poor environmental conditions or misuse on part of the agency
- The agency is responsible for providing a dedicated phone line for remote administration of IVTA equipment located in Community Aggregation Points (CAP) if deemed necessary.
- The agency shall provide the names and contact information for both regular business hours and outside regular business hours.
- The agency shall make available to IVTA remote hands support during routine network maintenance and/or repairs.
- The agency shall provide IVTA agents/representatives access to the demarcation site during routine network maintenance and/or repairs.
- During network emergencies, the agency shall provide IVTA agents/representatives access to the demarcation site during and outside regular business hours.

VII. Contact Information

Member agencies shall provide contact information for regular and outside regular business hours. The personnel listed in the contact information shall include an administrator and if possible two technical contacts.

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CONTACT INFORMATION

IVTA Network Operations Center:
 NOC Phone regular hours: (760) 312-6512
 NOC Phone Outside regular hours: (760) 312-6492
 NOC e-mail: ivtanoc@ivta.net

Agency contact information Regular business hours

Administrative contact:

Name: _____
 Title: _____
 Phone: _____
 E-mail: _____

Technical contact:

Primary name: _____
 Title: _____
 Phone: _____
 E-mail: _____

Secondary Name: _____
 Title: _____
 Phone: _____
 E-mail: _____

Outside regular business hours:

Administrative contact:

Name: _____
 Title: _____
 Phone: _____
 E-mail: _____

Technical contact:

Primary name: _____
 Title: _____
 Phone: _____
 E-mail: _____

Secondary Name: _____
 Title: _____
 Phone: _____
 E-mail: _____