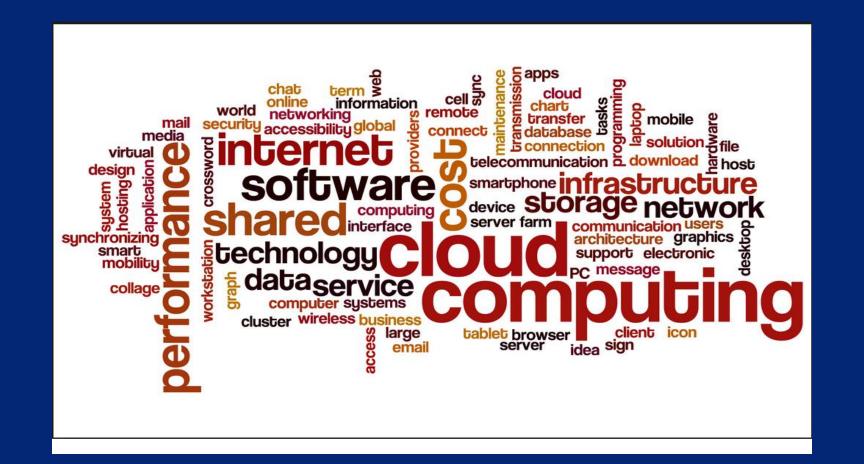
Municipal Consortiums: Building Value through Partnership

Jenny Maltas & Gary Nichols GovIT Consortium





GovIT Consortium

























Priority Code	Description	Target Response Time	Target Resolution Time	Minimum SLA Adherence
Severity 1	Critical	15 Minutes	2 Hours	90%
Severity 2	High	30 Minutes	4 Hours	90%
Severity 3	Medium	2 Business Hours	9 Business Hours	90%
Severity 4	Low	4 Business Hours	16 Business Hours	90%
Severity 5	Request	8 Hours	Based on Request Type	90%







Intrusion testing	Standalone	Via Consortium
Glenview	\$1,500.00	\$1,136.25
Buffalo Grove	\$1,500.00	\$858.50
Lake Bluff	\$650.00	\$151.50
Kenilworth	\$500.00	\$101.00
Lincolnshire	\$750.00	\$277.75
Total	\$4,900.00	\$2,525.00

Shared Offsite backup	Standalone	Via Consortium
Kenilworth	\$1,500.00	\$0.00
Lake Bluff	\$1,500.00	\$0.00
Total	\$3,000.00	\$0.00

Application Monitoring	Standalone	Via Consortium
Glenview	\$10,000.00	\$5,977.35
Buffalo Grove	\$10,000.00	\$4,516.22
Lincolnshire	\$2,200.00	\$1,461.13
Lake Bluff	\$1,500.00	\$796.98
Kenilworth	\$1,500.00	\$531.32
Total	\$25,200.00	\$13,283.00
Email Archiving	Standalone	Via Consortium
Lincolnshire	\$1,999.00	\$800.00
Buffalo Grove		
Total	\$1,999.00	\$800.00



Strategic Plan Year 1	261 days	Mon 1/1/18	Mon 12/31/18
Application	152 days	Thu 2/1/18	Fri 8/31/18
Web Application Firewall	43 days	Thu 2/1/18	Sat 3/31/18
Shared Email Security	66 days	Tue 5/1/18	Tue 7/31/18
Auditing and Logging	66 days	Fri 6/1/18	Fri 8/31/18
Disaster Recovery/Backup	66 days	Mon 10/1/18	Mon 12/31/18
Consortium Wide Data Retention Policy	45 days	Mon 10/1/18	Fri 11/30/18
Consortium Wide Backup and Disaster Recovery Policy	43 days	Thu 11/1/18	Mon 12/31/18
Data Center			
Infrastructure			
Security	261 days	Mon 1/1/18	Mon 12/31/18
Vulnerability Management	261 days	Mon 1/1/18	Mon 12/31/18
CIS Critical Security Controls	261 days	Mon 1/1/18	Mon 12/31/18
Internal Vulnerability Scanning	45 days	Sun 4/1/18	Thu 5/31/18
Critical Incident Response Plan	44 days	Wed 8/1/18	Mon 10/1/18

HELLO

New Members!

