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**Memorandum of Understanding for Information  
Technology Services**

**Fort Bend County**

The term of this Memorandum of Understanding is two years beginning on **October 1, 2014** and continuing through **September 30, 2016**.

The following Information Technology components are to be managed per this understanding:

**FEES**

Due to the Cooperative agreements between Texas county governments and Texas A&M AgriLife Extension no fees are required.

**FACILITY**

The County will ensure facilities provided to and occupied by the Texas A&M AgriLife Extension Office are equipped with data communications wiring that adhere to Fort Bend County Information Technology standards and adequately provide data and telephony support.

**TELEPHONES**

The County owns, manages, and maintains all telephony devices and services assigned to the Fort Bend County AgriLife Extension Office.

**ACCESS**

Logical – Network and Internet Access

Fort Bend County provides the AgriLife Extension Office with full Internet Access. This access includes Electronic mail service to the AL-EXT provided email service. In addition, agents and staff in the AgriLife Extension Office may also have Fort Bend County email service if needed. AL-EXT understands that Internet Access is in accordance with Fort Bend County operations standards.

Cost associated with Internet Service

Fort Bend County provides Internet Service at no additional cost to AL-EXT

Physical (communications closets or server facility)

Texas Administrative Code (Chapter 202 B 202.26) requires communications closets and equipment be physically secure. Fort Bend County has this responsibility.

**COMPUTER HARDWARE** (includes printers, scanners, projectors)

Initial Purchase and Configuration:

The AgriLife Extension Office can obtain computers through three channels. These include: AL-EXT, Fort Bend County, or third party purchases.

Special Configuration Items

Administrative level accounts will be maintained on all computer systems to allow either Fort Bend County or AL-EXT to troubleshoot problems.

11/21/14

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Network access is required to all web resources on tamu.edu and tamus.edu domains web resources. If necessary this can be accomplished via VPN connection to the TAMU campus networks, in which case Cisco VPN clients must be installed and appropriate firewall access granted.

General Hardware Support:

Fort Bend County will facilitate trouble-shooting computer hardware and peripheral devices and take corrective actions in accordance with Fort Bend County operation standards. Fort Bend County IT unit will contact AgriLife Information Technology as needed to ensure AL-EXT operation standards are met. AgriLife Extension Office staff will contact the Fort Bend County IT help desk per county operation standards as the first troubleshooting step.

**COMPUTER SOFTWARE**

Fort Bend County IT will facilitate trouble-shooting of computer software within the scope of County expertise. Issues outside the County scope for software required and provided by AL-EXT will be referred to AL-EXT support. Fort Bend County AgriLife staff will contact Fort Bend County IT help desk per county operation standards as the first troubleshooting step.

**ANTI-VIRUS AND SECURITY INCIDENT REPORTING**

Texas Administrative Code (Chapter 202 B 202.26) requires state agencies to report significant security incidences through the State Department of Information Resources (DIR).

Fort Bend County supplies and maintains Anti-Virus and Anti-Malware Protection and meets state requirements for incidence reporting. As a courtesy AL-EXT requests that County IT alert AL-EXT IT of any significant IT related security event occurring in the AgriLife Extension Office. These alerts should be sent to the AgriLife Information Security Officer, Jimmy "Chuck" Braden. Phone 979 845 9689 email: [securityhelp@ag.tamu.edu](mailto:securityhelp@ag.tamu.edu)

**ACKNOWLEDGEMENT:**

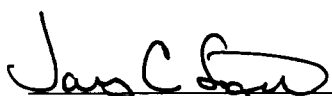
For Fort Bend County



Robert Hebert

County Judge

For AL-EXT



James C. Segers

AgriLife Extension Service  
IT Coordinator

For AgriLife IT



Alan Kurk

IT Director  
AgriLife Information Technology