



COUNTY OF LOS ANGELES  
Internal Services Department  
1100 North Eastern Avenue  
Los Angeles, California 90063



Tom Tindall  
Director

*To enrich lives through effective and caring service.*

Telephone: (323) 267-2101  
FAX: (323) 264-7135

October 27, 2008

To: Each Supervisor

From: Tom Tindall *Tom Tindall*  
Director

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER N04-0577**

This is to notify you of ISD's intent to amend ITSSMA Work Order N04-0577 with Logic House, Ltd. to increase the amount by \$160,000 for a maximum Work Order amount of \$459,999 and to extend the Work Order term through December 31, 2009. In accordance with ITSSMA guidelines, Board notification is required for all projects that will exceed \$300,000.

### **BACKGROUND**

ISD's Security and Business Recovery Division (SBRD) installs, configures, tests, and monitors the Cisco Security Agent (CSA) and the McAfee ePolicy Orchestrator (ePO) policies on over 800 Internet servers that host critical County applications and more than 3,500 desktops within the IT Shared Services (ITSS) environment. Additionally, approximately 7,000 DCFS desktops are planned for migration to ITSS prior to the end of FY 08/09. CSA and ePO will be used for server and desktop security (Host Intrusion Prevention) and centralized antivirus management.

The rapid growth of the County's Downey and Santa Ana Local Recovery Data Center server farms and the desktop workstations supported by ITSS, coupled with the proliferation of viruses, spam and other server/desktop security threats, have created the need to extend this Work Order for the current CSA consultant to supplement our technical work force.

### **SCOPE OF WORK**

Under the direction of an ISD Project Manager, the consultant working under this Work Order on a time and materials basis performs the following specific services:

- Migrates host policies and rules from CSA 4.x to CSA 6.x to include creation of new or the rewriting of existing policies and subsets that are based upon Cisco's Best Practices for CSA 6.x and server/desktop platforms and associated applications.
- Sets policies based on customer, Microsoft, and third party applications criteria to include monitoring and tuning in all modes.
- Imports data from existing CSA 4.x environment for segmentation of server/desktops and profiles as required by CSA 6.x environment.
- Optimizes CSA 6.x, ePO v4.x, and McAfee Virus Scan 8.x environments, as required per manufacturer's best practices.
- Resolves all incidents and documentation solutions related to server/desktop communication issues.
- Monitors CSA and ePO hosts to verify applications and clients are functioning properly.
- Creates customized deployments, extracts, and reporting from the CSA, ePO, and other SQL databases as required.
- Develops and documents operating and maintenance procedures for CSA, and ePO.

## **JUSTIFICATION**

The skill set provided by this consultant is critical to the ongoing server/desktop security efforts by SBRD. County staff is not available to provide these essential functions. However, we are actively trying to recruit the skills needed against an existing vacancy. A recent IT Specialist exam failed to identify a qualified candidate, so another exam at the Principle Application Developer level is being requested.

## **FISCAL IMPACT**

The consultant's hourly rate for the Work Order extension will remain the same. The total amount of the extension is \$160,000.00. This Work Order is funded by the use of a vacant, budgeted position used to offset the cost through salary and employee benefits savings. Costs are recovered through chargeback for IT Shared Services to participating County departments. There is no impact on net County costs.

## **NOTIFICATION TIMELINE**

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase funds. In two weeks time, we will proceed with the extension.

Each Supervisor  
October 27, 2008  
Page 3

If there are any questions or comments, your staff may contact me or Dave Chittenden, Acting General Manager, Information Technology Services, at (562) 940 -2901.

TT:DC:jr

c: Chief Executive Officer  
Executive Office, Board of Supervisors  
County Counsel  
Joe Sandoval

NOTED AND APPROVED:

  
Richard Sanchez,  
Acting Chief Information Officer