



AGENDA

LOS ANGELES COUNTY LOCAL CAL-ID RAN BOARD MEETING

Thursday, November 21, 2024
2:00 p.m.

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 830
Los Angeles, California 90012

- I. CONVENE
- II. Review/Approve Minutes of the September 26, 2024, RAN Board Meeting. **(Attachment A)**
- III. STATUS OF LACRIS FOR THE MONTHS OF MARCH 2024 THROUGH NOVEMBER 2024.
 1. Report on the status of the Livescan Network, Installations, and Enhancements.
 2. Report on the Status of Automated Biometric Identification System.
 3. LACRIS Statistics. **(See Attachment B)**
 - a. LA PhotoManager (DMS)
 - b. Mobile ID
 - c. Training Update (Classes & Students)
 - d. MBIS Activity Statistics
 4. Report on the Steering Committee
 5. General Updates
- IV. ACTION ITEMS
 - A. Authorization to extend the Los Angeles Photo Manager System Agreement to ensure its continued operation for a total cost not to exceed \$941,655.58 **(Attachment C)**

- B. Authorization to hire one (1) Information Technology Technical Support Analyst II. The approximate annual cost, which includes salary and employee benefits, is \$164,000.
(Attachment D)

V. OTHER ITEMS AND PUBLIC COMMENT

Public comments may be submitted before the meeting at info@lacris.org or by mail to the following address: LACRIS, 12440 E. Imperial Hwy., Suite 400W, Norwalk, CA 90650.

VI. ADJOURNMENT

For more information regarding this agenda, please call (562) 345-4411.

(Si desea más información, o una traducción de esta agenda, por favor llame al teléfono 562-345-4411.)

Supporting documentation is also available at the Executive Office of the Board located at the Kenneth Hahn Hall of Administration, 500 W. Temple Street, Room B-50, Los Angeles, California 90012.

Local Cal-ID RAN Board Meeting
Minutes of September 26, 2024

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 830
Los Angeles, California 90012

ALTERNATES PRESENT

Steven Edwards (for Supervisor Lindsey P. Horvath)
Captain James Peterson (for Sheriff Robert Luna, LASD)
Brian Cosgrove (for District Attorney George Gascón)
Charles Shivers (for Chief Dominic Choi, LAPD)
Adam MacDonald (for Chief Richard Bell, West Covina PD)
Christopher Anyakwos (for L.A. City Mayor Karen Bass)

ABSENT MEMBERS

Briane Grey, Member at Large

STAFF

Lieutenant Derek Sabatini, LACRIS, Cal-Id Manager
Cammy DuPont, General Counsel, County Counsel
Angela Vargas, LACRIS, Agency Secretary

PUBLIC

Member of the Public

I. CONVENE

The September 26, 2024, Local Cal-ID RAN Board meeting was called to order by Chair Steven Edwards at 2:05 p.m.

II. REVIEW/APPROVAL OF MINUTES

The minutes of the March 28, 2024, and June 20, 2024, meetings were adopted (moved by Brian Cosgrove, seconded by Captain James Peterson, and unanimously approved).

III. LACRIS 10-YEAR STRATEGIC PLAN POWERPOINT PRESENTATION

Cal-ID Manager, Lieutenant Derek Sabtani, gave a PowerPoint presentation outlining the LACRIS 10-year Strategic Plan.

IV. ACTION ITEMS

A. Authorization to Fund Comparison Training

LACRIS requested authorization to fund the classes for the Intensive Comparison Training for Latent Print Examiners. Los Angeles County Forensic Supervisors seek continued funding for a 12-series training curriculum for 20-25 newly hired latent print examiners, which would cost approximately \$220,500.

ACTION:

THE ITEM WAS MOVED BY ADAM MACDONAD, SECONDED BY CAPTAIN JAMES PETERSON, AND UNANIMOUSLY APPROVED, WITH ONE ABSTENTION, TO FUND THE IMPLEMENTATION OF AN INTENSIVE COMPARISON TRAINING PROGRAM FOR NEWLY HIRED LATENT PRINT EXAMINERS FOR THE APPROXIMATE COST OF \$220,500.

Public Comments

Members of the public were allowed to speak.

B. Authorization to Approve the LACRIS 10-Year Strategic Plan Which Includes Recommendations for Future Modalities

On June 27, 2024, Gartner Inc. presented the LACRIS Strategic Plan to the RAN Board. The plan outlined prospective spending on current and new technologies over the next ten years. Approval of this Strategic Plan does not authorize LACRIS to pursue any purchases beyond the CAL-ID Manager's

spending authority without bringing the purchases before the RAN Board for approval. There was no request to approve funding related to the strategic plan. LACRIS requested approval of the 10-year strategic plan.

ACTION:

THE ITEM WAS MOVED BY CAPTAIN JAMES PETERSON, SECONDED BY ADAM MACDONAD, AND UNANIMOUSLY APPROVED, WITH ONE ABSTENTION, TO PURSUE THE 10-YEAR STRATEGIC PLAN, ALLOWING LACRIS TO RETURN TO THE RAN BOARD FOR FINAL APPROVAL BEFORE IMPLEMENTING ANY OF THE OUTLINED STRATEGIC PLAN OBJECTIVES.

Public Comments

Members of the public were allowed to speak.

V. ADJOURNMENT

The meeting was adjourned at 3:17 p.m. The next meeting is scheduled for November 21, 2024.

LA PhotoManager (DMS)

Total DMS Records (not sealed)	8,007,250	Total DMS Subjects (not sealed)	2,504,976	Approximately 68.7% with more than one record
Total System Users Over the Last 12 Months:		4,133	Users with Facial Recognition Training and Access:	1,873
FOR THE PERIOD OF 3/1/24 to 10/31/24				
Total New Records	116,349	Total New Subjects	26,234	Approximately 77.5% of recidivism
Total Period FR Searches	29,328	Total Period CAFRI Searches	787	
		Total Period CAFRI Searches Received	1,905	

Mobile ID

3/1/24 to 10/31/24

Month	Total Inquiries	Positive Identifications	Percentage of Positive IDs
March	2,305	1,733	75%
April	2,146	1,639	76%
May	2,822	1,941	69%
June	3,842	2,831	74%
July	4,259	3,313	78%
August	4,371	3,299	75%
September	4,506	3,398	75%
October	4,270	3,093	72%
6 Months	28,521	21,247	74%

Training Update:

For the period of 3/1/24 to 10/31/24

Classes and Students:

Class Name	Total Classes Held	Total Students
CBS Livescan Training	50	318
Facial Recognition and LA PhotoManager	28	379
TOTAL	78	697



MBIS Activity Statistics

Date Range: 03/01/2024 - 10/31/2024		
Tenprint Inquiries ¹	118,279	
Tenprint Registration ²	27,111	
Tenprint Positive Identification ³	90,764	
- <i>Lights Out</i>	78,698	
- <i>Manually Processed</i>	12,066	
Latent Inquiries ¹	35,423	
Latent Identifications (Hits) ³	5,059	
- <i>Foster and Freeman Hits</i> ⁴	17	
Major Latent Hits : Part 1 Crime Types	Total	FF ⁵
Murder	566	12
Forcible Rape	31	0
Robbery	1,709	5
Aggravated Assault	218	0
Burglary	1,390	0
Larceny	102	0
Motor Vehicle Theft	330	0
Arson	5	0
TOTAL Part 1 Crime Types :	4,351	17

¹ Tenprint: Count of all CRM, DCD, IDN, and REG received within the specified date range

Latent: Count of all latent searches launched within specified date range

² Count of all CRM, DCD, and REG completed within the specified date range which are not retained duplicate submissions

³ Tenprint: Count of all CRM, DCD, IDN, and REG HITS completed the specified date range

Latent: Count of all Latent HITS completed within the specified date range

⁴ Sub-count of the Latent HITS where a Foster & Freeman (FF) device was used

⁵ Sub-count of the Part 1 Crime Type HITS where a Foster & Freeman (FF) device was used

THE DATA CONTAINED HEREIN WAS PRINTED FROM THE LACRIS MULTIMODAL-BIOMETRIC IDENTIFICATION SYSTEM (MBIS) BY Angela Vargas ON 11/12/2024 AT 2:27:20

FOR OFFICIAL LAW ENFORCEMENT USE ONLY

DataWorks Plus, LLC
728 N. Pleasantburg Drive
Greenville, SC 29607



866-632-2780 (Toll-Free)
864.672.2780 (P)
864.672.2787 (F)

AGENCY: **Los Angeles County Sheriff's Office /
LACRIS – Los Angeles County Regional Identification System
12440 East Imperial Highway
Suite 400-W
Norwalk, CA 90650**

Term Effective **Start: 2/8/2025** **End: 2/7/2027**

24X7 SOFTWARE AND HARDWARE SUPPORT: (AMOUNT FOR TWO YEAR TERM: \$941,655.58)

- 24X7 Telephone Support: 2 Hour Response
- Remote Dial-in Analysis
- Free Remote SOFTWARE Updates for DataWorks Plus Applications During Normal Business Hours – does not include Operating System
- Shipping for Covered Defective HARDWARE (listed below) with Remote Installation Assistance
- Free yearly account call review upon request

Price Breakdown:

Y1: 2/8/2025 – 2/7/2026: \$470,827.79

Y2: 2/8/2026 – 2/7/2027: \$470,827.79

Evergreen Rank One – 9 million templates

Hardware purchased from DWP Job Number 15-00145:

HARDWARE IS AT END OF LIFE. DWP AGREES TO COVER THROUGH 2/7/2027.

- One (1) Dell N4032F Networking Switch
 - Service Tag: F17Q0Z1
- Three (3) Dell PE R730xd 2.3GHs Servers
 - Service Tags: 95CCB42, 9QTHB42 9MZHB42
- One (1) Dell PowerVault MD3600i
 - Service Tag: 2SRQB42
- One (1) Dell N4064 Networking Switching
 - Service Tag: 9W0Q0Z1
- One (1) Dell KMM Console
 - Serial Number: 0040335246
- Four (4) Dell PowerEdge R630 2.3GHz Servers
 - Service Tags: B2YKB42, B2YNB42, B2YMB42, B2YLB42
- One (1) Dell KVM Switch
 - Serial Number: 0510209228

Hardware purchased from DWP Job Number 18-01329:

HARDWARE IS AT END OF LIFE. DWP AGREES TO COVER THROUGH 2/7/2027.

- Four (4) Dell PowerEdge R640 Servers
 - Service Tags: J13XH63, J13ZH63, J13YH63, J140J63

Digital PhotoManager™/NIST Manager Plus™ Application Server Software:

- Digital PhotoManager™ Server Edition for Active/Active Cluster
- Digital PhotoManager™ Index Server
- NIST Manager Plus™ Server Edition for Active/Active Cluster
- WebWorks Server™ Edition for 6 servers (Built in Failover/load balancing)
- WebWorks Plus™ for 250 Concurrent User
- WebWorks Express™ for Unlimited Concurrent Users

Backup Server Processing Software

- Digital PhotoManager™/NIST Manager Plus™ Standby SQL Server Application Software
- Microsoft Windows Enterprise Server 2003
- Microsoft SQL Server 2005 Standard Edition

Facial Recognition Server

- Microsoft Windows Enterprise Server 2003
- Face Plus Server Edition using the Cognitec engine
- Mobile Face Recognition
- Face Recognition Watchlist

Tattoo Recognition Server

- Tattoo Matching Server Edition

Interfaces

- Cal-Photo
- LAFIS
- Web service for image enabling LA RMS applications
- California DOJ Justice Identity Manager

DWP Job Number 14-00927

Facial Recognition Upgrade

- Engine Upgrades:
 - Add 1,000,000 image templates of B7 (Cognitec Engine)
 - Upgrade 7,000,000 total image templates to B7 (Cognitec Engine)
- Case Management:
 - Add Case Management with Pose Correction
- Reporting/Transaction
 - DataWorks Plus Local Reporting/Transaction Controller Server:
 - Dell PowerEdge R620
 - Intel® Xeon® E5-2620 2.00GHz, 15M Cache, 7.2GT/s QPI, Turbo, 6C, 95W, Max Mem 1333MHz
 - 16GB RDIMM, 1600MT/s, Low Volt, Dual Rank, x4 Data Width
 - (2) 500GB 7.2K RPM SATA 2.5-in HotPlug Hard Drive
 - SW RAID 1 for S110
 - Single, Hot-plug Power Supply, NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet
 - Broadcom 5720 QP 1Gb Network Daughter Card
 - Windows Server®2012 Standard
 - No Monitor

1. REPORTING A PROBLEM TO DATAWORKS PLUS:

- 1.1 The **Agency** can contact Technical Support using either of the following options:
 - Toll-free telephone support (**866-632-2780, dial "3" for Customer Support**)
 - Email: support@dataworksplus.com
- 1.2 The **Agency** should use our toll-free number to report problems that require immediate attention. To expedite the problem, the **Agency** needs to have readily available, the machine name or IP address of HARDWARE or SOFTWARE with the problem, the type of SOFTWARE with the issue and a sample record number.

2. DATAWORKS PLUS RESOLUTION PROCESS: (SEE ADDENDUM/EXCLUSIONS)

- 2.1 DATAWORKS PLUS Technical Support Team will open a ticket in our tracking system as acknowledgment of an issue reported to us. The **Agency** can request the ticket number for their tracking purposes.
- 2.2 DATAWORKS PLUS Technical Support will connect to the system remotely to determine the problem and resolution.
 - DATAWORKS PLUS will contact the **Agency** upon closure of the ticket.
 - DATAWORKS PLUS will, at no additional expense to the **Agency**, correct any failures of the covered SOFTWARE to meet its specifications.
 - NOTE: If **Agency** will not provide DATAWORKS PLUS with remote dial-in access for support issues and DATAWORKS PLUS is required to go to **Agency** site(s) to determine the problem and resolution, resolution time will be delayed and **Agency** will be financially responsible for DATAWORKS PLUS travel time and out-of-pocket expenses.
- 2.3 If the remote site support does not satisfactorily resolve the problem, DATAWORKS PLUS may choose to send a qualified technician to your site to correct the problem. The decision to send a technician onsite will be at the sole discretion of DATAWORKS PLUS and will be done at no additional expense to the **Agency**.

3. DATAWORKS PLUS RESPONSIBILITIES TO SOFTWARE:

- 3.1 DATAWORKS PLUS will, at no additional expense to the **Agency**, provide all enhancements, additions and updates to the SOFTWARE. The **Agency** can contact our Technical Support team to schedule SOFTWARE updates for any SOFTWARE purchased from DATAWORKS PLUS; does not include Operating System. All SOFTWARE updates should be scheduled during normal business hours. Fees for non-business hours updates can be provided as needed.
 - ✓ DATAWORKS PLUS warrants that its products are free from viruses. Any virus introduced to the **Agency's** system by DATAWORKS PLUS will be remedied at the sole expense of DATAWORKS PLUS.

4. AGENCY'S RESPONSIBILITIES:

- 4.1 Maintenance does not cover virus protection or system failure due to virus infection. The on-site system administrator is responsible for Operating System and SQL patches/updates as well as Anti-virus SOFTWARE updates. The **Agency** will be responsible for any damage or failure caused by a computer virus. In the event that a system becomes infected and the **Agency** requires assistance, DATAWORKS PLUS will assist the **Agency** on a time and materials basis. Systems that have been infected can contact DATAWORKS PLUS to assist with rebuilds after they have completed a complete virus scan and malware scan of the system.
- 4.2 However, the **Agency** can, at no additional expense, contact our technical support team for assistance in setting the proper exclusions for anti-virus solutions provided by the **Agency**.
- 4.3 The **Agency** is responsible for providing a backup solution and ensuring that backups are being conducted. The **Agency** can, at no additional expense, contact DATAWORKS PLUS support to configure SQL backups to disk or USB drive. DATAWORKS PLUS encourages customers to provide a 3rd party backup solution.
- 4.4 Agencies that need to replace agency-provided hardware can contact DATAWORKS PLUS for a services quote to migrate databases and/or applications. The agency, in this event, will be responsible for the following: Replace the hardware, install the OS and patches, install SQL, and provide a means of access (VPN or dial-in) to the new hardware. DATAWORKS PLUS will be responsible for re-loading the DATAWORKS PLUS software and working with the customer to recover the database.

5. DATAWORKS PLUS HARDWARE RESPONSIBILITIES: (The section below relates only to HARDWARE listed on this contract as covered by DATAWORKS PLUS – See covered hardware beginning on Page One to determine if this section applies to your Agency)

- 5.1 DATAWORKS PLUS will, at no additional expense to the **Agency**, repair or replace any piece of covered HARDWARE that malfunctions due to normal wear and tear based on manufacturer specifications at the time of purchase. This does not cover HARDWARE malfunctions due to acts of God, abusive damage or accidents, or HARDWARE/HARDWARE components replaced at the discretion of the **Agency**.
- 5.2 This contract does not include consumable items such as (but not limited to) batteries, printer paper, printer ribbons, toner, photographic paper, print heads, magnetic tapes, or transfer ribbons for printers. This applies only to customers who have purchased printers from DATAWORKS PLUS and those printers are under a current support agreement.
- 5.3 DATAWORKS PLUS reserves the right to replace any piece of covered HARDWARE with the same or comparable model if the existing model is no longer available. The decision to replace HARDWARE is at the sole discretion of DATAWORKS PLUS.
- 5.4 DATAWORKS PLUS reserves the right to discontinue coverage for printers that become "general use" printers, instead of printers used exclusively for DATAWORKS PLUS applications.
- 5.5 DATAWORKS PLUS will, at no additional expense to the **Agency**, provide next-day delivery (except Sundays and Holidays, in which case, delivery will be scheduled for the next business day) of a replacement unit for any piece of covered HARDWARE that malfunctions due to normal wear and tear. DATAWORKS PLUS will provide next-day delivery by UPS Red Label, FedEx Priority Overnight, or a

similar service. Replacement units will be loaned to the **Agency** until DATAWORKS PLUS has repaired the failed unit or until DATAWORKS PLUS makes the decision to provide a permanent replacement.

- 5.6 DATAWORKS will provide telephone assistance for connectivity for defective HARDWARE listed below: Camera equipment, panner sets, keyboards, external disk drives, monitors, mice.
- 5.7 DATAWORKS PLUS will, at no additional expense to the **Agency**, provide all computer-related and firmware updates as deemed necessary, for all computer equipment purchased from DATAWORKS PLUS and all DATAWORKS PLUS SOFTWARE applications. Additional charges may apply for firmware upgrade for mobile devices.
- 5.8 Armband Hardware: Armband hardware purchased from and provided by DATAWORKS PLUS is specifically engineered and designed for exclusive use with DATAWORKS PLUS armbands. We cannot guarantee the effectiveness of this equipment when used with other brands of armbands/wristbands and their application. Using armbands/wristbands from a vendor other than DATAWORKS PLUS may void the maintenance agreement. This hardware includes: Trim Die Hole Punch, Model 5560 Laminator, Rivet Tool, and Armband Photo Die Cutter.
- For defective armband hardware: DATAWORKS PLUS will ship the defective hardware to our headquarters at no expense to the **Agency**. DATAWORKS PLUS will repair the armband hardware and ship the original hardware back to the **Agency**. No loaner equipment will be provided during this time.

6. CONNECTIVITY:

- 6.1 DATAWORKS PLUS can provide remote connectivity SOFTWARE (such as VNC or Remote Desktop) necessary to provide remote site support. The **Agency** is responsible for providing a VPN or direct-inward-dial telephone line. DATAWORKS PLUS is not responsible for any annual or monthly SOFTWARE fees for connectivity purposes.

7. ADDITIONAL TRAINING:

- 7.1 Upon request, DATAWORKS PLUS will provide a 30% discount on refresher training to the **Agency**. Quotes for training can be obtained by contacting **Agency's** account manager.

8. ASSISTANCE BEYOND THE SCOPE OF THIS CONTRACT:

- 8.1 Additional engineering, development, or support efforts by DATAWORKS PLUS, beyond the scope of this agreement, may be billable. This includes, but is not limited to, the following items:
- Migration of applications and/or databases to new hardware
 - Migration of DataWorks Plus applications to agency-provided hardware
 - Physical relocation of hardware
 - Interface modifications needed due to changes made outside of DataWorks Plus applications.
- The agency can contact DataWorks Plus for billable rates.

9. CONTRACT CANCELLATION:

- 9.1 The **Agency** through written notification to DATAWORKS PLUS may cancel this maintenance/support agreement; a minimum of 30 days is required for this notice. Any unused portion of the

DataWorks Plus, LLC
728 N. Pleasantburg Drive
Greenville, SC 29607



866-632-2780 (Toll-Free)
864.672.2780 (P)
864.672.2787 (F)

maintenance/support costs listed on this contract will be refunded to the *Agency* at a pro-rated amount.

10. END OF LIFE POLICY:

DATAWORKS PLUS guarantees hardware support for five years and will give the *Agency* a one year written notification regarding hardware that is approaching end of life. End of Life refers to hardware that we can no longer maintain due to age. Customers with end of life notifications should contact their Account Manager for options.

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866-632-2780 (Toll-Free)
864.672.2780 (P)
864.672.2787 (F)

****See Addendums A and B for information on moving SOFTWARE licenses to new HARDWARE and Decline of Maintenance.**

If the Agency requires the CJIS security addendum documentation for our support staff, please contact Support and this will be sent at the earliest.

By signing this contract, you consent to allowing DataWorks Plus employees to use text messages as a means of communication.

DATAWORKS PLUS

Agency: _____

Federal ID: 57-1104887

Name: _____

Name: Jessica Mensing

Signature: _____

Signature: _____

Title: _____

Date: June 10, 2024

Date: _____

PO#: _____

DATAWORKS PLUS INTERCONNECT CONFERENCE REGISTRATION FORM

- Please check the box if you would like to be billed for attending our InterConnect advanced training conference. This will be added to your maintenance invoice.

Price is \$2,500.00 per individual and includes airfare and hotel accommodations. Money can be refunded as long as no tickets or confirmed reservations have been made.

$$\begin{array}{rclcl} \underline{\hspace{2cm}} & \times & \underline{\$2,500.00} & = & \underline{\hspace{2cm}} \\ \# \text{ Attendees} & \times & \$2,500.00 & = & \text{Total} \end{array}$$

The total will be added to your maintenance invoice or you can request a separate invoice. Check our website regularly for more details.

www.DataWorksPlus.com

ADDENDUM A

Occasionally, customers have a need to move our SOFTWARE licenses to new HARDWARE, either due to HARDWARE failure or simply as a HARDWARE upgrade. DATAWORKS PLUS considers application upgrades as a part of our standard maintenance plan. However, system moves are not covered under the plan. Customer should contact DATAWORKS PLUS for pricing for system moves. Customers who need to move SOFTWARE/databases to new HARDWARE will need to do the following:

1. Contact DATAWORKS PLUS at **866.632.2780** for pricing and scheduling;
 2. Provide DATAWORKS PLUS with an equivalent HARDWARE solution as the original HARDWARE, with any SOFTWARE installed that was originally installed by the Agency;
 3. Provide VPN access to the new system and the old system simultaneously until the move is complete;
 4. Provide access to system backups and logs.
 5. DATAWORKS PLUS understands that some Agencies prefer to handle application license moves to customer owned HARDWARE without DATAWORKS PLUS assistance. In this instance, it is the Agencies responsibility to notify DATAWORKS PLUS so that maintenance coverage will continue for the license(s). The following information should be given to DATAWORKS PLUS to update license information on the maintenance record:
 - Previous machine name and IP
 - New machine name and IP
- DATAWORKS PLUS is not responsible for providing on-site assistance in the event of customer provided hardware failure.
- DATAWORKS PLUS is not responsible for engineering/development work to reconstruct corrupt databases due to customer-provided hardware failure, or failure due to viruses/malware.
- Customers who wish to schedule license moves and/or hardware upgrades may contact DATAWORKS PLUS for fees and scheduling.
- Customers may contact us for pricing for a maintenance uplift plan that includes software license moves.
- Our standard rates of \$180 per hour, 2 hour minimum, will apply for any installation or deployment related support issues after the initial training and installation for Kiosk.

ADDENDUM B – DECLINE OF MAINTENANCE

The following information is included in the event that your agency declines maintenance with DATAWORKS PLUS:

Should you need assistance going forward, please note the Time and Materials process below:

- If technical assistance is needed, please contact DATAWORKS PLUS at 866.632.2780 x 3.
- DATAWORKS PLUS will open a ticket for your Agency and work to get you a quote for services.
- Your agency will be provided the information necessary so your agency can issue a purchase order for services. Typically, this purchase order will be for the two-hour minimum.
- Upon receipt of the purchase order, our technicians will connect to your site to determine the cause of the problem and an estimate of time for resolution.
- If the problem can be resolved during the two-hour minimum time-frame listed in the purchase order, we will proceed with the repair. DATAWORKS PLUS support technicians will contact your Agency before going above the time limit issued by your Agency.
- If the problem requires HARDWARE to resolve, DATAWORKS PLUS will issue your Agency a quote for the HARDWARE separately, provided the HARDWARE is not listed as obsolete by DATAWORKS PLUS. T&M agencies are responsible for shipping costs for the replacement HARDWARE. Be advised that significant downtime could result if hardware repairs are warranted.
- Upon closure of the ticket, DATAWORKS PLUS will issue an invoice with the purchase order given at the time of the initial call. Please note that agencies with current maintenance contracts will get priority in our support tracking system. However, we are happy to give agencies a time-frame for resolution.
- DATAWORKS PLUS does not provide on-site support for non-maintenance customers.
- DATAWORKS PLUS does not provide SOFTWARE upgrades for non-maintenance customers. Be advised that some SOFTWARE upgrades may be required to remain in compliance with state certifications. Non-maintenance customers can purchase SOFTWARE upgrades at the prevailing rate.
- By signing this contract, you consent to allowing DataWorks Plus employees to use text messages as a means of communication.

