

Schedule 10.1.1 — Contractor Key Personnel

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1. OVERVIEW

Schedule 10.1.1 – Contractor Key Personnel describes the primary functions for each key position. The personnel filling key positions shall be deemed to be Key Personnel for the purposes of this Agreement. A list of the Key Personnel shall be maintained in the Standards and Procedures Manual.

2. KEY PERSONNEL

Key Personnel	High Level Description
Account Executive	<p>Serves as the County’s single point of contact with the Contractor and is responsible for the successful execution of the Agreement. The Account Executive must be knowledgeable about the County’s business and the Services. The Account Executive works closely with the County Chief Information Officer (CIO) to ensure that the Services are aligned with the County’s goals and expectations.</p> <p>All other Key Personnel listed in this Schedule must directly or indirectly report to the Account Executive.</p>
Deputy Account Executive	<p>Works closely with the Account Executive in executing the Agreement. The Deputy Account Executive must be knowledgeable about the County’s business and the Services.</p>
Enterprise Service Delivery Manager (SDM)	<p>Oversees and manages operational delivery of IT and Telecommunication Services to the County. Oversees the activities of all Service Delivery Managers to ensure consistently high service performance across the County.</p>
FG3 Service Delivery Manager (SDM)	<p>Oversees the delivery of IT and Telecommunication Services to FG3. The FG3 SDM ensures consistently high service performance, monitors service delivery and evaluates feedback to develop quality improvement processes. The FG3 SDM must have the authority to escalate across frameworks and secure resources as needed for IT and Telecommunication issues.</p> <p>The FG3 Service Delivery Manager works closely with the FG3 Group Information Technology Manager and Departmental IT staff.</p>
HHSA Service Delivery Manager (SDM)	<p>Oversees the delivery of IT and Telecommunication Services to HHSA. The HHSA SDM ensures consistently high service performance, monitors service delivery and evaluates feedback to develop quality improvement processes. The HHSA SDM must have the authority to</p>

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	<p>escalate across frameworks and secure resources as needed for IT and Telecommunication issues.</p> <p>The HHSA SDM works closely with the HHSA Group Information Technology Manger and Departmental IT staff.</p>
PSG Service Delivery Manager (SDM)	<p>Oversees the delivery of IT and Telecommunication Services to PSG. The PSG SDM ensures consistently high service performance, monitors service delivery and evaluates feedback to develop quality improvement processes. The PSG SDM must have the authority to escalate across frameworks and secure resources as needed for IT and Telecommunication issues.</p> <p>The PSG SDM works closely with the PSG Group Information Technology Manger and Departmental IT staff.</p>
LUEG Service Delivery Manager (SDM)	<p>Oversees the delivery of IT and Telecommunication Services to LUEG. The LUEG SDM ensures consistently high service performance, monitors service delivery and evaluates feedback to develop quality improvement processes. The LUEG SDM must have the authority to escalate across frameworks and secure resources as needed for IT and Telecommunication issues.</p> <p>The LUEG SDM works closely with the LUEG Group Information Technology Manger and Departmental IT staff.</p>
Special Service Levels Service Delivery Manager (SDM)	<p>Oversees Special Service Level (SL) Requirements as defined in Exhibit 4.8.1 – Special Service Level Requirements of the Agreement, emergency and/or disaster related incidents, Board of Supervisors meetings, and support for the Clerk of the Board, Chief Administrative Office, and Board of Supervisors Offices. The Special SL SDM must have the authority to escalate across frameworks and secure resources as needed for IT and Telecommunication issues.</p> <p>The Special SL SDM will report to the representative of the County Technology Office (CTO) responsible for managing the SDMs.</p> <p>If there is an overlap period between Special SL support periods, the Contractor shall assign another resource(s) such that each active Service Request for Special SL support has a dedicated resource for the coordination and management of activities.</p>

Key Personnel	High Level Description
	During periods when there are no active Service Requests for Special SL support, the CTO representative will direct the Special SLs SDM on other important activities and will also perform the responsibilities of the SDM as assigned by the Enterprise SDM.
Contracts Manager	<p>Oversees the delivery of Contract Management Services. The Contracts Manager must be knowledgeable about the County’s business and the Services.</p> <p>The Contracts Manager ensures consistently high performance in Contracts and Acquisition Services, monitors service delivery and evaluates feedback to develop quality improvement processes.</p>
Chief Information Security Officer (CISO)	<p>The CISO is responsible for aligning security initiatives, architectures, processes, and service delivery with enterprise programs and business objectives, ensuring that information assets and technologies are adequately protected.</p> <p>The Contractor CISO works closely with the County’s CISO in identifying, developing, implementing, and maintaining security-related processes that reduce the organization's operational risks.</p>
Chief Technology Architect (CTA)	<p>The CTA is responsible for providing principles, best practices, innovation, market trends, and future-looking models for the County’s IT infrastructure; and serving as a bridge for all the architecture groups and areas as described in Schedule 4.3 for the CTA.</p> <p>The Contractor CTA works closely with the County’s CTA to oversee and coordinate the top-down approach to managing and sharing data, systems, and processes.</p>
Cross Functional Services Manager	Oversees the delivery of Cross Functional Services. The Cross Functional Services Manager ensures consistently high service performance, monitors service delivery and evaluates feedback to develop quality improvement processes. The Cross Functional Services Manager ensures integration and consistency across Service Frameworks and functional resources to deliver quality service.
Service Desk Manager	Oversees the delivery of Service Desk Services. The Service Desk Manager ensures consistently high service performance, monitors service delivery and evaluates feedback to develop quality improvement

Key Personnel	High Level Description
	processes. The Service Desk Manager must have the authority to escalate and secure resources as needed to resolve issues.
End User Services Manager	Oversees the delivery of End User Services. The End User Services Manager ensures consistently high service performance, monitors service delivery and evaluates feedback to develop quality improvement processes. The End User Services Manager must have the authority to escalate and secure resources as needed to resolve issues.
Network Services Manager	Oversees the delivery of Network Services. The Network Services Manager ensures consistently high service performance, monitors service delivery and evaluates feedback to develop quality improvement processes. The Network Services Manager must have the authority to escalate and secure resources as needed to resolve issues.
Data Center Services Manager	Oversees the delivery of Data Center Services. The Data Center Services Manager ensures consistently high service performance, monitors service delivery and evaluates feedback to develop quality improvement processes. The Data Center Services Manager must have the authority to escalate and secure resources as needed to resolve issues.
Enterprise Applications Services Manager	Oversees the delivery of Applications Development and Maintenance and Operations Services. The Applications Services Manager ensures consistently high service performance, monitors service delivery and evaluates feedback to develop quality improvement processes. The Applications Services Manager must have the authority to escalate and secure resources as needed to resolve issues.
Project Management Office (PMO) Manager	The PMO Manager is responsible for ensuring the consistency, predictability, efficiency, and effectiveness of the Contractor's project delivery capability. The PMO Manager provides leadership in best practices and is highly customer-focused.
Transition Services Manager	Oversees the delivery of Transition Services. The Transition Services Manager oversees the transition from the Legacy Provider to the Contractor while ensuring consistently high service performance, monitoring service delivery and evaluating feedback to develop quality improvement processes. The Transition Services Manager must have the authority to escalate and secure resources as needed to resolve issues.

Key Personnel	High Level Description
Enterprise Application Architect (EAA)	<p>The EAA is responsible for leading the improvement of application quality, integration, and cost-effectiveness. This includes reviewing business and technical requirements, focusing on solution development throughout the project lifecycle, establishing and maintaining data standards, enterprise taxonomies, information management strategies and overall efforts to continuously improve the provision of Services in the EAA's areas of responsibility and areas as described in Schedule 4.3 for the EAA.</p> <p>The Contractor EAA works closely with the County's CTA in the governance and oversight of all application development across the enterprise and will act as a standing member of the Enterprise Architecture Governance Group.</p>
Innovation Officer (IO)	<p>The IO is responsible for driving continuous innovation and transformation of County services and leading the Innovation Management Services Office. This innovation leverages information technology, but is led from a business perspective. The IO will work directly with the County CTA in the governance and oversight of innovation and transformation initiatives. The IO will establish the charter, governance model and dev/ops agile environment to provide rapid prototyping of new business concepts and technology to determine feasibility and predict business outcome. The IO will meet with County business to determine concepts for innovation and will develop innovation based on functional business needs first. A full understanding of emerging business trends and technologies will be core responsibilities of the IO with additional responsibilities outlined in Schedule 4.3.</p>

END OF SCHEDULE