



PROFESSIONAL SERVICES - INFRASTRUCTURE

Service Description

The Monterey COE TIS Infrastructure Services department offers professional network and data systems design and implementation services that may be used to develop department specific technology implementations outside the scope of other offerings. These services may be engaged by districts on either a project or time and materials basis depending upon the specific need. Leveraging our highly skilled staff, the Infrastructure Services team can effectively offer professional services ranging from system audit and evaluation through design, product procurement assistance and configuration of entire networks.

What is Included?

Professional Services for infrastructure address the need for highly skilled technical support in the delivery of telecommunication and enterprise system services.

3. Audit and Evaluation Services

Infrastructure Services can provide audit and evaluation services to empower our clients to make informed decisions on all aspects of their technology infrastructure.

2. Design and Implementation Services

Clients can leverage the MCOE Infrastructure Services team's skills and experience offered through our professional design and implementation services. Designs provided by the infrastructure services team leverage enterprise proven technologies delivered in standardized, efficient and sustainable solutions directly applicable to educational needs

Infrastructure Services offer design and implementation services in the following areas:

- Local Area Network (LAN)
- Wireless LAN (WLAN)
- Wide Area Network (WAN)
- Router / Switch selection and configuration
- Data Center
- Server Virtualization
- Server and Network Services
- Identity and Access Management
- Cloud and Remote Access
- Co-located Systems and Hosting
- End Point Protection
- Web Content Filtering
- File Storage
- Printing
- Backup and Disaster Recovery



Monterey County Office of Education Technology and Information Services

What is Not Included?

MCOE TIS Infrastructure Services can provide the services listed above. Professional Services are limited to design, planning and implementation efforts and do not include hardware, software or licensing beyond ordering assistance. Other professional services including desktop support, educational technology, professional development, project management and more are offered by MCOE TIS.

How We Charge

Charges for this service are rendered via a service fee from MCOE-TIS to the subscribing district. All professional services are available via Memorandums of Understandings (MOU) and are complete with Service Level Agreements. Service charges are calculated at a base labor rate of \$95.00 per hour. Projects may be implemented that include equipment, consumables, hardware and/or software purchased directly by MCOE TIS, in these cases the district will be billed for these additional costs.

How is the Service Measured?

All professional services are measured for on-time completion of projects, on schedule deliverables and performance within budget.

Contact Information

Role	Representative	Contact Information
Administrative Contact	Natalie Hatley	(831) 784-4247 nhatley@monterey.k12.ca.us
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