

Appendix B - ITS OPL Assets Services - Roles and Responsibilities

Asset / Service	ITS Retains	OPL Inherits
Public Network (non domain) (wired and/or wireless)	ITS Network Infrastructure (no service requests required, part of ITS operational plan) -Responsible for Infrastructure Assets (Switches, Routers, Access Points, etc.) -Performs lifecycle activities such as installation, upgrades and security patches (part of ITS operational plans, no requests required) -Is accountable for hardening / security -Provides governance (risk mitigation) - assessment of solutions that present a risk to the Towns digital services -Will collaborate with OPL on public internet restrictions to ensure Library fulfills its mandate on Intellectual Freedom Budget: -Manages operational budget for lifecycle activities, contract/licensing/maintenance/subscriptions (to ensure contract terms and conditions are met) Vendor Management: -Manages contracts -Enable vendor access to Town systems Support: -Responsible for availability/reliability -Provides technical support (break/fix, errors) -Manages upgrades Non-Standard Intake/Projects: -In collaboration with OPL, assess, evaluate, estimate and provide input into business cases where required (cost, effort, technical requirements, architecture, etc.)	-no impact
Public Access Computer Stations (computers/laptops and peripherals such as monitors, keyboard,mouse, etc.) Note: periperals are run to fail devices	Lifecycle: -Manages inventory -Performs lifecycle replacement (part of ITS operational plans, no requests required) Budget: -Handles procurement -Manages budget for existing fleet which includes lifecycle replacement Support: -Break/fix repair or replacement - standard request	Budget: -Manages capital budget requests for expansion in collaboration with ITS (e.g. new branch construction will have cost for public computers included in the project capital budget) - non standard requests/projects -OPL will have local administrative access
Public Access Computers Image/Software (includes all software as part of the image (e.g. O/S, PC Reservation, Cura, etc.)	Lifecycle: -Manage image based on requirements in consultation and collaboration with OPL -ITS will ensure currency of image based on collaboration with OPL Image Management: -Manages image including end point software (ex. anti virus, pc reservation, etc.) initial/lifecycle/break&fix Budget: -Handles procurement -Manages budget for existing fleet which includes lifecycle replacement Support: -Break/fix repair - standard request	Lifecycle: -Provides requests to ITS on updates for the computer stations image -Collaborates with ITS to test the image updates Budget: -Manages capital budget requests (new/expansion) in collaboration with ITS (e.g. new non-standard software OPL wants to offer to public) - non standard requests/projects -OPL will have local administrative access
Public Access Library Equipment (Programming/Public Tablets/iPads, iMac Stations)	Purchase and Install: -Responsible for purchasing equipment -Performs lifecycle activities such as original setup/installation and sequent security patches -Accountable for hardening / security Support: - Break/fix repair - Coordinate with Vendor technicians on repairs as necessary	Budget: -Manages capital budget requests (new/expansion/replacement) -OPL will have local administrative access

Public Misc. Equipment (3D printers, WiFi hotspots, Charging stations, Gaming Table)	Integration: -Supports the integration to Domain systems if necessary (meaning a Town network login is required or a service account, or integration with a system/application maintained/supported by the Town) - non standard request - Collaborates with OPL on connectivity to public access network as needed.	Budget: -Manages capital budget requests (new/expansion) -Responsible for all purchases including any on-going operational expenses (initial, lifecycle, break/fix) through OPL operational plan Vendor Management: -Manages vendor contracts for operational technology (3D printers, wifi hotspots, etc.) -Coordinates vendor activities (new requests, updates, moves, etc.) -Facilitates vendor on-site physical access requirements Lifecycle: -Responsible for lifecycle activities -Manages inventory Support: --Break/fix repair or replacement
Operational Technology - Library Specific Equipment Remote Lockers Browse and Borrow Kiosks AMHS Sorters Secure Gates Self Checkouts RFID Pads Scanning Wands	Vendor Management: -Provides access to resources based on requests from OPL, this may include standard tools - standard access request Support: - Provides access and admin priviledges to OPL technical staff to be able to manage the hardware and equipment management apps as set under OPL responsibilities -Supports any issues or challenges for RFID Pads and Scanning Wand drivers installed on staff stations as part of a standard request Integration: -Supports the integration to Domain systems (meaning a Town network login is required or a service account, or integration with a system/application maintained/supported by the Town) - non standard request Management Apps: -Installs and manages lifecycle of management apps installed on specialized equipment computers, staff & shared branch computers -Provides access and associated permissions required to enable troubleshooting and configuration of operational technology. (e.g. sorters schedule, functional logs)	Vendor Management: -Manages vendor contracts for operational technology (ex. Locker, Browse and Borrow, etc.) -Coordinates vendor activities (new requests, updates, moves, etc.) -Facilitates vendor on-site physical access requirements Management Apps: - Has full admin priviledges on applications required for specialized equipment and on the equipment- integrated computers -Manages configuration of specialized equipment including troubleshooting, configuration - adding/changing functionality -Engages vendor where required for support of changes Budget: -Manages capital budget requests (new/life cycle replacement/expansion) of operational technologies in collaboration with ITS -Manages operational budgets (procurement activities, subscriptions, maintenance, warranty, repairs) for operational technologies Support: -Break/fix repair or replacement -Manages equipment inventory
Staff Network (domain) (wired and/or wireless)	ITS Network Infrastructure (no service requests required, part of ITS operational plan) -Responsible for Infrastructure Assets (Switches, Routers, Access Points, etc.) -Performs lifecycle activities such as installation, upgrades and security patches (part of ITS operational plans, no requests required) -Accountable for hardening / security -Provides governance (risk mitigation) - assessment of solutions that present a risk to the Towns digital services Budget: -Manages operational budget for lifecycle activities, contract/licensing/maintenance/subscriptions (to ensure contract terms and conditions are met) Vendor Management: -Manages contracts -Enable vendor access to Town systems Support: -Responsible for availablity/reliability -Provides technical support (break/fix, errors) -Manages upgrades Non-Standard Intake/Projects: -In collaboration with OPL, assess, evaluate, estimate and provide input into business cases where required (cost, effort, technical requirements, architecture, etc.)	-no impact

Staff Equipment (Communal workstation, Laptops, mobile phones, staff printers)	Lifecycle: -Manages inventory -Performs lifecycle replacement (part of ITS operational plans, no requests required) Budget: -Handles procurement and budget requests (new/expansion) -Manages budget for existing fleet including lifecycle replacement Support: -Break/fix repair or replacement - standard request	Budgets - OPL manages budget for monthly costs associated with staff phones (e.g. monthly phone bill)
Staff Peripherals (keyboard, mouse, monitor, docking station, headset) Note: run to fail devices	Lifecycle: -Manages inventory -Performs lifecycle replacement (part of ITS operational plans, no requests required) Budget: -Handles procurement and budget requests (new/expansion) -Manages budget for existing fleet which includes lifecycle replacement Support: -Break/fix repair or replacement - standard request	-no impact
Generic Front Desk Specialized Equipment (non-standard peripherals implemented at Town departments serving customers: barcode scanners, financial devices/POS, receipt printers, etc)	Lifecycle: -Manages inventory -Performs lifecycle replacement (part of ITS operational plans, no requests required) Budget: -Handles procurement -Manages budget for existing fleet which includes lifecycle replacement Support: -Break/fix repair or replacement - standard request	-no impact

External OPL.CA Website	ITS Service Infrastructure and Platform Currency and Security (no service requests required, part of ITS operational plan) -Responsible for Infrastructure Assets (Server, DB, network, firewall) -Performs regular platform lifecycle activities such as installation, upgrades and security patches (part of ITS operational plans, no requests required) as per best practices, in collaboration with OPL -Accountable for hardening / security -Provides governance (risk mitigation) - assessment of solutions that present a risk to the Towns digital services Budget: -Manages operational budget for lifecycle activities, contract/licensing/maintenance/subscriptions (to ensure contract terms and conditions are met) related to ITS Service Infrastructure and Platform. Technical Integration: -Provides solutions in collaboration with OPL Vendor Management: -Manages contracts -Enable vendor access to Town systems -Engage vendors to understand platform upgrades, new platform features and functionality and collaborates with OPL on solutions and implementation Support: -Responsible for availability/reliability -Provides technical support (break/fix, errors), systems/platform administration & configurations and roles/users management -Manages and supports integration with other systems -Manages upgrades -Responsible of support of ITS developed custom forms Custom Development: -Manages custom development for platforms and infrastructure with the vendors selected as per Town purchasing process -Collaborates with OPL and the vendors on implementation of development (e.g. customer experience/front end custom work, back end development) Non-Standard Intake/Projects: -In collaboration with OPL, assess, evaluate, estimate and provide input into business cases where required (cost, effort, technical requirements, architecture, etc.)	Lifecycle: -Collaborates with ITS on lifecycle activities Content Management: -Library is responsible for all content management (add/delete pages and content; images and pages organization; urls mapping; carousels creation/updates) Budget: -Manages budget for front end/customer experience enhancements and content management custom work -In collaboration with ITS, assess, evaluate, estimate and defines new business cases for capital budget to implement value add new and/or enhanced solutions -In partnership with ITS identifies new enhancement requests to be delivered as non-standard requests Vendor Management: - Manages contracts and vendor work related to customer experience/front end enhancements and content management -Engage vendors to understand new features and functionality and future roadmap for usage within the Library Change Management and Technology Use: -Training new users, new features and functionality -Technology use questions CMS: - OPL has admin access to the CMS application -Responsible for management of custom settings/tables to meet business processes Reporting: -Library is responsible for running all operational reports and dashboards Custom Development & Integration: -Provides requirements for custom development related to technical/technology integrations or platform enhancements to ITS -Responsible for creation/support of Kentico Forms
Line-Of-Business Applications (ILS system - Symphony, Customers Catalogue System - BiblioCore, Reporting - BlueCloud Analytics, Envisionware - public printing)	ITS Service Infrastructure and Platform Currency and Security (no service requests required, part of ITS operational plan) -Responsible for Infrastructure Assets (Server, DB, network, firewall) -Performs regular lifecycle activities such as installation, upgrades and security patches (part of ITS operational plans, no requests required) as per best practices, in collaboration with OPL -Accountable for hardening / security -Provides governance (risk mitigation) - assessment of solutions that present a risk to the Towns digital services Budget: -Manages operational budget for lifecycle activities, contract/licensing/maintenance/subscriptions (to ensure contract terms and conditions are met) related to ITS Service Infrastructure and Platform. Vendor Management: -Manages contracts -Enable vendor access to Town systems Technical Integration: -Provide solutions in collaboration with OPL Support: -Responsible for availability/reliability -Provides technical support (break/fix, errors, technical configuration changes (server, integration), client apps install) -Manages upgrades -Manages existing custom development Non-Standard Intake/Projects: -In collaboration with OPL, assess, evaluate, estimate and provide input into business cases where required (cost, effort, technical requirements, architecture, etc.) -Faciliitates custom development through ITS staff and/or obtains skilled resources to augment skillset or capacity in a secure manner; ITS collaborates with OPL on selecting the solutions that best fit the library processes	Budget: -In collaboration with ITS, assess, evaluate, estimate and defines new business cases for capital budget to implement value add new and/or enhanced solutions -In partnership with ITS identifies new enhancement requests to be delivered as non-standard requests Vendor Communication: -Engage vendor to understand new features and functionality and future roadmap for usage within the Library Change Management and Technology Use: -Training new users, new features and functionality -Technology use questions -Configure features within software to meet business processes Apps: -OPL becomes super user/admin of applications - configure features within software to meet business processes -Engage vendor to understand new features and functionality and future roadmap for usage within the Library Reporting: -Library is responsible for running all operational reports and dashboards Custom Development: -Provides requirements for custom development and collaborates with ITS and vendor on selecting the solutions that best fit the library processes Integration: -Provides requirements for integrations and collaborates with ITS and vendor on selecting the solutions that best fit the library processes

Specialized Business Applications (Programs/Room Booking/Appointments System - Communico, Reading Programs - Beanstalk, Donations - Raisers Edge, Blackbaud)	ITS Service Infrastructure and Platform Currency and Security (no service requests required, part of ITS operational plan) -Responsible for Infrastructure Assets (Server, DB, network, firewall) as required -Performs lifecycle activities such as installation, upgrades and security patches (part of ITS operational plans, no requests required) for the service infrastructure and platform as per best practices, in collaboration with OPL as required (non SaaS applications) -Accountable for hardening / security -Provides governance (risk mitigation) - assessment of solutions that present a risk to the Towns digital services Budget: -Manages operational budget for lifecycle activities, contract/licensing/maintenance/subscriptions (to ensure contract terms and conditions are met) related to ITS Service Infrastructure and Platform. Technical Integration with Domain Systems: -Provide solutions in collaboration with OPL -Supports integration points with other Town maintained systems Vendor Management: -Manages contracts -Enable vendor access to Town systems Non-Standard Intake/Projects: -In collaboration with OPL, assess, evaluate, estimate and provide input into business cases where required (cost, effort, technical requirements, architecture, etc.) Support: -Provides technical support for integration points to Town maintained systems (break/fix, errors) -Collaborates with OPL on upgrades (plan, schedule, impacts) -Collaborates with OPL and vendor on custom development through ITS staff and/or obtains skilled resources to augment skillset or capacity in a secure manner for integration points with Town managed systems	Vendor Management: -Engage vendor to understand new features and functionality and future roadmap for usage within the Library -Engage and coordinates with vendor software configuration or business process changes within the software as required by updates in OPL services Change Management and Technology Use: -Training new users, new features and functionality -Technology use questions -Configure features within software to meet business processes Apps: -OPL becomes super user/admin of applications - configure features within software to meet business processes Reporting: -Library is responsible for running all operational reports and dashboards Support: -Provides business processes and application support (break/fix, errors) -Collaborates with ITS on upgrades (plan, schedule, impacts) -Collaborates with ITS on security, code development best practices/Town standards Integration: -Library provides requirements for integrations to ITS Budget: -Assess, evaluate, estimate and defines new business cases for capital budget to implement value add new and/or enhanced solutions
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