

Exhibit 1

NEKLS/Koha Technical Support Responsibility Matrix

Task		1st Responder Tier1 Support	2nd Responder Tier2 Support	Comments
Physical Servers:				
Specifications		Vendor	Vendor	
Acquisition		Vendor	Vendor	
Reboots		Vendor	Vendor	
Monitor and Troubleshoot		NEKLS	Vendor	
Replace Bad Hardware		Vendor	Vendor	
Network:				
Monitor and Troubleshoot Network		NEKLS	Vendor	
Network Configuration Settings for Servers (Name Servers, etc)		NEKLS	NEKLS and Vendor	
Applying Server Network Config (TCP/IP Settings)		Vendor	Vendor	
Capacity Planning and Analysis		NEKLS	Vendor	
Operating System (Debian)				
Defines BOE* (Supported Koha OS and system version levels)		Vendor	Vendor	
Acquisition		Vendor	Vendor	
Install		Vendor	Vendor	
Monitor and Troubleshoot		NEKLS	Vendor	NEKLS will be first line support for our members in the event of a system failure. Vendor is responsible for higher level monitoring, troubleshooting
Reinstall		Vendor	Vendor	
Configure		Vendor	Vendor	
Apply Patches		Vendor	Vendor	

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MySQL Administration				
Defines BOE*		Vendor	Vendor	
Define and Document Database Schema		Vendor	Vendor	
Monitor and Troubleshoot		NEKLS	Vendor	NEKLS will be first line support for our members in the event of a system failure. Vendor is responsible for higher level monitoring, troubleshooting
Reinstall		Vendor	Vendor	
Configure		Vendor	Vendor	
Upgrades		Vendor	Vendor	
Capacity Planning and Analysis		Vendor	Vendor	
Web Services Administration (Apache)				
Defines BOE* (Supported Koha WebServer versions)		Vendor	Vendor	
Monitor and Troubleshoot		NEKLS	Vendor	NEKLS will be first line support for our members in the event of a system failure. Vendor is responsible for higher level monitoring, troubleshooting
Reinstall		Vendor	Vendor	
Configure		Vendor	Vendor	
Upgrades		Vendor	Vendor	
Capacity Planning and Analysis		Vendor	Vendor	
OPAC (html, css, etc)		NEKLS	Vendor	NEKLS will do most customizations on OPAC, vendor to assist when requested.
Koha Application Server Administration (OPENSRLF, OPENILS, and integrated application modules)				
Install		Vendor	Vendor	

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Monitor and Troubleshoot		NEKLS	Vendor	
Reinstall		Vendor	Vendor	
Configure		NEKLS	Vendor	NEKLS will consult on syspref settings.
Software and Patch Management		NEKLS	Vendor	NEKLS will do preliminary testing for patches in a test environment before the Vendor installs them
Performance Monitoring		NEKLS	Vendor	Vendor should have procedures in place to automatically monitor system performance and NEKLS should be notified when fault conditions exist.
CRON Jobs		NEKLS	Vendor	NEKLS dictates cron schedules, Vendor implements them.
Backup and Recovery		Vendor	Vendor	
Koha Application Client Software				
Defines BOE (OS and system version levels)		NEKLS	Vendor	
Client Development (XUL)		Vendor	Vendor	
Troubleshoot		NEKLS	Vendor	NEKLS assumes 1st tier support for our member libraries.
Reinstall		Vendor	Vendor	
Configure		NEKLS	Vendor	NEKLS will consult on syspref settings.
Software and Patch Management		NEKLS	Vendor	NEKLS will do preliminary testing for patches in a test environment before the Vendor installs them
Koha Application functionality				
Acquisitions/Serials		NEKLS	Vendor	NEKLS provides 1st tier support to our members on all of these categories.
Cataloging		NEKLS	Vendor	
Circulation		NEKLS	Vendor	
ILL		NEKLS	Vendor	
OPAC		NEKLS	Vendor	
Outreach		NEKLS	Vendor	

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Koha Application Interfaces				
Telephone Notification		NEKLS	Vendor	
Notices engine		NEKLS	Vendor	
AMH SIP2/NCIP interface		NEKLS	Vendor	
Patron API		Vendor	Vendor	
Ecommerce/PayPal		Vendor	Vendor	
Collections		NEKLS	Vendor	

(* BOE Definition = Basic Operating Environment)