

Information Technology Support Services

Technology is constantly changing and becoming more complex at a time when automated services to the public are essential for government and law enforcement agencies. The REJIS IT Support Service provides on-site technical support for those automated systems used by the agency. Our highly trained, certified and experienced team of 50 programmers and over 35 network technicians is available to ensure a stable IT infrastructure and to diagnose and resolve IT problems. They are also equipped with a comprehensive suite of hardware and software resources.

The REJIS Commission is a local government agency created to “serve the public interest through delivering quality, cost-effective technology services to the justice community and to government and quasi-government agencies.” REJIS’ primary focus is to provide record management services to law enforcement, courts, and corrections agencies at the local, state and federal levels. This includes interfaces to the Missouri State Highway Patrol’s MULES system, the National Crime Information Center (NCIC), and the NLETS network. REJIS was founded in 1975 under a cooperative agreement between St. Louis County and the City of St. Louis. Our customers are primarily concentrated in the metropolitan St. Louis and southwestern Illinois areas.

REJIS services include:

- Development of custom applications
- Installation and support of custom and commercially available software
- Custom interfaces
- IT Support Service
- Data center outsourcing
- Network, training and help desk support.

REJIS has approximately 140 employees located at three sites. Most of the staff and equipment is based at the REJIS building, in the Central West End of St. Louis.

For additional information on REJIS services, contact your REJIS Client Services Representative or the REJIS Help Desk (314-535-9497 or 1-888-923-7255).

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Benefits and Features

- **Personal Service:** A specific technician and back up are assigned to each agency
- **Control:** Each agency determines the priorities of tasks assigned to IT Support technicians
- **Consistency:** Regularly scheduled service calls, from 4 hours/every other week, to 5 days/week
- **Predictable Labor Costs:** \$73.00/hour, compared to the non-contract \$83.00/hour billing rate
- **Itemized Billing:** Monthly reports itemizing support service
- **Security:** 24/7 Help Desk support

Network and Desktop Services

- Preventative maintenance on hardware and software
- Installation and upgrade of desktop hardware and software
- Installation of server hardware and software
- Local Area Network support - including support of CISCO routers, switches and firewalls
- Mail server support
- File/print server support
- Backup configuration, support and testing
- Regular monitoring of anti-virus protection and security patches
- Network configuration/upgrades
- Wireless networking installation and configuration
- Internet service support
- Proxy server support, including caching and site blocking
- Active Directory design and support

Security Management Services

REJIS uses a complete set of industry standard security management tools for platforms ranging from enterprise servers to desktop PCs. REJIS can configure your local area network to conform to applicable state and federal security guidelines.

Application Server Installation, Support, Upgrade and Management

- Database server installation, support, upgrade and management
- Server administration including backups, security and performance management
- Mainframe access support
- Remote access support
- Internet service support
- Proxy server support, including caching and site blocking
- Active directory design and support
- Cable terminations and testing

Vendor Selection Consultation

Our technicians can help manage IT vendors by preparing bidder lists, writing RFPs, assisting in the selection of vendors and vendor products, managing the fulfillment process, installing the delivered products, and managing the acceptance testing process. REJIS can also assist with recommendations for hardware and software purchases and upgrades.

Response Protocols

All urgent incidents not resolved by the REJIS Help Desk will receive a response within two hours during normal business hours and within four hours during non-business hours, weekends or holidays.

Needs Assessment

An initial evaluation of an agency's current network and technology utilization is strongly suggested to facilitate both short and long term planning. This optional Needs Assessment is a comprehensive analysis of the agency's technology support service needs. This evaluation will offer recommendations to assist in planning the installation of systems and protocols that improve staff productivity and emphasize operational efficiency. The Needs Assessment can be part of contract hours or charged separately.

Service Agreement

A minimum of 100 hours (approximately four hours of on-site service every other week) for a twelve-month period must be purchased. Additional hours may be purchased, if needed, at any time during the term of the agreement.

Join the 30+ agencies that currently use the REJIS IT Support Service.