

Schedule 5: Service Level Objectives

Service Level Objectives (SLOs) are composed of one or more quality measurements of Managed Services being provided by the Service Provider. Parameters are defined to establish achievement values.

The SLOs measure whether the Service Provider is meeting certain agreed, measurable criteria for the Managed Services that the Service Provider is contractually committed to provide. The Service Provider shall monitor, measure, collect, record and report to Client its performance beginning on the Launch Date and thereafter during the Term of this SOW.

The Service Level Objectives Schedule sets forth certain SLOs against which the Service Provider's performance of Managed Services shall be measured. The Service Provider shall be responsible for, and have in place, all the measuring, monitoring and reporting capabilities necessary for measuring, monitoring and reporting performance against the SLOs.

The Service Provider and Client will mutually agree to any modifications to the SLOs detailed below. Client must always cooperate with the Service Provider in testing, determining and verifying that an SLO has not been met. Measurement will commence before or upon Launch.

These and other Managed Services processes will be discussed during the Implementation Phase.

Service Level Objectives Parameters

Table 3: Severity Level Matrix

Service Level Objectives				
System State	Users Impacted	Priority	SLO Response Time	SLO Target Service Level
Mission Critical (Critical Production Sever Unavailable)	All Users	Critical / Sev-1	< 90 Minutes	95%
Degraded (Production Server Partial Availability)	Multiple Users in Multiple Locations	High / Sev-2	< 4 Hours	95%
Slow (Redundant Node Available or Slow but Functional)	Multiple Users in Single Location	Medium / Sev-3	< 8 Business Hours	95%
No Performance Impact / Business Issues	N/A	Low / Sev-4	Two Business Days	95%

SLO Exceptions:

The following situations will not result in an SLO violation:

1. Any failure or miss due to a hardware or software issue that is not directly under the Service Provider's control
2. Any failure related to the Clients network and facilities (LAN, WAN, power, etc.)
3. Any failure related to the Clients software / applications
4. Any failure because of changes the Client has made to the environment which were not communicated and vetted with the Service Provider. For example, reduced LAN performance, increased data size, etc.
5. Any other situation or complication not directly under the Service Provider control

Quote and Purchase Addendum

Quoted Date: June 1, 2018 Quote Number: QUO-14499-T9FTO3Z1
Quote Expiration Date: June 30, 2018 Prepared By: Troy Archer

Services Included

- **First-year Maintenance** – For the specific module(s) listed in this document, all upgrades and live phone support services are included for the entire first year.
- **Project Management and Installation** – Spillman will assign a Project Manager as the agency's single point of contact. This individual will coordinate Spillman's expert installation and training staff as needed to ensure a smooth upgrade transition.

Included in Quote

- Spillman Hardware Infrastructure Managed Services

Package Quote

\$82,500 Per Year (3 Year)
\$6,370 Onboarding Cost

Sales Tax NOT Included

Pima County AZ - Managed Services Statement of Work (SOW) Attached



Quote and Purchase Addendum

Quoted Date:	June 01, 2018	Quote Number:	QUO-10904-F8G3C9
Quote Expiration Date:	June 30, 2018	Prepared By:	Troy Archer

Services Included

- **First-year Maintenance** – For the specific module(s) listed in this document, all upgrades and live phone support services are included for the entire first year.
- **Project Management and Installation** – Spillman will assign a Project Manager as the agency's single point of contact. This individual will coordinate Spillman's expert installation and training staff as needed to ensure a smooth upgrade transition.

Included in Quote

- IBR - AZ Specific
- Mobile Arrest Form - Site License
- Mobile Field Report with Field Interview - Site License
- Unix to Linux Server Migration
- Customer is solely responsible for Customer Content and all activities arising from its User accounts and 'Shared Agencies' on the PCSD database using the Service. Shared Agencies to PCSD can access content created by PCSD if they own licensing to LMS.

Package Quote
\$338,393

Sales Tax NOT included in Quote

Three Training Trips

\$58,290 Discount Included

Extended Maintenance Included Because of Prepaid Maintenance

Law Records with UCR/NIBRS

Manage critical data for law incidents and cases



Sheriff Robert E. Hansell, Chief Deputy Dave Sklarek,
Major Ron Burnett, and Major Jay Crose
Osceola County Sheriff's Office, NJ
Spillman customer since 1994

AT-A-GLANCE

- Generate accurate statistical reports, such as UCR and IBR, to meet FBI standards for NIBRS reporting.
- Use automatically created Involvements® to easily see relationships between information, conduct thorough investigations, and make timely, informed decisions.
- Search from any screen to oversee detailed crime analysis using combined records and field searches along with wild-card and sounds-like searches.
- Eliminate duplicate data entry through integration with Spillman's Computer-Aided Dispatch (CAD) module.

Key Features

Accurate Reports

With Spillman's Law Records with UCR/NIBRS module, agency personnel can easily generate reports for crime analysis, presentation, and archiving. The Spillman system enables users to set department initiatives and document progress made along the way. Agencies have access to a multitude of time-saving, pre-formatted reports, or can configure their own ad hoc reports using Spillman's report-generation tool. Users can also compile detailed crime summary and activity information such as offenses, arrests, and law incidents for submitting UCR and IBR state reports.

Detailed Case Management

Because of Spillman's completely integrated system, users can follow detailed status information in the module to help track cases from beginning to end. The case management feature

uses Spillman Involvements® to link information on all persons, property, and vehicles associated with a case, allowing users a quick look at all pertinent information.

Automatic Visual Alerts

The Law Records with UCR/NIBRS module helps agencies improve investigator and officer safety with alerts to indicate dangerous, wanted, or missing persons. Once an alert is attached to a record, Spillman's integrated system populates the alert wherever the record exists.

Dispatch Integration

Because the Law Records with UCR/NIBRS module is integrated throughout the Spillman system, personnel can eliminate duplicate entry and enable the software to automatically transfer appropriate information from CAD calls to related incidents.

Advanced Security & Intelligence

Personnel can store an unlimited amount of intelligence data about the hangouts, associates, vehicles, employment, and activities of individuals or groups. In addition, users can protect data integrity with flexible security features which allow users to secure privileged information.

Organized Dissemination

Users can track any information the agency disseminates using the dissemination table. Personnel can record the full text of the disseminated information and create a link to the Name record of the party receiving the information.



Law Records with UCR/NIBRS

INCIDENT
 INCIDENT NUMBER: 1503-0006 NATURE: Assault
 CASE NUMBER: ADDRESS: 501 N CHERRY ST
 CITY: Springfield STATE: MO ZIP: 65713
 AREA: LSW Law South West Zone CONTACT:

COMPL CONTACT DETECTIVES **CURRENTLY ON PRO**
 NUMBER: 632
 LAST: Beckley FST: Rebecca MID: L
 DOB: 09/13/30 SSN: 876-34-6355 ADR: 231 COX CREEK PKWY
 RACE: W SEX: F TEL: (234) 235-7746 CTY: Springfield ST: MO ZIP: 65713

DETAILS
 STATUTE CODES: 76-5-102
 OFFENSE CODES: AS2H REPORTED: AS2H OBSERVED: AS2H
 CIRCUMSTANCES: LT20 VNONE
 RESPONDING OFFICERS: C Gamba T Anderson D Snyder
 AGENCY: SPD CAD CALL ID: C3905
 RECEIVED BY: D Snyder
 HOW RECEIVED: Telephone LAST RADLOG: 11:10:23 05/20/15 CHPLT
 WHEN REPORTED: 10:51:42 05/20/15 CLEARANCE: CR0 Cleared by Responding Officer
 DEPOSITION: CA1 DISP DATE: 06/05/15

INVOLVEMENTS THROUGH 7 OF 7 FOR LW 1503-0006 ASSAULT

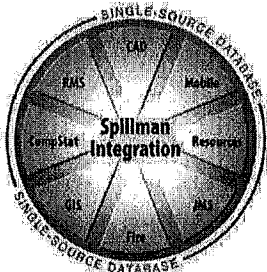
TYPE	RECORD #	DATE	DESCRIPTION	RELATIONSHIP
JA	292	06/05/15	CUSTODY WITHOUT WARRANT	Offender
NM	628	05/20/15	LARSEN, KRISTAN PAUL	Victim
NM	632	05/20/15	BERKLEY, REBECCAL	Complainant
NM	990	05/20/15	HASZIK, MICHAEL WAYNE JR	Suspect
VH	134	05/20/15	BLU 1998 TOYT COROLLA UT	Suspect Vehicle
CA	C3905	05/20/15	10:51 05/20/15 ASSAULT	Initiating Call
PR	160	05/20/15	BLK BACKPACK SWISS SW1590EA \$0	Recovered Vict. Prop.

NARRATIVE
 OCCURRED BETWEEN: 10:51:41 05/20/15 JUDICIAL SYS: APS Adjudicated, Pending Sentence
 AND: 10:51:41 05/20/15 MISC ENTRY:
 MO: Weapon, Force Hands/Feet

NARRATIVE
 NARRATIVE: The victim was walking at 7 P.M. near University Avenue and 4th
 SUPPLEMENT: CAD Call info/comments

Approval Status: COMPLT Workflow Completed To: R Anderson From: D Snyder Date: 11-01-27 06/05/15 History

1. The system alerts users with a **highlighted text box** of a wanted person, warrant, or other warning, any time they perform a name, vehicle, property, or law incident query.
2. Spillman's unique Involvements® feature **links related records** and other key pieces of information, providing users with a detailed history for each record.



Total Software Integration

Spillman's Integrated Hub™ is an open, centralized database where all agency information is entered, stored, and extracted in real time, providing total software integration. This allows users to enter data once and have it automatically shared among related modules. Agencies using the Law Records with UCR/NIBRS module can optimize their system and enhance productivity through total integration with the following modules:

- CAD Management Dashboard
- Computer-Aided Dispatch (CAD)
- CompStat Management Dashboard
- Jail Management
- Mobile Records
- Spillman Analytics
- StateLink

For more than 30 years, Spillman Technologies has provided public safety professionals with innovative software solutions and reliable customer service. Today, Spillman's integrated public safety software is used by more than 1,500 sheriff's offices, police departments, communication centers, fire departments, and correctional facilities nationwide.



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Services Overview

Spillman product implementation takes a team approach with a dedicated project manager as the lead. Most of our project managers are PMP certified with multiple years of experience within Spillman. They will be your primary point of contact throughout the implementation, and also a point of escalation. They will be responsible for the success of the implementation, coordinating Spillman resources to ensure timely implementations, and participating in frequent status meetings to ensure project progress.

Spillman systems engineers will work both remotely and onsite to install all new modules, and also the migration from the Unix environment to the Linux environment. There will be a specific engineer working directly with the project manager to insure timelines and installations are complete and tested. Our engineer will need to have a point of contact to work with from PCSD.

Our training department will work with the customer and the project manager to customize a training plan befitting Pima County's unique needs. This includes onsite, screen sharing, and e-Learning resources to best match the specific agency requirements. Most of our trainers are former law enforcement employees coming with experience from patrol, dispatch, records, and jails.

When onsite the following are needs to provide the best learning environment for your employees:

EXHIBIT C - SPILLMAN SOFTWARE

The room should be adequate in size to fit the students comfortably. We like around 16 students maximum; however if the room is large enough, more students can be accommodated. Students should be instructed, prior to attending a class that interruptions should be limited i.e. cell phones and radio's turned off.

Required Materials

Whiteboard or chalkboard
White surface for audio-visual viewing
Desk for the trainer to work from

Room Setup

There should be one computer for every one or two students. Students can work in pairs on a computer.

The training room should be large enough to accommodate the trainer moving around to help the students individually.

The room should be setup so each student is facing the front of the room for audio-visual viewing. The room should offer the least amount of interruption as possible while training is being conducted.

The software should be loaded onto each machine in the training room prior to training.

The training room must be set up and tested prior to a Spillman Trainer arriving at your agency. Each computer must be tested and verified that the Spillman Training Database is running (each computer should be connected to the agencies server that has the Spillman Software).

Flex Server Migration

Transferring your agency's data from one server to another is a complicated and time-consuming process that must be completed by Spillman's highly skilled Installation team. The server migration process is designed to minimize system downtime for your agency, while seamlessly and efficiently transferring software, interfaces, and data. The Installation team oversees the entire process, which allows for easy troubleshooting and helps ensure that your Flex system is up and running on a new server as quickly as possible.

Why is a Server Migration Necessary?

Your agency should plan to invest in a new server when your current server has reached the end of its lifespan, which typically ranges from three to five years, or if additional memory or processor space is required. A new server may also be needed if your agency plans to switch operating systems, if current server setup does not meet Flex's requirements, if your agency would like to add a secondary or backup server to your system, or if servers are outdated and preventing your agency from taking advantage of Flex updates. Your Account Sales representative can help you determine when your agency is due for a new server and get the process started.

How Spillman Helps

Server migrations are challenging processes, especially when they involve system downtime and the transfer of years of your agency's invaluable public safety data. The members of Spillman's Installation team have an average of six years' experience and perform dozens of server migrations each year. Having an Installation team member onsite managing your agency's server migration provides an expert to oversee the process, solve any problems that might arise, and minimize the time your Flex system is unavailable.

The Server Migration Process

Before implementing a server migration, your agency will meet with your Account Sales representative to determine your system needs and data storage requirements.

Purchasing Your New Server

There are two options to consider when planning your agency's new server purchase. The first is to purchase the new hardware through Spillman, which allows the Installation team to order equipment that matches your agency's exact needs and specifications from our trusted manufacturers. The new server is then shipped directly to Spillman headquarters, providing a smooth, hassle-free experience for your agency because it enables the Installation team to coordinate the shipping of the new server and removes that burden from your personnel. The second option is for you to purchase the new equipment from a third-party vendor and make the necessary arrangements for it to be shipped to Spillman headquarters at the correct time.

At Spillman Headquarters

EXHIBIT C - SPILLMAN SOFTWARE

- Once the server has arrived at Spillman headquarters in Salt Lake City, the Installation team will install the operating system and load Flex software onto your agency's new server. Completing this part of the process at Spillman headquarters helps keep travel costs to a minimum. The Installation team will then test that everything is in order and arrange for the new equipment to be shipped directly to your agency.

At Your Agency

The onsite portion of the server migration process typically takes three days:

- **Day 1** - The Installation team creates a preliminary copy of the data in your system and transfers it onto the new server. This helps them estimate the system downtime that will be needed to conduct the actual data migration.
- **Day 2** - The Flex system will be shut down while data is transferred onto the new server. This process typically takes three to six hours, but can vary depending on your agency's size and needs. Once the system is running on the new server, the Installation team will verify that all data was transferred, interfaces are functioning, and that your personnel are able to log into the system.
- **Day 3** - The Installation team works with your agency's Spillman Application Administrator (SAA) to ensure that all data and software has been transferred correctly and to confirm all interfaces, reports, and other Flex features are functioning correctly by testing for any potential issues over several hours.

Once the Installation team has departed, you can contact your Account Sales representative or Support with additional questions.

To learn more about the server migration process, contact your Account Sales representative.

For more than 30 years, Spillman Technologies has provided public safety professionals with innovative software solutions backed by reliable customer service. Today, Spillman's integrated public safety software is used by more than 1,500 sheriff's offices, police departments, communication centers, fire departments, and correctional facilities nationwide.

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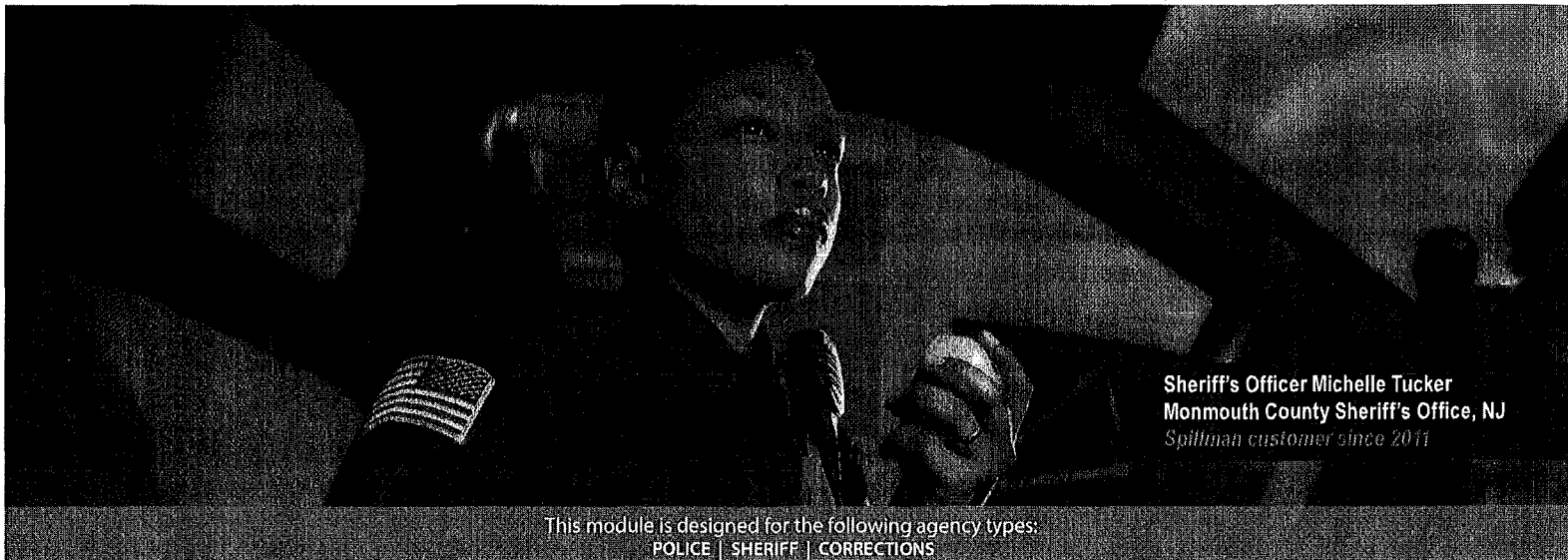
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Mobile Arrest Form

Conveniently record arrest data while completing a field report



Sheriff's Officer Michelle Tucker
Monmouth County Sheriff's Office, NJ
Spillman customer since 2011

This module is designed for the following agency types:
POLICE | SHERIFF | CORRECTIONS

AT-A-GLANCE

- Create detailed arrest records while filing incidents in the field.
- Seamlessly transfer arrest data to the receiving corrections agency.
- Quickly attach multiple offender records without duplicating work.
- Capture accurate data for reports while the events are fresh.

Multiple Arrest Capability

Some calls for service require responding officers to arrest multiple individuals at once. Re-entering the same incident data into each offender record, such as date, time, location, and booking agency, can be a time-consuming process. The Mobile Arrest Form includes a duplicating feature that enables the arresting officer to quickly and easily attach multiple offender records to the same incident record. After completing the first offender record, the officer can select "Additional Offender" and the applicable fields will automatically populate, saving time and promoting data consistency.

Spillman's Mobile Field Report with Field Interview module is required to run the Mobile Arrest Form.

Key Features

Time-Saving Processes

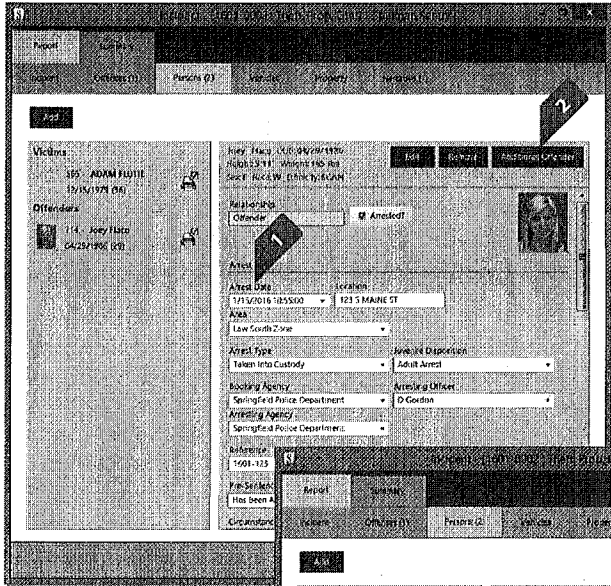
The Mobile Arrest Form enables agency personnel to complete many incident and arrest-related tasks in a single application while responding in the field. When added on to the Mobile Field Report with Field Interview module, the arrest form enables personnel to outline detailed arrest information when creating incident records. This includes information such as name, location, arrest type, and offense codes. Using the Mobile Arrest Form enables field personnel to follow a more natural workflow while responding to calls for service, saving time and reducing the need to duplicate work.

Jail Integration

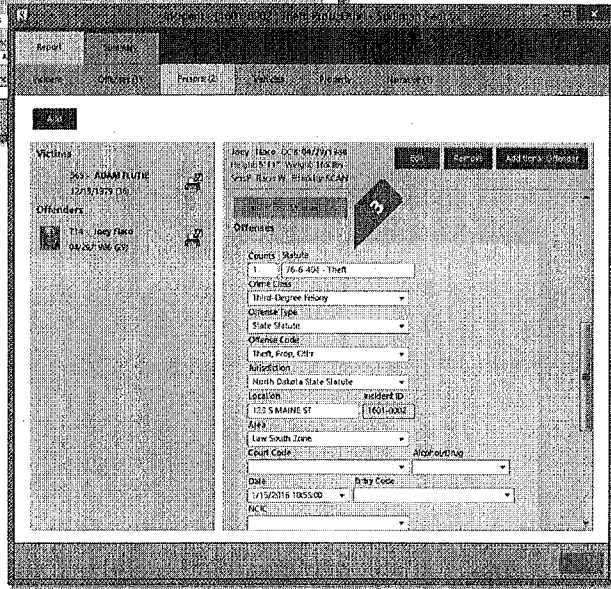
Both the arresting agency and receiving corrections facility can save time with the Mobile Arrest Form's smooth integration capabilities. For jails on the same Spillman system as the arresting agency, data entered into the form is automatically populated into the appropriate jail records through the central Hub. For jails on a separate Spillman system or a non-Spillman system, the Mobile Field Report with Field Interview module generates a printable booking sheet that can be customized to meet the needs of jail personnel.

Accurate Reporting

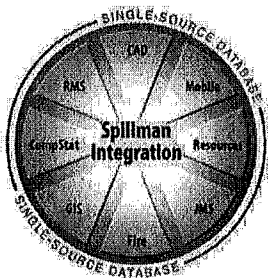
The Mobile Arrest Form expedites the crime reporting process for public safety agencies by placing all required fields, including state-specific incident-based reporting (IBR) requirements, in one location. With the form, first responders can quickly enter required data in the field while the information is fresh in their minds. This creates more accurate reports because records clerks do not have to capture all incident details after the fact.



1. The Mobile Arrest Form allows field personnel to efficiently **log incident and arrest data in one application.**
2. Personnel can easily **attach multiple offender records to one incident** using the "Additional Offender" function, which automatically duplicates basic information about the call.



3. The form enables personnel to quickly **capture all data required for crime reporting**, including state-specific IBR requirements.



Total Software Integration

Spillman's Integrated Hub™ is an open, centralized database where all agency information is entered, stored, and extracted in real time, providing total software integration. This allows users to enter data once and have it automatically shared among related modules. Agencies using the Mobile Arrest Form can optimize their system and enhance productivity through integration with the following modules:

- Computer-Aided Dispatch (CAD)
- Law Records
- Mobile Records
- Mobile Field Report with Field Interview
- Jail Management

For more than 30 years, Spillman Technologies has provided public safety professionals with innovative software solutions and reliable customer service. Today, Spillman's integrated public safety software is used by more than 1,500 sheriff's offices, police departments, communication centers, fire departments, and correctional facilities nationwide.



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Mobile Field Report with Field Interview

Quickly create incident records in the field



Sheriff's Officer Michelle Tucker
Monmouth County Sheriff's Office, NJ
Spillman customer since 2011

AT-A-GLANCE

- Customize the Mobile Field Report according to agency needs.
- Boost officer and record department efficiency by collecting, entering, and validating National Incident-Based Reporting System (NIBRS) data on-scene.
- Quickly enter and save incident information with simple and easy-to-use narrative and auto-save features.
- Quickly attach state and local queries to field reports and interviews.
- Take advantage of complete integration by entering incident data directly into the Spillman database, not just through an attached form.

Key Features

Customizable Look and Feel

Using the Mobile Field Report with Field Interview module, agencies can produce professional-looking printed forms using Spillman's preloaded layout or by customizing their own. Additionally, users can manage multiple printed layouts as needed for different audiences. Within the software, agencies can determine which fields are required, rename fields, and hide non-required fields to customize the module.

Agencies receive Spillman's Mobile Field Interview with the purchase of the Mobile Field Report.

On-scene Reporting and Validation

Officers can use the Mobile Field Report with Field Interview module to enter correct and validated information using

tools based on NIBRS 2013 rules, eliminating the need for a records clerk to make after-the-fact judgments. When used with Spillman's Computer-Aided Dispatch (CAD) module, officers can view and use any call comments entered by call takers within the Mobile Field Report. Additionally, when an incident is linked to a record within an agency's Spillman system, officers in the field can easily populate form fields using state and local returns as well as existing name, vehicle, and property information. Personnel can also use the module to validate addresses in the field with Spillman's Geographic Information System (GIS).

Simple Narrative Writing Features

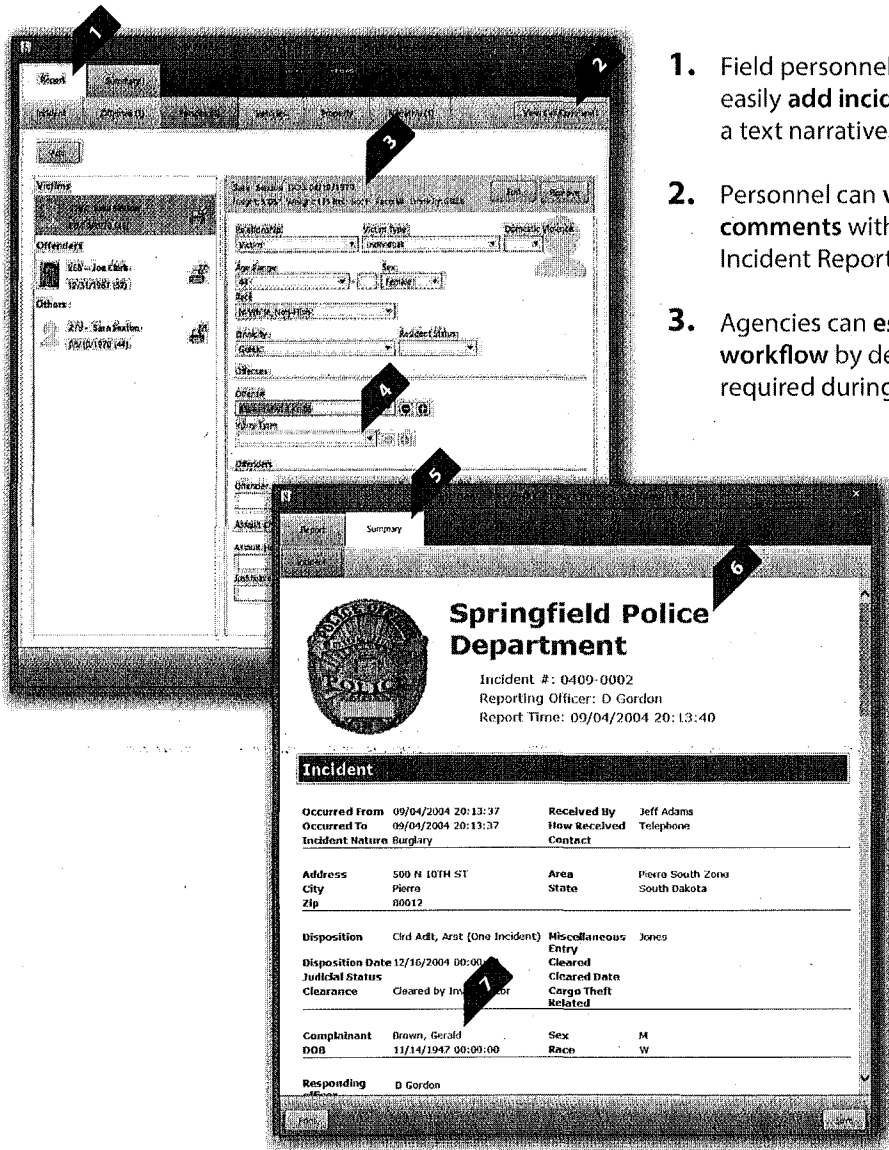
Field personnel can quickly add narratives using standard word processing features such as find, replace, spell check, and the ability to copy and paste from both inside the form and from external programs or sources. Users can take advantage of an auto-save feature to save information as they go as data is automatically saved to either the Spillman server, if connected, or the local drive.

Integrated Incident Record Submission

Spillman's tightly integrated system provides agencies with the ability to use the Mobile Field Report to access data from their existing Spillman system. This allows personnel to search for offenses by offense code or statute, easily add multiple property items, and view call comments at any time, all without the need to switch between multiple screens. Users can access and edit the Mobile Field Report directly from Spillman Mobile to quickly and efficiently create and enter Law Incident records, bypassing the need to utilize Adobe forms.

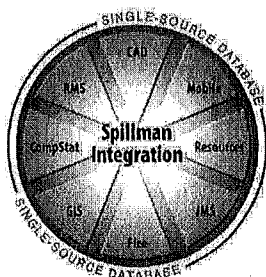


Mobile Field Report with Field Interview



1. Field personnel can use the Report tab to easily **add incident information**, including a text narrative.
2. Personnel can **view and refer to call comments** within the Mobile Field Incident Report at any time.
3. Agencies can **establish a functional workflow** by determining which fields are required during reporting.

4. Users can **collect and validate IBR information in the field** using the Mobile Field Report's validation tools.
5. Agencies can use the Summary tab to **print and save** all included incident information.
6. Users can **customize reports** to meet agency-specific needs.
7. Personnel can **remove confidential incident information**, such as juvenile names, in narratives and supplemental fields, when printing reports.



Total Software Integration

Spillman's Integrated Hub™ is an open, centralized database where all agency information is entered, stored, and extracted in real time, providing total software integration. This allows users to enter data once and have it automatically shared among related modules. Agencies using the Mobile Field Report with Field Interview module can optimize their system and enhance productivity through total integration with the following modules:

- AVL Mapping
- Computer-Aided Dispatch (CAD)
- Mobile Records
- Mobile State & National Queries
- Premises & HazMat Information
- Spillman Touch
- State eCitation Form

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Quote and Purchase Addendum

Quoted Date: June 01, 2018 Quote Number: QUO-07189-F2J1D8
Quote Expiration Date: June 30, 2018 Prepared By: Troy Archer

Services Included

- **First-year Maintenance** – For the specific module(s) listed in this document, all upgrades and live phone support services are included for the entire first year.
- **Project Management and Installation** – Spillman will assign a Project Manager as the agency's single point of contact. This individual will coordinate Spillman's expert installation and training staff as needed to ensure a smooth upgrade transition.

Included in Quote

- Data Replication

Package Quote
\$54,532

Sales Tax NOT Included

Responsibility and administration of the reporting server hardware, OS, and database will be the responsibility of the customer

Four Maintenance Years Included for No Additional Cost as Part of Prepaid Maintenance Agreement.

DATA REPLICATION

IMPROVE REPORTING CAPABILITIES WITH A REPLICATED DATABASE

STABLE REPORTING

Querying an agency's live database to create several different reports at the same time can impact both system and reporting performance. The Data Replication module eliminates the need for agencies to query against a live Flex database, allowing personnel to access the reports they need, when they need them, without having to consider how it may impact the system. This module creates a stable platform upon which reporting applications, such as SAP's Crystal Reports Server, can be added to create custom reports.

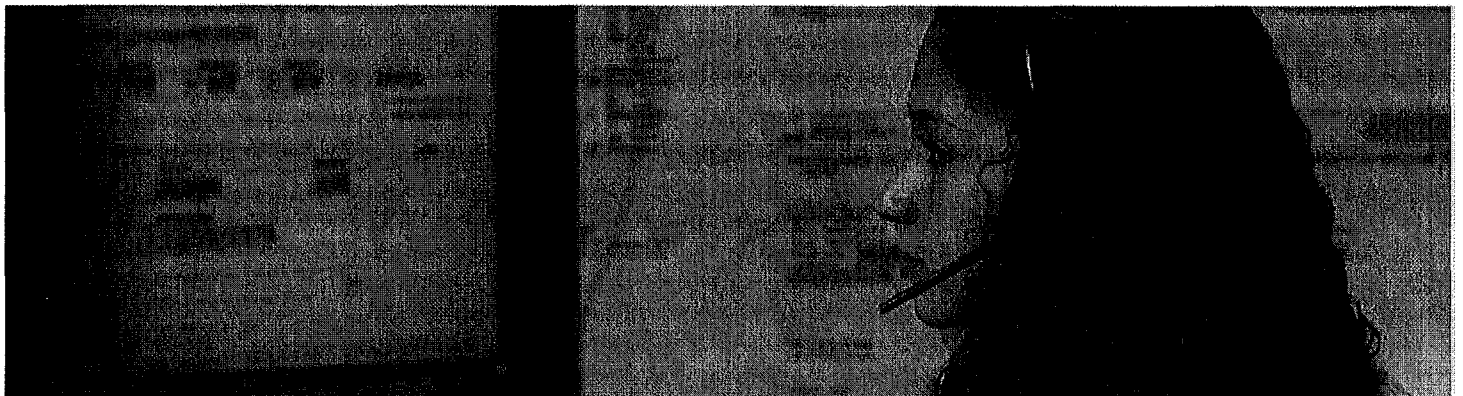
FLEXIBLE REPORTING OPTIONS

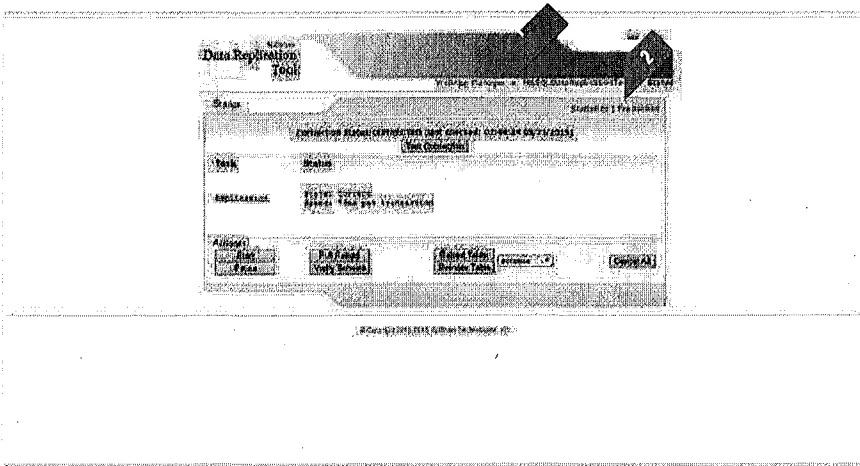
Being locked into one specific reporting tool can limit an agency's use of its Flex system. By using the Data Replication module, agencies can employ any industry-compliant technology they choose for accessing

information. Personnel can then conveniently use a consistent set of commands for both their live and back-up databases when accessing the module through Flex's web application. Once an agency exports its live data, personnel can expedite their reporting capabilities using any tool available to easily move data from live to back-up databases – without being locked into any single application.

FAMILIAR DATABASE USE

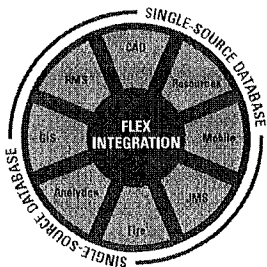
The Data Replication module allows agencies to make the most of their existing IT expertise in other database services. Users can choose to export data to a separate database server running either Microsoft SQL or MySQL.





1. Personnel can easily access the Data Replication module from within the WebApp Manager.
2. Users can view and track replication statistics from the home screen for basic information or from the statistics screen for more in-depth information on the status of module actions.

NOTE: The Data Replication module is designed to provide data for a reporting server. It is not intended to be used as a disaster recovery, hot backup, or high-availability solution, and it cannot replicate data to another C-Tree database. Additionally, it is each agency's responsibility to manage or maintain the server, server operating system (OS), or the chosen database management system (DBMS).



TOTAL SOFTWARE INTEGRATION

Spillman's Integrated Hub™ is an open, centralized database where all agency information is entered, stored, and extracted in real time, providing total software integration. This allows users to enter data once and have it automatically shared among related modules. Agencies using this module can optimize their system and enhance productivity through total integration with other Flex modules.



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Quote and Purchase Addendum

Quoted Date: May 21, 2018 Quote Number: QUO-13338-P4J8C7
Quote Expiration Date: June 30, 2018 Prepared By: Troy Archer

Services Included

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Included in Quote

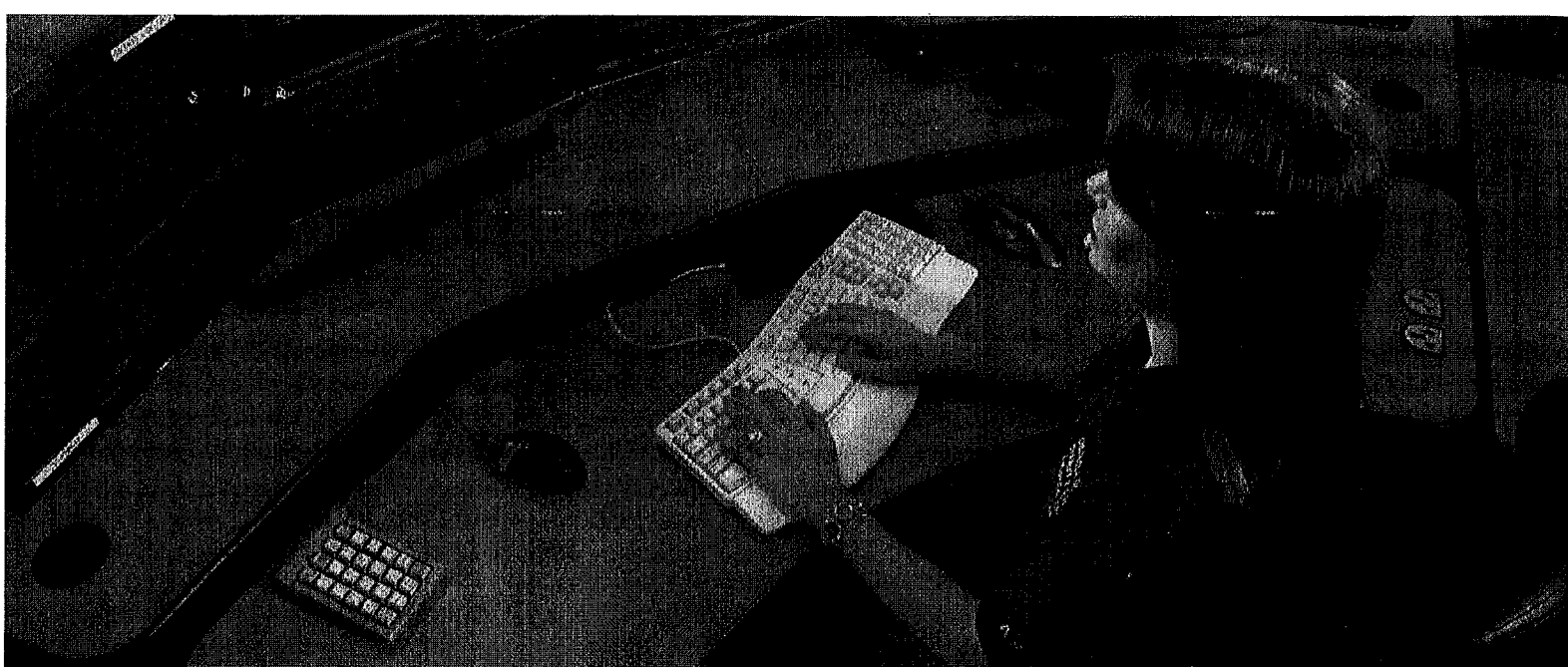
- Learning Management System -1 Years

Package Quote

\$32,641

Sales Tax NOT Included

- Years 2-3 Included In Prepaid Maintenance



LEARNING MANAGEMENT SYSTEM (LMS)

ACCESS ONLINE TRAINING COURSES FOR SPILLMAN SOFTWARE

COMPREHENSIVE TRAINING

The Spillman Learning Management System (LMS) helps customers get the most out of their software by providing one centralized platform for online Spillman software training. Instead of having to refer back to the onsite training that took place at the beginning of implementation, the Spillman LMS helps personnel stay up-to-date on training for all parts of Spillman's on-premises and cloud software systems. The LMS features dozens of courses, including SAA training sessions and patch release notes that feature demo videos. Using the simple, intuitive layout, personnel can easily navigate the platform to continue their education of the software as new courses are added.

PERSONA-BASED LEARNING

People learn new information in various ways. The Spillman LMS is designed to appeal to all styles of learning by providing trainings that feature written material, images, short videos, and practical exercises. This makes learning easier for all users without compromising quality in the process. The LMS also allows learners to check their comprehension of the material by providing assessment questions at the end of training sessions.

MOBILITY

The LMS is web-based, allowing Spillman customers to access the courses online from any device with an internet connection, including laptops, tablets, and smartphones. This creates an ongoing learning experience that easily fits into each individual's schedule. Instead of having to learn all of the material in a classroom setting during a finite

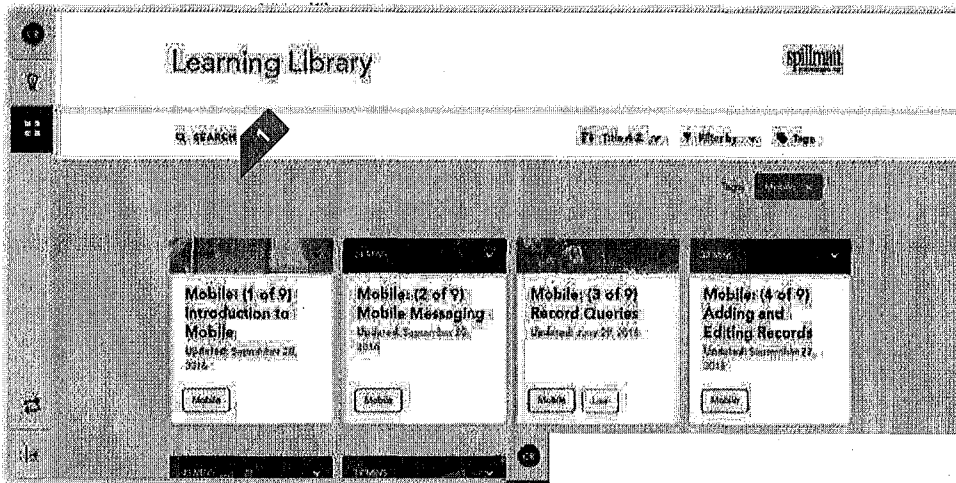
amount of time, users can go at their own pace during times that are convenient and best help them learn the material. The material is also available for review whenever needed.

AFFORDABILITY

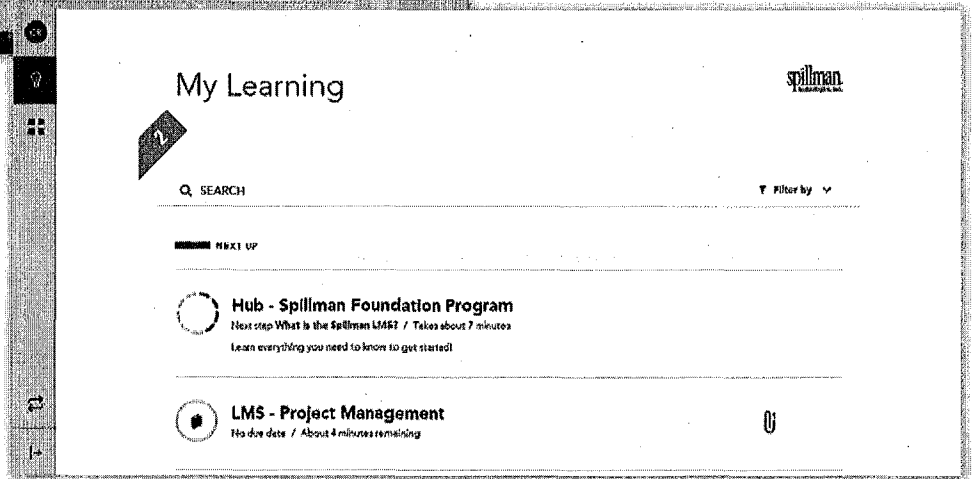
Onsite trainings provide many benefits to public safety agencies and are very necessary during implementation, but additional trainings can create a burdensome monetary cost to both the agency and the vendor. The Spillman LMS provides a more affordable alternative to traditional onsite training by eliminating the need for agencies to schedule trainings with vendor employees. It also provides a way for personnel to learn the required material without having to be pulled away during critical or inconvenient times.

CULTURE OF ACCOUNTABILITY

With Spillman's LMS, administrators do not need to worry about whether or not personnel are taking advantage of the trainings provided in the system. The LMS allows administrators to enroll agency personnel in the training programs they believe will be beneficial to their employees. Administrators can then run reports through the LMS to view each learner's progress and take appropriate action when needed, which helps to create a culture of accountability within the agency.



1. Personnel can use the Learning Library screen to quickly view available courses, including the time commitment and the date each was updated.
2. Users click on the My Learning page to see their progress through each course they are taking and the due date assigned to it.



ABOUT SPILLMAN

For more than 30 years, Spillman Technologies has provided public safety professionals with innovative software solutions and reliable customer service. Today, Spillman's integrated public safety software is used by more than 1,500 police departments, sheriff's offices, communication centers, fire departments, and correctional facilities nationwide.



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Quote and Purchase Addendum

Quoted Date: June 01, 2018 Quote Number: QUO-15448-G5M6R5
Quote Expiration Date: June 30, 2018 Prepared By: Troy Archer

Services Included

- **First-year Maintenance** – For the specific module(s) listed in this document, all upgrades and live phone support services are included for the entire first year.
- **Project Management and Installation** – Spillman will assign a Project Manager as the agency's single point of contact. This individual will coordinate Spillman's expert installation and training staff as needed to ensure a smooth upgrade transition.

Included in Quote

- CrimeMonitor -1 Years
- Spillman Analytics -1 Years

Package Quote

\$28,861

Sales Tax NOT Included

- Maintenance Years 2-3 Included in Prepaid Maintenance

SPILLMAN ANALYTICS

NAVIGATE FULLY INTEGRATED, MAP-BASED ANALYTICS FOR INFORMED DECISION MAKING

MAP-BASED INTELLIGENCE AND ANALYTICS

The Spillman Analytics module offers agencies a map-based analytics tool to assist in Intelligence-Led Policing (ILP) initiatives, helping them make informed decisions about their resources. With multiple data layers and customizable time and date ranges, agencies can use many tools to analyze data, including crime-specific filters, heat maps, pin maps, time comparison analytics, and more. Spillman Analytics gives users the ability to create geographic profiles for quick access to specific areas for hotspot monitoring. Users can also create up to 20 customized dashboards to view and analyze data.

MULTIPLE REPORTING TOOLS

Reporting tools allow users to create, schedule, and disseminate reports through email. Personnel can choose from multiple reporting tools and analytic features to help analyze nearly every aspect of agency data. Agencies can utilize charts and graphs to visualize crime patterns and trends across jurisdictional lines.

TIGHT SYSTEM INTEGRATION

As the most sophisticated interface in the industry connecting LexisNexis data to RMS and CAD information, Spillman Analytics offers distinct advantages due to tight system integration. The module offers unique Link Back functionality that allows agencies to select a record on any analytics map and open the full record in their RMS or CAD system. Agencies can define which events or records get exported, as well as set their own preferences for export frequency, including completed CAD call data. Because Spillman Analytics offers

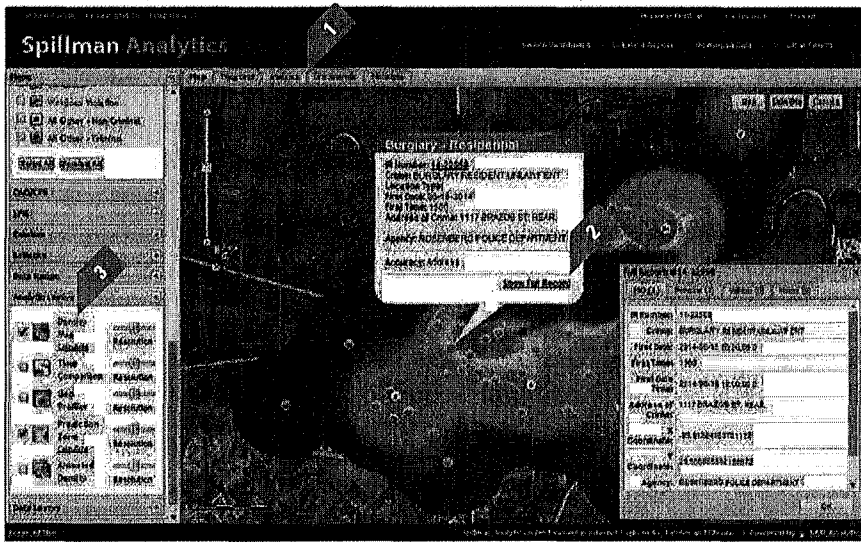
true integration with LexisNexis and works within an existing Spillman Flex system, personnel benefit from single sign-on and a single point of customer support. Crime and call for service data related to each incident is searchable and viewable throughout other Flex modules, including call, complainant, location, offense, suspect and victim descriptions, information on vehicles related to incidents, and responding officer information.

SYSTEM CUSTOMIZATION

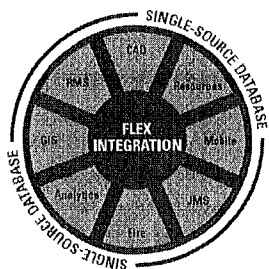
When setting up their system, agencies can choose to use FBI-standard location types or create agency-specific location types when setting field mapping preferences. Spillman Analytics customers can also add privacy codes to incidents to prevent certain information from sensitive cases from being exported. Agencies can also upload a badge image to customize reports.

CROSS-AGENCY AND MULTI-JURISDICTIONAL SHARING

With Spillman Analytics, agencies can view, analyze, and download crime and call data from any other agency using LexisNexis products. Each agency can determine whether or not they will share data with surrounding agencies, the public, or both. Agencies can also choose whether to share incident, CAD, or both data sets when exporting to LexisNexis.



1. Analysts can use five available analytic tools to identify crime patterns, including hot spots.
2. With Spillman Analytics, users can access and open full records due to complete integration with the Spillman Flex system.
3. Users can initiate queries on more than 126 incident and calls-for-service data elements on a jurisdictional map.



TOTAL SOFTWARE INTEGRATION

Spillman's Integrated Hub™ is an open, centralized database where all agency information is entered, stored, and extracted in real time, providing total software integration. This allows users to enter data once and have it automatically shared among related modules. Agencies using this module can optimize their system and enhance productivity through total integration with other Flex modules.



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