

# Memorandum of Understanding

By and Between

City of Lakewood

And

Washington State Council of County and City Employees, Council 2

AFSCME – AFL-CIO

Local #1938

---

## **Re: Contracting with Managed Services Provider for Information Technology (IT) Support Work**

This Memorandum of Understanding (MOU) is by and between the City of Lakewood (City) and WSCCCE Council 2 Local #1938 (Union), herein referred to as “the Parties.”

**Background:** Following the City’s system outage in December 2022 and subsequent recovery, the City identified the need to address security shortfalls and significant project backlogs related to IT infrastructure security, and an interest in using a Managed Services Provider (Avasek) to deploy these critical work items. The City believes that clearing the project backlog, implementing robust system monitoring and vulnerability management, and having back up to provide other IT support as needed will allow the IT department to best leverage their knowledge and expertise to modernize infrastructure and systems, and the City to assess staffing levels and operational efficiency in a more secure and stable environment as projects are completed. While the Union has a strong interest in retaining bargaining unit work and limiting the duration of any contracting agreed to, the Union understands the criticality of the City’s system security, the inability to complete the work in a reasonable timeframe without additional expertise and assistance, and the benefit to current IT AFSCME members of addressing the significant workload and freeing up time for training to increase expertise.

**Agreement:** The parties agree as follows:

- The City will use a Managed Service Provider (Avasek) to perform the following work:
  - SQL server monitoring and management, and scheduled off-time server management;
  - Server and Virtual Machine (VM), and storage systems monitoring;
  - Install/deploy software and other tools for system maintenance, auditing and monitoring;
  - Assist with installation and configuration of the Disaster Recovery site and associated prep work;
  - Provide Tier 3 or Tier 4 support that in the past was performed by CIO or vendors/contractors;
  - Assist with review and cleanup of Active Directory objects, configuration, GPUs, and security;
  - Special projects, including removing local admin rights; automating software rollout/patch management for workstations, servers, VMs, and network devices; implementing Microsoft Secure server configuration on all servers;

- Security work, including monitoring and managing all endpoint devices for malware; monitoring all network devices for suspicious activity, monitoring all antivirus/antispayware agents for current updates, monitoring user accounts for excessive privileges, unauthorized access permissions, or unusual activity as requested;
  - Vulnerability management, including monthly network scanning, reporting, and remediation of vulnerabilities found within the infrastructure.
  - Performance monitoring of critical IT infrastructure components, system metrics, network protocols, applications, services, servers, and network infrastructure.
  - Help develop a system for centralizing network logs for future analysis and troubleshooting;
  - Assist in Microsoft 365 migration.
- The list above is intended to encompass all the work to be performed under the Managed Services Provider contract and the inclusion of any particular item does not imply that the parties have agreed that all of the work is exclusively bargaining unit work.
  - The City and Union will meet quarterly to review progress and status of the work items performed by the Managed Services Provider, and will meet in March 2024 for a final review prior to the contract expiration. At the expiration of the MOU, IT staffing requirements and levels moving forward will be reviewed and discussed.
  - This MOU shall not establish precedent for the parties hereto, nor for any other collective bargaining units or departments of the City.
  - This MOU shall become effective upon the signing of all listed parties below.
  - This MOU shall expire one (1) year from the date all listed parties have signed, unless extended by the parties in writing.

Signed at Lakewood, Washington on the date(s) set forth below each party's signature.

City of Lakewood

John J. Caulfield 6/1/2023  
John J. Caulfield, City Manager Date

WSSCCE Local 1938

Martha Larkin 5/31/2023  
Martha Larkin, Local 1938 Interim President Date

Carrie Caffrey 5/30/23  
Carrie Caffrey, Council 2 Staff Representative Date

ATTEST:

B. Schumacher June 1, 2023  
Briana Schumacher, City Clerk Date

APPROVED AS TO FORM:

Heidi Ann Wachter 06/01/2023  
Heidi Ann Wachter, City Attorney Date