



**Richland County Council**  
**BUDGET AD HOC COMMITTEE**  
**APRIL 12, 2017 – 2:00 PM**  
**ADMINISTRATION CONFERENCE ROOM**  
**2020 Hampton Street, Columbia, SC 29201**

Bill Malinowski District One	Joyce Dickerson District Two	Yvonne McBride District Three	Greg Pearce District Six	Dalhi Myers District Ten
---------------------------------	---------------------------------	----------------------------------	-----------------------------	-----------------------------

1. **CALL TO ORDER**
2. **APPROVAL OF MINUTES**
  - a. March 27, 2017 [PAGES 2-7]
3. **ADOPTION OF AGENDA**
4. **ITEMS FOR DISCUSSION**
  - a. Purchasing Card Policy [PAGES 8-59]
  - b. Debt Service Overview [**FOR INFORMATION ONLY**]  
[PAGES 60-88]
  - c. Scope of County Services [**FOR INFORMATION ONLY**]  
[PAGES 89-1132]
5. **ADJOURNMENT**



Special Accommodations and Interpreter Services Citizens may be present during any of the County's meetings. If requested, the agenda and backup materials will be made available in alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), as amended and the federal rules and regulations adopted in implementation thereof. Any person who requires a disability-related modification or accommodation, including auxiliary aids or services, in order to participate in the public meeting may request such modification, accommodation, aid or service by contacting the Clerk of Council's office either in person at 2020 Hampton Street, Columbia, SC, by telephone at (803) 576-2068, or TDD at 803-576-2045 no later than 24 hours prior to the scheduled meeting.

# RICHLAND COUNTY COUNCIL

## SOUTH CAROLINA

### BUDGET AD HOC COMMITTEE

March 27, 2017  
10:30 AM  
Administration Conference Room

*In accordance with the Freedom of Information Act, a copy of the agenda was sent to radio and TV stations, newspapers, persons requesting notification, and was posted on the bulletin board located in the lobby of the County Administration Building*

#### CALL TO ORDER

Ms. Myers called the meeting to order at approximately 10:44 a.m.

#### ADOPTION OF AGENDA

Mr. Pearce moved, seconded by Ms. Dickerson, to adopt the agenda as published. The vote in favor was unanimous.

#### ELECTION OF CHAIR

Mr. Pearce moved, seconded by Ms. Dickerson, to nominate Ms. Myers for the position of Chair.

Ms. Myers was elected Chair by acclamation.

#### ITEMS FOR DISCUSSION

##### A. Midlands Technical College Capital Project Request

Ms. Debbie Walker, Vice President of Business Affairs, gave a brief presentation on Midlands Technical College's Capital Project request.

- 16,000 Credit Students
- Over 100 Programs of Study
- 26,000 Corporate and Continuing Education Students
- Operating Budget of \$83 million
- Total Assets \$100+ million
- 6 Campuses and teaching location on Ft. Jackson

The 50 year old Lindau Engineering Technology Building on the Beltline campus is the building they are planning to replace.

- Current building has constructed in 1968
- It is 4 stories with a flat roof



#### Council Members Present

Dalhi Myers, Chair  
Joyce Dickerson  
Yvonne McBride  
Greg Pearce

#### Others Present:

Gerald Seals  
Daniel Driggers  
Michelle Onley  
Kevin Bronson  
Sandra Yudice  
Janelle Ellis  
Donald Woodward  
Brandon Madden  
Karen Magsino  
Meagan Douglas

# RICHLAND COUNTY COUNCIL

## SOUTH CAROLINA

### Budget Ad Hoc Committee

March 27, 2017

### Page Two



- Approximately 65,000 sq. ft.
- Serves about 5,000 students
- Outside steel accents are rusty and in bad shape
- Currently has classrooms and faculty/administrative offices
- Estimated replacement cost is \$30 million, which includes demolition of the existing structure, asbestos abatement, design services, construction, parking, furniture, fixtures and technology

The new facility will be the center for Quick Jobs Training and Workforce Development. Presently Quick Jobs are spread amongst several campuses.

The up-to-date technology will allow them to serve the needs of more students.

Many of the students are served by public transportation and are able to purchase bus passes on campus.

The college will save approximately \$600,000 per year with the increase in class sizes.

- Overall MTC placement rate is 89%
- IT and Business – over 80%
- Quick Jobs – 90%
- 90% of graduates stay within the State; 80% within the service area

The Center for Quick Jobs Training and Workforce Development will concentrate on essential skill crafts and other instructional areas designed to meet the real time workforce needs. The center will provide accessibility to training, higher education for lower income, first generation and minority students.

Midlands Technical College has received funding from the State for the last 2-3 years for Quick Jobs.

Ms. Myers inquired about the number of students that received jobs through the program.

Ms. Walker stated she did not have the numbers, but could provide them.

Ms. Myers inquired about the timeline for the project.

It will take approximately 6 years to construct. The plan is to construct the new facility on a plot of land that presently has a two story building on it. The two story building will be demolished and the new facility constructed in its place. Once the new facility is built, the six-story building will be torn down and additional parking constructed in its place.

# RICHLAND COUNTY COUNCIL

## SOUTH CAROLINA

### Budget Ad Hoc Committee

March 27, 2017

Page Three



Dr. Yudice stated Midlands Technical College will be issuing a \$10 million bond and has requested the County's assistance. The debt service for the bond will be a .5 mill increase. The request before the committee is to approve the .5 mill increase request from Midlands Technical College to fund \$10 million with a bond to partially fund the replacement of the LET Building that will house the Center for Quick Jobs Training and Workforce Development. Midlands Technical College will issue the bonds and that the approved millage increase ends when the bond debt is paid off.

Mr. Pearce inquired about the current capital millage.

Ms. Walker stated capital is 1 mill and debt service is .5 mill.

Mr. Pearce stated he has a simple philosophy about budgets. How does it meet with the mission of the County? Is it mission critical? And, can we pay for it? He believes they built a very clear case, in terms of their mission, and their mission is the County's mission.

Mr. Pearce moved, seconded by Ms. Dickerson, to recommend the Midlands Technical College .5 mill increase be added to their budget FY17-18 request. The vote in favor was unanimous.

### B. Sheriff's Facility

Dr. Ellis stated Deputy Chief Cowan is before the committee to talk about a property that has been proposed for sale from SCANA to the Sheriff's Department. The motion is to approve for acquisition of this properties located at Shakespeare Road in the amount not to exceed \$1.3 million for the purchase of the property.

Deputy Chief Cowan stated for the last 20 years the Sheriff's Department has been successfully processing evidence in-house. There is a need to increase the square footage to successfully continue this service.

- The laboratory currently sits on 7,800 square feet.
- There is 3,200 of additional square footage is contained in modified Conex trailers. The trailers have been modified with heating and air to preserve evidence.
- Presently there is 133,000 pieces of evidence that have been collected that must be maintained due to the State Mandated Evidence Recovery Act.
- The Conex trailers are located at Powell Road and behind the Sheriff's Department. Additional evidence is housed downstairs in the Sheriff's Department.
- There are internationally and nationally renowned scientists on staff that processes the evidence.

# RICHLAND COUNTY COUNCIL

## SOUTH CAROLINA

**Budget Ad Hoc Committee**

**March 27, 2017**

**Page Three**



- One of the only agencies in the country to have a Rapid Hit DNA System

Deputy Chief Cowan stated the request is to move from the various facilities and consolidate those services. In addition, it gives the Sheriff's Department the ability to project what they can do over the course of the next 50 years to be able to provide services to the estimated 1 million people in Richland County in 2030.

By moving to the proposed site on Shakespeare Road, the Sheriff's Department would be able to relocate their fleet services, the compound, evidence and processing services within the first year.

- There are 24 acres available
- Any repairs, maintenance, or environmental services will be covered by SCANA
- Other services could be moved to the property in the future

The first priority is to get the laboratory and evidence to the facility, as well as fleet services. Then specialty services will be added to facility to provide services to the citizens.

Ms. Myers stated the funding plan is to have the big costs come this year and then every subsequent year there are smaller costs.

Ms. McBride inquired if the proposal has been discussed with the community.

Deputy Chief Cowan stated the proposal has not been taken to the Newcastle Community, which the Sheriff's Department has a great working relationship with. This will be expanding the Sheriff's Department services in the community; therefore, he does not imagine there will be any kickback.

Ms. McBride stated she had mentioned the proposal to the President of the community and she did not appear to have any issues with it.

Ms. McBride stated for the record she wants to ensure there are funds for the magistrate office.

Mr. Seals stated the County is off schedule with the magistrate offices, but staff is presently looking at all the capital improvement needs of the County.

Ms. McBride stated the County has a state of the art system, which she's very proud of. She inquired if the City of Columbia utilize or have access to the system.

Deputy Chief Cowan stated they provide service to multiple agencies throughout the State and Southeast, but the other agencies are charged for the services. The

# RICHLAND COUNTY COUNCIL

## SOUTH CAROLINA

**Budget Ad Hoc Committee**  
**March 27, 2017**  
**Page Four**



Sheriff's Department does some processing for the City of Columbia if the cases are linked.

Ms. Myers stated there is a possibility it could be a revenue generator.

Deputy Chief Cowan stated they have looked at it, but it will not generate enough revenue to offset the debt. Just to give the committee an idea, \$190,000 is budgeted for laboratory and an additional \$68,000 for forensic services. The costs to operate the laboratory service is \$585,000, which is offset with forfeitures and federal grant specific for DNA.

Mr. Pearce stated this could potentially resolve a big problem without disrupting any other part of the budget. It is his understanding Mr. Seals plans to use the money remaining from the renovations at Decker and some funding from the Judicial Center renovations.

Ms. McBride moved, seconded by Mr. Pearce, to forward to Council with a recommendation to proceed with the purchase. The vote in favor was unanimous.

### **C. Council Motion: Imposing a uniform service charge on tax exempt property**

Mr. Pearce inquired if the County can legally do this.

Mr. Madden stated this originated with a Council motion. He sees this as similar to how the stormwater management fee is handled. Although there is not a criterion for imposing fees on tax exempt property because it would not be a flat fee since the property values vary.

Mr. Seals stated it is questionable. There are ways staff sees it can be done. At this point, it is not clear how the Council member wants it configured and to his knowledge he's not sure it has been tested.

Ms. Myers stated at the first Council meeting, there was a suggestion to come up with a structure to collect a service fee on tax exempt property. The memo, in the agenda packet, suggests we might be on a razor edge. She believes this item needs more research before a motion is even made.

Mr. Seals stated this is an item the committee can begin to "dig" into long-term. He reiterated he is not sure it has been tested in South Carolina.

Ms. Myers stated it would appear this will be a fee in lieu of tax, but how would it be implemented. Additionally, she inquired if there were similar fees anywhere else.

# RICHLAND COUNTY COUNCIL

## SOUTH CAROLINA

**Budget Ad Hoc Committee**  
**March 27, 2017**  
**Page Five**



Mr. Madden stated he had not. He spoke with the Assessor, Liz McDonald, and she did not understand, in practice, how this would work.

Mr. Pearce moved, seconded by Ms. McBride, to table this item and direct staff to continue to explore. When the additional information is available, it can be brought back to committee for vetting. The vote in favor was unanimous.

It was decided to hold the remaining Budget Ad Hoc Committee meetings on the Wednesdays of the Horizon meetings at 2:00 p.m.

### **ADJOURNMENT**

The meeting adjourned at approximately 11:45 a.m.

The Minutes were transcribed by Michelle M. Onley, Deputy Clerk of Council



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

## Council Memorandum 4-3

**To:** County Council c/o Budget Ad Hoc Committee  
**From:** County Administrator Gerald Seals  
**Date:** April 10, 2017  
**Subject:** Briefing on the County's Purchasing Card Program

---

### **BACKGROUND**

As the Executive branch of Richland County government, one of the roles of the County Administrator's Office is to implement policies set by County Council. This role is inclusive of implementing its fiscal policies and directives, sometimes via administrative directions and policies. When organizations circumvent adopted policies set forth by its governing body by the promulgation of customs and practices rationalized as necessary and organizationally beneficial, engaging in customs and practices falsely appear to benefit the organization. Unaddressed, these customs and practices become accepted as policy by the organization.

It has come to my attention that one such practice, as utilized by the County, is its purchasing card program and procedures. Requests that I approve transactions after they had been made prompted questions and concerns regarding the purchasing card program appeared to be beyond the statutory authority of my office; specifically, it appeared that this custom and practice, as outlined in the Purchasing Card Program, began 2010.

The Executive branch of government does not set fiscal policy. That responsibility lies within the authority of the Legislative branch of government, in this case Richland County Council. The Executive branch of government can only make expenditures pursuant to the fiscal policy of the Legislative branch of government. As the Executive branch of Richland County Government, the Administrator's Office does not have the authority spend outside of the parameters set by Legislative branch of its government or County Council.

Based on this information, I directed staff to research the purchasing card program. The findings of that research are presented here:

### **FINDINGS**

After researching past County Council actions and reviewing internal documents, the following findings were identified:

- The County's Public Information Office initiated the contact with Bank of America (BOA) as the County's Procurement Office and Finance Department were not forthcoming with this information, which indicates that they did not have this information.



- The genesis of the purchasing card program cannot be traced as staff could not find any Council actions taken by County Council approving the County's purchasing card program as County policy. This conclusion was confirmed by the Clerk's Office, as their search on Council actions taken did not provide any results indicating otherwise.
- In 2005, the County began utilizing government charge cards with BOA serving as the financial provider (Exhibit A). The cards are government charge cards, whereby purchases are charged/credited to the County's account.
- Cardholders are employees of the County, approved by the County Administrator to use the purchasing card to execute purchase transactions on behalf of the County. The County agrees to accept liability for the employees' use of the cards.
- The County's Finance and Procurement offices confirmed that the purchasing card program has been used by the County since 2005. The County had a contract with BOA since 2005. In 2005 the contract was for the purchasing card. At some point, the County switched to the state contract. However, BOA has no record of the contract with the state contract. Moreover the State did not have any information related to this switch. Most Counties piggyback on the State's contract. The County's Public Information Office initiated the contact with State. Research indicated the County Council did not approve of switching to the State contract.
- The purchasing cards limit ranges from \$5,000 to \$100,000.
- The daily transaction limits for the purchasing cards ranges from \$1,500 to \$100,000.
- The single transaction limits for the purchasing cards ranges from \$1,500 to \$100,000.
- Outside of the County's finance director, card holders do not have access to cash. The Finance director has access up to \$100,000 in cash.
- The County's Information Technology department has two cardholders, each with \$50,000 purchasing card limits.
- The rationale, per the purchasing card procedures, for the purchasing cards is to reduce the use of purchase orders. However, it is not clear that the purchasing card addresses this concern. There was no data being compiled to track the number of purchases orders versus the number of purchasing card expenditures.
- As of July 1, 2016, there were approximately 117 purchasing cards assigned to County employees, including Council members.
- There is no County Administrator signatory on the purchasing card program.
- There are at least two iterations of the purchasing card program: 2010 and 2016, neither of which appears to have not been adopted at all by County Council. Additionally, there has been reluctance from County Finance and Procurement staff in providing information relative to this concern.

- In 2010, the County's Procurement Office initiated a purchasing card program (Exhibit B) and developed standard operating procedures to control the manner in which purchasing cards are assigned and used by County departments.
- There appears to be no Council approved budgetary allocations or departmental line items to support the purchases made via the purchasing cards. The Finance Director confirmed that there is no link between the card limits and the departments approved budgets.
- There is no clear rationale as the amounts of the spending limits for each card. Additionally, there has been reluctance from County Procurement staff in provided clarification as to that rationale.
- It is not clear whether the County's Treasurer was included or excluded in the development of the purchasing card program.
- The County's practice of using the purchasing cards falls outside of State Law.
- There is no law that sanctions the administrator to make expenditures outside of the fiscal policy set by County Council.
- The primary issue with the practice of using the County's purchasing cards is that purchases made using the cards are made without budgetary allocations as provided through Council's fiscal policy.

### **CORRECTIVE ACTIONS**

As the County Administrator, I have the authority to set administrative policies to provide guidance to staff in their efforts to carry out the fiscal policies set by Council. In lieu of County Council taking any formal action on this matter and given the aforementioned concerns, my corrective actions include:

1. Eliminate the use of purchasing cards for all County Departments, effective April 30, 2017.
2. Staff prepared a draft credit card policy (Exhibit C) for Council to consider approving as a County policy.
3. Implement a countywide credit card policy and program, effective July 1, 2017; thereby, replacing the purchasing card program practices.

Given these corrective actions, the following schedule applies:

#### April 2017

- Formally notify Council of this issue, my concerns, and subsequent corrective actions via this Council Memorandum.

#### May 2017

- Formally request a meeting with all constitutional officers (elected and appointed) pursuant to this issue and my concerns.
- Formally meet with all County department heads pursuant to this issue and my concerns.

June 2017

- A credit card policy will be presented to Council for review and approval; thereby, adopting it as a Council policy. The intent is to facilitate a fiscal policy document that will set internal controls for managing small purchases or expenditures made by County staff within the parameters set by Council.

In the Spirit of Excellence,

A handwritten signature in blue ink, appearing to read "Gerald Seals". The signature is stylized with large, overlapping loops and a cursive script.

Gerald Seals  
County Administrator

**Exhibit A**

## BANK OF AMERICA CORPORATE PURCHASING CARD AGREEMENT

This Bank of America Corporate Purchasing Card Agreement (the "Agreement") is made by and between Bank of America, N.A. (USA), ("Bank of America"), a national banking association, and Richardson County ("Company") and shall be effective as of the Effective Date set forth below.

### Recitals

- A. Bank of America is a member of MasterCard® International Incorporated ("MasterCard") and Visa® U.S.A. Inc. ("Visa") with full power and authority to issue cards for business and commercial use;
- B. Bank of America issues and services corporate purchasing cards for business and commercial use; and
- C. Company desires to obtain and use, and Bank of America desires to issue to Company, one or more corporate purchasing card accounts which will be subject to the terms and conditions in this Agreement.
- NOW, THEREFORE, for valuable consideration, the parties agree as follows.

### 1. DEFINITIONS.

- A. "Account" means each MasterCard or Visa Corporate Purchasing Card account, including a Cardless Account, which Bank of America (i) issues pursuant to this Agreement or (ii) issued (and still outstanding as of the Effective Date of this Agreement) pursuant to a previous agreement no longer in effect. Each reference in this Agreement to "the Account" will mean Company's Account, a Participant's Account, a Cardholder's Account, or any combination of them, as applicable.
- B. "Billing Statement" means the official invoice provided to Company, Participant and/or Cardholder which identifies each Transaction posted during the billing cycle, the date of each Transaction and the applicable fees and charges. Unless otherwise determined by Bank of America, the official invoice is in paper, not electronic, medium.
- C. "Business Use" means use for business-related purposes.
- D. "Card" means each plastic charge card which Bank of America issues or has issued for the Account which is not a Cardless Account.
- E. "Card Administrator" means an individual or individuals authorized by Company or a Participant, as applicable, to request Bank of America to add or delete Cards or Convenience Checks and to communicate with Bank of America and take other action needed to maintain the Account.
- F. "Cardholder" means an employee or agent of Company or of a Participant who Company or a Participant designates in writing and who Bank of America approves to receive an Account or a Device, including a Cardless Account. If a Cardholder or a Card Administrator makes a Device available for use by another party, that person will be considered a Cardholder.
- G. "Cardless Account," also called a "Control Account," means an Account for which Bank of America assigns only an Account number, but provides no Card or Convenience Checks.
- H. "Cash Advance" means use of the Account to obtain cash from a participating financial institution or merchant or from an ATM, to write Convenience Checks, or to obtain items readily convertible into cash including, without limitation, money orders, travelers checks, foreign currency, lottery tickets, casino chips and racetrack wagers.
- I. "Convenience Check" means each check which Bank of America at its discretion provides to Company or a Participant to use the Account.
- J. "Device" means a device such as a Card, Account number or, where applicable, a Convenience Check which Bank of America provides under this Agreement to use to make Transactions or other charges on the Account.
- K. "Guarantor" means a person or entity, other than Company or a Participant, that agrees to assume responsibility for the obligations of this Agreement, including payment of any amounts owed.
- L. "Participant" means a subsidiary, affiliate or division of Company which Company designates in writing on a Participant Account Form and which Bank of America approves, for Bank of America to issue an Account with its own Account number. A Participant Account Form, upon completion by Company and approval by Bank of America, will be made a part of this Agreement.
- M. "Payment Due Date" means the payment due date shown on the Account Billing Statement which date shall be the last day of the Settlement Period.
- N. "Settlement Period" means the number of days after the statement closing date within which payment is due, as designated in Schedule A hereto.
- O. "Transaction" means a purchase or reservation of goods or services or a Cash Advance made or facilitated by use of a Device or the Account.
- P. "Unauthorized Use" means use of the Account or a Device by a person (i) who is not a Cardholder; (ii) who does not have actual, implied or apparent authority to use the Account or Device; and (iii) whose use does not result in a direct or indirect benefit for Company, a Participant or Cardholder.

### 2. EXCLUSIVITY.

Company grants Bank of America the exclusive right to issue and provide to Company, each Participant and each Cardholder credit cards for use in connection with the procurement of goods and services incidental to Company's or Participant's business or business activities, including travel and entertainment expenses. During the term of this Agreement, Company will use no other card issuer for this purpose.

### 3. USE OF ACCOUNT AND DEVICES.

- A. The Account and Devices will be used only for Transactions in connection with the procurement of goods and services incidental to Company's or Participant's business or business activities, including travel and entertainment expenses.
- B. The Account will be used for Business Use only, and Company will so advise and require each Cardholder and each Participant accordingly. Company will pay for Transactions and fees which Bank of America applies to the Account or Devices.
- C. Company and each Participant will follow, and will take all steps necessary or prudent to require each Cardholder to follow, the following procedures:
1. A Cardholder using a Card for a Transaction may sign a sales draft or Cash Advance draft which the merchant's financial institution processes. However, failure to sign a sales draft or receive a sales receipt will not relieve Company of its obligations

under this Agreement. Company should retain or should direct each Cardholder to retain each sales draft or Cash Advance draft as a record of the Transaction.

2. A Card will not be used before the Card's valid date or after the Card's expiration date.
3. Company and each Cardholder will check to see that the information embossed on a new Card or printed on Convenience Checks and sent to Company or Cardholder is correct. If there is an error, Company will notify Bank of America immediately.

D. If Bank of America provides Convenience Checks, they may not be used to make payment on the Account or any other loan or line of credit. Convenience Checks will not be returned to Company or any Participant or Cardholder. Bank of America may pay a Convenience Check and post its amount to the Account regardless of any restriction on payment, including, without limitation, a Convenience Check which is post-dated, states that it is void after a certain date or states a maximum or minimum amount for which it may be written. To stop payment on a Convenience Check, Company or Cardholder must call Bank of America at the Customer Service number shown on the Account Billing Statement with all the following information: the exact dollar amount of the Convenience Check; the Convenience Check number; the Account number; the name of the party to whom the Convenience Check was written and the name of the person who signed the Convenience Check. Bank of America will stop payment on the Convenience Check if Bank of America receives the stop payment request by the business day before the day Bank of America pays the Convenience Check. The date Bank of America pays the Convenience Check may be before the date it posts to the Account. The stop payment order will remain effective for six (6) months.

E. Bank of America may, at the request of Company or a Participant, establish a Cardless Account.

F. If Company or Participant desires to terminate the Account or Card use (including, where applicable, use of Convenience Checks) by a Cardholder, Company or Participant, as applicable, will notify Bank of America and will destroy the Devices issued or provided to that Cardholder. Company may exclude a Participant from the Account by giving Bank of America written notice, and Bank of America will have a reasonable period of time to act on any such notice. If this Agreement terminates, Company will be responsible for promptly destroying all Devices for the Account.

G. A Transaction may require the merchant, supplier or financial institution to seek prior authorization from Bank of America before completing the Transaction. If Company advises Bank of America in writing of its desire to restrict a certain type of Transaction identified by a certain merchant category ("Merchant Category Code"), Bank of America will take reasonable steps to withhold a requested authorization of that Transaction type, provided it is identified by the appropriate Merchant Category Code. However, Bank of America will not be liable to Company if merchants, suppliers or financial institutions nonetheless accept a Card or the Account for that Transaction type.

H. Bank of America is not liable if a merchant or supplier does not honor a Card or if authorization is not given.

I. If Participant is or no longer will be a majority-controlled subsidiary, affiliate or division of Company, Company must notify Bank of America immediately; Bank of America will have the right to terminate any Account or Device which that Participant or Participant's Cardholders use.

J. Bank of America may, at the request of Company or a Participant, establish an Account with a designation which is not an actual individual, including, without limitation, a vehicle identification number, license number, department name or "Authorized Representative".

K. Bank of America may deny authorization for any Transaction if Bank of America suspects fraudulent activity or Unauthorized Use, or for other reasons. Bank of America is not liable for any failure to authorize a Transaction.

#### 4. CHARGE LIMIT.

A. There will be one total charge limit for the Company Account and Participant Account ("Aggregate Charge Limit"). Each Card will have its own charge limit ("Card Limit"). In its sole discretion, and for purposes of limiting potential losses or for administering time-sensitive requests, Bank of America may increase or decrease the Aggregate Charge Limit or any Card Limit.

B. Company, a Participant and Cardholders will not incur Transactions which would cause the sum of Company's and Participant's unpaid balance to exceed the Aggregate Charge Limit or to cause a Card Limit to be exceeded. Any amount exceeding the Aggregate Charge Limit or Card Limit shall be immediately due and payable.

C. If the Aggregate Charge Limit or a Card Limit is exceeded, or if an Account payment is late, Bank of America shall no longer be obligated to allow any further Transactions.

#### 5. COMPANY LIABILITY; ACCEPTANCE OF AGREEMENT.

A. By activating, signing or using any Device or Account, Company agrees to be bound by this Agreement regardless whether Company signs this Agreement. Company will pay Bank of America for all Transactions, whether Company or Cardholder billed, regardless of the purpose for which the Transaction is made, and for applicable fees and charges described in Schedules A and B.

B. Company's responsibility for Card and Account usage will continue until: (1) Receipt by Bank of America of Company's or a Participant's written notice to close the Card or the Account; (2) actual closure of the Account by Bank of America; and (3) payment to Bank of America of all amounts due under this Agreement.

C. Company does hereby grant to Bank of America a security interest and contractual right of offset in and to, all deposit accounts now or subsequently maintained by the Company with Bank of America or any of its affiliates and subsidiaries. The Company, by its execution of this Agreement or use of a Device, authorizes Bank of America to enter into a master control agreement with its affiliates and subsidiaries authorizing, upon the occurrence and continuance of any default under this Agreement, the disposition of funds in any such deposit account to satisfy all liabilities incurred hereunder, without the further consent of the Company. The Company's execution of this Agreement or use of a Device shall constitute an authenticated record for the purposes of establishing control of such deposit accounts under the Uniform Commercial Code.

D. Company agrees to indemnify Bank of America and hold Bank of America harmless from, all claims, actions, losses, costs and expenses (including attorneys' fees and allocated costs for in-house legal services) incurred by Bank of America arising from any Unauthorized Use of a Cardless Account or Account established in the name of "Authorized Representative," a department name or other such designation that is not an actual individual. This Section 5.D. takes precedence over any restriction on Company's liability contained in this Agreement.

#### 6. BILLING STATEMENTS.

A. Bank of America will provide a Billing Statement to the Card Administrator or to such other Company employee or agent as Company designates in writing.

B. Bank of America may provide Company and the Participant, as applicable, a monthly report listing each Cardholder who has an Account balance unpaid since the Payment Due Date on the most recent Billing Statement issued to the Cardholder and therefore is subject to cancellation of Account

charge privileges ("Delinquency Report"). Providing the Delinquency Report shall not constitute a waiver by Bank of America of any rights and remedies it may have under this Agreement.

#### 7. PAYMENTS.

- A. Company will pay Bank of America the total amount of the new balance shown as due on each Billing Statement on or before the Payment Due Date shown on that Billing Statement. If Company does not make payment in full by the Payment Due Date, Bank of America, at its option, may assess a late fee and finance charge in accordance with this Agreement. Assessment of a late fee or finance charge shall not be deemed to extend the time for any payment hereunder or to constitute a "grace period" in which to cure any default.
- B. Company or a Participant may arrange for direct Account payment to Bank of America from Cardholders. No such arrangement will amend or modify Company's liabilities, including responsibility for payment, in this Agreement.
- C. There is no right to defer any payment due on the Account.
- D. Company shall make payment electronically via the Automated Clearing House (ACH), and Bank of America may initiate ACH debits to any deposit account specified by Company at any financial institution.
- E. All remittances must include the complete Account number in order to be processed. Failure to include the complete Account number shall constitute a failure to make the payment.

8. **CARD ADMINISTRATOR.** Company will identify one or more Card Administrator(s) who will be Bank of America's primary contact for such things as: designation of Cardholders, designation of Cardholders to receive any Devices, and correspondence regarding the Account or this Agreement, except as provided elsewhere in this Agreement. Company may add, change or eliminate a Card Administrator by giving Bank of America written notice.

#### 9. LOST OR STOLEN CARDS.

- A. Each Transaction resulting from use of a Device will be assumed to be an authorized Transaction unless Bank of America has received prior written notice from Company or a Participant, as applicable, that the Cardholder is no longer authorized to use the Account.
- B. If a Device such as a Card or Convenience Check is lost or stolen, or if there is possible Unauthorized Use, Company must require each Participant and Cardholder to notify Bank of America as soon as practically possible within the first 24 hours following discovery of the loss or theft or possible Unauthorized Use by phoning Bank of America at the phone number provided for such notice on the Billing Statement, with written confirmation as requested in connection with Bank of America's investigation. If (i) notice as provided in this Section is given within the first 24 hours; and (ii) Company assists Bank of America in investigating facts and circumstances relating to the loss or theft or possible Unauthorized Use of any Device, including without limitation, obtaining an affidavit or similar written, signed statement from the Cardholder, then Company or Participant, as applicable, will not be liable for Transactions resulting from Unauthorized Use.

10. **LICENSE TO USE COMPANY'S MARKS.** If requested by Company, Bank of America may place Company's trademark, tradename, service mark and/or designs ("Company's Marks") on the Card and collateral materials. Company shall provide the graphics to Bank of America in sufficient time to allow for review and approval by Bank of America and, if necessary, the respective card association. Company grants to Bank of America a non-exclusive license to use, during the term of this Agreement, Company's Marks on the Cards and on other materials related to the Accounts. Company agrees to defend, indemnify and hold harmless Bank of America, its affiliates and their respective directors, officers, agents and employees for any and all losses, costs, liabilities or expenses (including, without limitation, attorneys' and expert witnesses' fees) incurred or arising from any claim that the use of any of Company's Marks infringes the intellectual property rights of any third party.

#### 11. SOFTWARE.

- A. The use of Visa InfoSpan software, MasterCard Smart Data software or any other third party software program and related documentation, if any, provided in connection with this Agreement shall be governed by the terms of the end-user agreement accompanying the software.
- B. Upon payment of the requisite license and related fees, Bank of America grants Company a non-exclusive, non-transferable, enterprise license to use for internal business purposes the EAGLS® software ("Software") and documentation as amended from time to time by Bank of America ("Documentation") which is provided by Bank of America to Company. Title, ownership rights and intellectual property rights in the Software and Documentation shall remain in Bank of America or its parent, Bank of America Corporation. Company acknowledges such ownership and intellectual property rights and will not take any action to jeopardize, limit or interfere in any manner with Bank of America's or its parent company's rights with respect to the Software or Documentation. Company agrees to use the Software and Documentation as specified by Bank of America.

12. **FEES.** Company agrees to pay the fees and charges set forth in Schedule A and Schedule B hereto which are incorporated herein by reference.

13. **FINANCE CHARGE.** In the event Company fails to pay the total amount shown as due on a Billing Statement by the Payment Due Date shown on that Billing Statement, the amount unpaid shall be subject to a finance charge starting no sooner than the first day of the next billing cycle. To calculate the finance charges for a billing cycle, the daily periodic rate is multiplied by the average daily balance, and that product is multiplied by the number of days in the billing cycle. The daily periodic rate is the annual percentage rate divided by 365. The annual percentage rate is the prime rate published in the Money Rates section of *The Wall Street Journal* in effect on the first day of each calendar month (the "Prime Rate") plus the number of percentage points stated in Schedule A. The average daily balance is the sum of the daily past due balances (including, for each day, finance charges from previous day) less payments credited to the past due balance, divided by the number of days in the billing cycle.

14. **AMENDMENT OF THIS AGREEMENT.** Bank may, upon written notice to Company, amend this Agreement by changing, adding or deleting any term, condition, service or feature of an Account or of this Agreement. Company shall have thirty (30) days from the effective date of the amendment to notify Bank of America in writing that the amendment is not accepted. Any such notice of non-acceptance shall be deemed to be a notice of termination under Section 19 of this Agreement. Failure of Company to provide a notice of non-acceptance within thirty (30) days after the effective date of an amendment will mean that Company has accepted the amendment. Unless otherwise stated, any amendment will apply to an Account's unpaid balance and to new activity on the Account.

#### 15. MERCHANT/SUPPLIER CLAIMS AND DISPUTES.

- A. Bank of America will have no liability, and Company and each Participant and Cardholder will hold Bank of America harmless, for all Transactions and for use of the Account. Company will make a good-faith effort to resolve with a merchant or supplier any claim or dispute arising from a

Transaction and waives any claim against Bank of America for any merchant's or supplier's refusal to honor any Device.

B. In a dispute with a merchant or supplier, the rights of the Company, any Participant and each Cardholder against the merchant or supplier will become the rights of Bank of America, and Company and Participant will assign (and require the affected Cardholder to assign) to Bank of America each of their rights to assert a billing error against the merchant or supplier. Company and the Participant will, and will require the Cardholder to, do whatever is necessary to enable Bank of America to exercise those rights. Bank of America may reverse from the Account any credits relating to the dispute.

16. **FOREIGN TRANSACTIONS.** MasterCard or Visa, as applicable, will convert to U.S. dollars any Transaction made in a currency other than U.S. dollars in accordance with the card association's applicable rules. The conversion rate on the conversion date may differ from the conversion rate on the Transaction date. Currently, MasterCard/Visa uses a currency-conversion rate of either a wholesale market rate or a government-mandated rate, increased by an adjustment factor determined by Bank of America and Visa or MasterCard. In each case, Visa uses the rate in effect one day before the conversion date and MasterCard uses a rate for the processing cycle. The adjustment factor, which is subject to change without notice, is currently 1% of the U.S. dollar amount, of which Bank of America receives 0% and Visa or MasterCard receives the remainder.

17. **REPRESENTATIONS AND WARRANTIES.**

A. Company and each Participant, as applicable, represents and warrants to Bank of America that:

1. In each state in which it conducts its business, it is properly licensed, in good standing, and, where required, in compliance with fictitious name statutes.
2. All financial and other information that it has supplied or will supply to Bank of America, including without limitation, all information on its application for the Account, is (a) accurate; (b) sufficiently complete to give Bank of America accurate knowledge of its and any Guarantor's financial condition; (c) in compliance with all laws and regulations that apply.
3. There is no lawsuit, tax claim or other dispute pending or threatened against it which, if lost, would impair Company's financial condition or ability to repay Bank of America under this Agreement, except as has been already disclosed in writing to Bank of America.
4. Company represents and warrants that each Cardholder is a current employee or agent of the Company or Participant. Company represents and warrants that the identification information relating to the Cardholder is accurate and consistent with the information contained in Company's employment records.

B. Bank of America represents and warrants to Company and each Participant that Bank of America is a national banking association with its principal office in Phoenix, Arizona.

C. Each party to this Agreement (Company, each Participant and Bank of America) represents and warrants that:

1. There is no event which constitutes, or with notice or lapse of time or both would constitute, a default on its part under this Agreement.
2. Each person signing this Agreement below on its behalf presently hold the title set next to his/her name and is duly authorized by it to bind the party to the terms and conditions of this Agreement.

18. **PERIODIC REVIEW OF COMPANY.**

A. During the term of this Agreement, when Bank of America from time to time requests information from Company or a Participant for the purpose of reviewing Company's or Participant's ability to perform its obligations under this Agreement, Company will furnish the information promptly. Bank of America and its affiliates and processing agents may exchange information about Company and Participants as that information pertains to the rights and obligations in this Agreement.

B. Company will notify Bank of America in writing immediately of any change in the business name, the principal officers like the Chief Executive Officer and Chief Financial Officer, the mailing address or the phone number of Company or a Participant. Company will also notify Bank of America of any change of mailing address or phone number of any of its Cardholders.

19. **TERMINATION.** Either party may terminate this Agreement with or without cause upon sixty (60) days' prior written notice to the other party.

20. **EVENTS OF DEFAULT**

The following are events of default hereunder: (a) the failure to pay or perform any obligation, liability or indebtedness of Company, a Participant or a Guarantor (each, an "Obligor") to Bank of America, or to any affiliate or subsidiary of Bank of America Corporation, whether under this Agreement or any other agreement, as and when due (whether upon demand, at maturity or by acceleration); (b) the failure to pay or perform any other obligation, liability or indebtedness of any Obligor to any other party; (c) the death of any Obligor (if an individual); (d) the resignation or withdrawal of any partner or a material owner of any Obligor as determined by Bank of America in its sole discretion; (e) the commencement of a proceeding against any Obligor for dissolution or liquidation, the voluntary or involuntary termination or dissolution of any Obligor or the merger or consolidation of any Obligor with or into another entity; (f) the insolvency of, the business failure of, the appointment of a custodian, trustee, liquidator or receiver for or for any of the property of, the assignment for the benefit of creditors by, or the filing of a petition under bankruptcy, insolvency or debtor's relief law or the filing of a petition for any adjustment of indebtedness, composition or extension by or against any Obligor; (g) the determination by Bank of America that any representation or warranty made to Bank of America or to any affiliate or subsidiary of Bank of America Corporation by any Obligor in any agreement or otherwise is or was, when it was made, untrue or materially misleading; (h) the failure of any Obligor to timely deliver such financial statements, including tax returns, other statements of condition or other information, as Bank of America shall request from time to time; (i) the entry of a judgment against any Obligor which Bank of America deems to be of a material nature, in Bank of America's sole discretion; (j) the seizure or forfeiture of, or the issuance of any writ of possession, garnishment or attachment, or any turnover order for any property of any Obligor; (k) the determination by Bank of America that it is insecure for any reason; (l) the determination by Bank of America that a material adverse change has occurred in the financial condition of any Obligor; (m) the determination by Bank of America that any Obligor fails to meet the credit criteria initially used by Bank of America to approve Obligor; or (n) the failure of any Obligor to comply with any law or regulation controlling its operation.

21. **REMEDIES UPON DEFAULT.** Whenever there is a default under this Agreement, (a) the entire balance outstanding on all Accounts and all other obligations of any Obligor to Bank of America (however acquired or evidenced) shall, at the option of Bank of America, become immediately due and payable; (b) any obligation of Bank of America to permit further Transactions under this Agreement shall immediately cease and terminate; and/or (c) this Agreement or any Account may be terminated by Bank of America. The foregoing remedies are in addition to any other rights of Bank of America under this Agreement.

22. **EFFECT OF TERMINATION.** Upon termination of this Agreement, Company will be responsible for promptly destroying all Devices. Termination will not affect Company's liability for any charges or other obligations under this Agreement. After termination, this Agreement (except the



ability to use the Account for additional Transactions) will remain in force until all Transactions and Company's other obligations under this Agreement are paid and satisfied in full. Further, Company shall ensure that no new Transactions are made on the Account. However, if any Transactions are made after termination, Company will continue to be liable until they are paid in full.

**23. GOVERNING LAW.** This Agreement is made in Arizona. This Agreement and the Account, as well as Bank of America's rights and duties regarding this Agreement and the Account, will be governed by the laws respecting national banking associations and, to the extent not so covered, by the laws of the State of Arizona, regardless of where Company resides or where a Cardholder uses the Account at any time. Company will submit to the personal jurisdiction of any state or federal court or of Judicial Arbitration and Mediation Service ("JAMS") located in the State of Arizona.

**24. ARBITRATION.**

A. This paragraph concerns the resolution of any controversies or claims between the parties, whether arising in contract, tort or by statute, including but not limited to controversies or claims that arise out of or relate to: (i) this Agreement (including any amendments or modifications); or (ii) any document related to this agreement; (collectively a "Claim").

B. At the request of any party to this agreement, any Claim shall be resolved by binding arbitration in accordance with the Federal Arbitration Act (Title 9, U. S. Code) (the "Act"). The Act will apply even though this agreement provides that it is governed by the law of a specified state.

C. Arbitration proceedings will be determined in accordance with the Act, the applicable rules and procedures for the arbitration of disputes of JAMS or any successor thereof, and the terms of this paragraph. In the event of any inconsistency, the terms of this paragraph shall control.

D. The arbitration shall be administered by JAMS and conducted in the state specified in the governing law section of this agreement. All Claims shall be determined by one arbitrator; however, if Claims exceed \$5,000,000, upon the request of any party, the Claims shall be decided by three arbitrators. All arbitration hearings shall commence within 90 days of the demand for arbitration and close within 90 days of commencement and the award of the arbitrator(s) shall be issued within 30 days of the close of the hearing. However, the arbitrator(s), upon a showing of good cause, may extend the commencement of the hearing for up to an additional 60 days. The arbitrator(s) shall provide a concise written statement of reasons for the award. The arbitration award may be submitted to any court having jurisdiction to be confirmed and enforced.

E. The arbitrator(s) will have the authority to decide whether any Claim is barred by the statute of limitations and, if so, to dismiss the arbitration on that basis. For purposes of the application of the statute of limitations, the service on JAMS under applicable JAMS rules of a notice of Claim is the equivalent of the filing of a lawsuit. Any dispute concerning this arbitration provision or whether a Claim is arbitrable shall be determined by the arbitrator(s). The arbitrator(s) shall have the power to award legal fees pursuant to the terms of this agreement.

F. This paragraph does not limit the right of any party to: (i) exercise self-help remedies, such as but not limited to, setoff; (ii) initiate judicial or nonjudicial foreclosure against any real or personal property collateral; (iii) exercise any judicial or power of sale rights, or (iv) act in a court of law to obtain an interim remedy, such as but not limited to, injunctive relief, writ of possession or appointment of a receiver, or additional or supplementary remedies.

G. The filing of a court action is not intended to constitute a waiver of the right of any party, including the suing party, thereafter to require submittal of the Claim to arbitration.

**25. COSTS AND ATTORNEY FEES.** If either party incurs expenses related to the enforcement of, or takes collection action under, this Agreement, the prevailing party is entitled to recover from the other party costs and reasonable attorney fees.

**26. TELEPHONE MONITORING.** Bank of America may listen to and/or record telephone calls between a Bank of America employee and any person acting on Company's or a Participant's behalf for the purpose of monitoring and improving the quality and effectiveness of Bank of America's communication.

**27. SUCCESSORS AND ASSIGNS.** This Agreement and all terms and conditions hereof, are not assignable or transferable by Company or any Participant without Bank of America's prior written consent. All the terms and provisions of this Agreement will inure to the benefit of and be binding upon each party and its successors and permitted assigns.

**28. NOTICES.** Any notice required or permitted under this Agreement shall be effective only if it is in writing and (i) personally delivered, (ii) sent by U.S. mail, postage prepaid, (iii) sent by a nationally recognized overnight delivery service, with delivery confirmed, (iv) telecopied, if confirmed with an error-free transmission report, or (v) e-mailed to such e-mail address as shall have been furnished to the other party, with delivery confirmed, addressed as set forth below. Such notices shall be deemed to have been duly given either five (5) business days after the date of mailing by U.S. mail as described above or if otherwise sent, on the business day of receipt. Notices delivered after 5:00 p.m. shall be considered received on the next business day. A party may alter the address or telecopy number to which notices are to be sent by giving notice of such change in conformity with the provisions of this Section 28.

Notices to Bank of America must be sent to:

A. (for U.S. Mail)  
Bank of America  
P.O. Box 2463  
Spokane, WA 99210-2463

(for overnight delivery service)  
Bank of America  
Commercial Card  
Floor 2  
1616 South Rustle Street  
Spokane, WA 99224

OR:

B. Bank of America's Large Corporate and Commercial Card Services representative for Company's program at the address designated during implementation of Company's program.

C. WITH A COPY to the following address if the notice relates to a Claim:

Counsel for Commercial Card Services  
Bank of America Legal Department  
101 South Tryon Street  
NC1-002-29-01  
Charlotte, NC 28255

Notices to Company must be sent to:

A. 2020 Hampton St  
Suite 3064  
Columbia SC 29204  
Telecop: 803 576-2135  
e-mail: rcallwood@richlandonline.com  
Attention: Rodolfo Callwood

OR:

B. Company's corporate account address as designated in Bank of America's credit card processing system.

29. SEVERABILITY. If any provision of this Agreement is held to be invalid, void or unenforceable, all other provisions in this Agreement will remain valid and enforceable.

30. LIMITATION OF LIABILITY. BANK OF AMERICA SHALL NOT BE LIABLE TO COMPANY, ANY PARTICIPANT OR CARDHOLDER, FOR ANY ACTION TAKEN OR OMITTED TO BE TAKEN IN CONNECTION WITH THIS AGREEMENT EXCEPT FOR DIRECT DAMAGES ARISING FROM BANK OF AMERICA'S GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT. IN NO EVENT SHALL BANK OF AMERICA BE LIABLE TO COMPANY, ANY PARTICIPANT OR CARDHOLDER, FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOST PROFITS OR LOST DATA.

31. WARRANTY DISCLAIMER. ALL SERVICES, EQUIPMENT, SOFTWARE AND OTHER PRODUCTS FURNISHED BY BANK OF AMERICA TO COMPANY OR A PARTICIPANT ARE PROVIDED ON AN "AS IS," "AS AVAILABLE" BASIS AND BANK OF AMERICA EXPRESSLY DISCLAIMS ALL WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE.

32. ONE AGREEMENT. This Agreement and any other agreements required by this Agreement, collectively: (a) represent the sum of the understandings and agreements between Bank of America and Company concerning the subject matter of this Agreement; (b) replace any prior oral or written agreements between Bank of America and Company concerning this Agreement, and (c) are intended by Bank of America, Company and each Participant as the final, complete and exclusive statement of the agreement between/among them. No failure on the part of Bank of America to exercise, and no delay in exercising any right under this Agreement, will operate as a waiver of that right. Unless other provisions in this Agreement expressly provide otherwise, the terms of this Agreement will prevail if there is a conflict between this Agreement and any other agreements required by this Agreement.

IN WITNESS WHEREOF, the parties hereby execute this Agreement as of the Effective Date shown below.

BANK OF AMERICA, N.A. (USA)

Signature: [Signature]  
Name: Cynthia D. Watts  
Title: Vice President  
Date: 5-16-2005

ENTER COMPANY NAME

RICHLAND COUNTY South Carolina  
Signature: [Signature]  
Name: Rodolfo A. Callwood  
Title: Director of Procurement  
Date: April 29, 2005  
Telephone Number: 803 576-2133

Richland County Attorney's Office  
[Signature]  
Approved As To LEGAL Form Only.  
No Opinion Rendered As To Content.

EFFECTIVE DATE: \_\_\_\_\_

**ADDENDUM TO BANK OF AMERICA  
CORPORATE PURCHASING CARD AGREEMENT**

THIS ADDENDUM (the "Addendum") is dated 5/16/2005 by and between Richland County, South Carolina ("Company") and Bank of America, N.A. (USA) ("Bank of America") and amends the Bank of America Corporate Purchasing Card Agreement between the parties dated Richland County (the "Agreement").  
5-16-2005

WHEREAS, the parties desire to add to and modify certain terms of the Agreement;

NOW, THEREFORE, for valuable consideration, the parties hereby agree as follows:

**1. DEFINITIONS**

Terms capitalized herein and not otherwise defined shall be given the meaning ascribed to them in the Agreement.

**2. AMENDMENTS**

**Section 2. EXCLUSIVITY.** Section 2 of the Agreement is deleted in its entirety and replaced by the following:

**2. GRANT OF RIGHT.**

Company grants Bank of America the right to issue and provide to Company, each Participant and each Cardholder credit cards for use in connection with the procurement of goods and services incidental to Company's or Participant's business or business activities.

**Section 5. COMPANY LIABILITY; ACCEPTANCE OF AGREEMENT.** Section 5, paragraph D, of the Agreement is deleted in its entirety and replaced by the following:

D. Company agrees to indemnify Bank of America and hold Bank of America harmless from, all claims, actions, losses, costs and expenses (including reasonable attorneys' fees and costs) incurred by Bank of America arising from any Unauthorized Use of a Cardless Account or Account established in the name of "Authorized Representative," a department name or other such designation that is not an actual individual. This Section 5.D. takes precedence over any restriction on Company's liability contained in this Agreement.

**Section 10. LICENSE TO USE COMPANY'S MARKS.** Section 10 of the Agreement is deleted in its entirety and replaced by the following:

**10. LICENSE TO USE COMPANY'S MARKS.** If requested by Company, Bank of

America may place Company's trademark, tradename, service mark and/or designs ("Company's Marks") on the Card and collateral materials. Company shall provide the graphics to Bank of America in sufficient time to allow for review and approval by Bank of America and, if necessary, the respective card association. Company grants to Bank of America a non-exclusive license to use, during the term of this Agreement, Company's Marks on the Cards and on other materials related to the Accounts. To the extent permitted by law, Company agrees to defend, indemnify and hold harmless Bank of America, its affiliates and their respective directors, officers, agents and employees for any and all losses, costs, liabilities or expenses (including, without limitation, reasonable attorneys' and expert witnesses' fees) incurred or arising from any claim that the use of any of Company's Marks infringes the intellectual property rights of any third party.

**Section 15. MERCHANT/SUPPLIER CLAIMS AND DISPUTES.** Section 15, paragraph A, of the Agreement is deleted in its entirety and replaced by the following:

- A. Bank of America will have no liability for merchant/supplier claims and disputes, and Company and each Participant and Cardholder will hold Bank of America harmless, for all Transactions and for use of the Account. Company will make a good-faith effort to resolve with a merchant or supplier any claim or dispute arising from a Transaction and waives any claim against Bank of America for any merchant's or supplier's refusal to honor any Device.

**Section 17. REPRESENTATIONS AND WARRANTIES.** Section 17, paragraph A, of the Agreement is deleted in its entirety and replaced by the following:

- A. Bank of America, Company and each Participant, as applicable, represent and warrant to each other that:
1. In each state in which it conducts its business, it is properly licensed, in good standing, and, where required, in compliance with fictitious name statutes.
  2. All financial and other information that it has supplied or will is (a) accurate; (b) sufficiently complete to give accurate knowledge of its and any Guarantor's financial condition; (c) in compliance with all laws and regulations that apply.
  3. There is no lawsuit, tax claim or other dispute pending or threatened against it, which, if lost, would impair its financial condition or ability to carry out any of its obligations under this Agreement, except as has been already disclosed in writing to the other parties.
  4. There is no event which constitutes, or with notice or lapse of time or both would constitute, a default on its part under this Agreement.
  5. Each person signing this Agreement or Participant Account Form, if any, on its behalf presently hold the title set next to his/her name and is duly authorized by it to bind the party to the terms and conditions of this Agreement or Participant Account Form, if any.

**Section 17. REPRESENTATIONS AND WARRANTIES.** Section 17, paragraph C, of the Agreement is deleted in its entirety and replaced by the following:

Company represents and warrants that each Cardholder is a current employee or agent of the Company or Participant. Company represents and warrants that the identification information relating to the Cardholder is accurate and consistent with the information contained in Company's employment records.

**Section 18. PERIODIC REVIEW OF COMPANY.** Section 18, paragraph B, of the Agreement is deleted in its entirety and replaced by the following:

B. Company will notify Bank of America in writing immediately of any change in the business name, the mailing address or the phone number of Company or a Participant. Company will also notify Bank of America of any change of mailing address or phone number of any of its Cardholders.

**Section 20. EVENTS OF DEAFULT.** Section 20, clause (c), of the Agreement is deleted in its entirety.

**Section 20. EVENTS OF DEAFULT.** Section 20, clause (d), of the Agreement is deleted in its entirety.

**Section 23. GOVERNING LAW.** Section 23 of the Agreement is deleted in its entirety and replaced by the following:

**23. GOVERNING LAW.** This Agreement shall be governed by the laws respecting national banking associations and, to the extent not so covered, by the laws of the State of South Carolina, except that the laws of the State of Arizona shall apply with respect to Bank of America's lending, purchase card issuance and related responsibilities. Company will submit to the personal jurisdiction of any state or federal court or of Judicial Arbitration and Mediation Service ("JAMS") located in the State of South Carolina.

**Section 26. TELEPHONE MONITORING.** Section 26 of the Agreement is deleted in its entirety and replaced by the following:

**26. TELEPHONE MONITORING.** Bank of America may listen to and/or record telephone calls between a Bank of America employee and any person acting on Company's or a Participant's behalf for the purpose of monitoring and improving the quality and effectiveness of Bank of America's communication. Company may listen to and/or record telephone calls between a Company or Participant employee and any person acting on Bank of America's behalf for the purpose of monitoring and improving the quality and

effectiveness of Company's or Participant's communication.

25-01-11 21 59:20

Section 27. **SUCCESSORS AND ASSIGNS.** Section 27 of the Agreement is deleted in its entirety and replaced by the following:

27. **SUCCESSORS AND ASSIGNS.** This Agreement and all terms and conditions hereof, are not assignable or transferable by either party or any Participant without the other party's prior written consent, except that Bank of America may assign this Agreement, and all terms and conditions hereof, to a banking affiliate without consent of Company or Participant. All the terms and provisions of this Agreement will inure to the benefit of and be binding upon each party and its successors and permitted assigns.

Section 30. **LIMITATION OF LIABILITY.** Section 30 of the Agreement is deleted in its entirety and replaced by the following:

30. **LIMITATION OF LIABILITY.** BANK OF AMERICA SHALL NOT BE LIABLE TO COMPANY, ANY PARTICIPANT OR CARDHOLDER, FOR ANY ACTION TAKEN OR OMITTED TO BE TAKEN IN CONNECTION WITH THIS AGREEMENT EXCEPT FOR DIRECT DAMAGES ARISING FROM BANK OF AMERICA'S GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT. IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER PARTY, ANY PARTICIPANT OR CARDHOLDER, FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOST PROFITS OR LOST DATA.

3. **RATIFICATION**

All of the terms of the Agreement not expressly modified herein shall continue in full force and effect and are hereby ratified by the parties hereto.

IN WITNESS WHEREOF, the parties have executed this ADDENDUM as of the date shown above.

RICHLAND COUNTY, SOUTH CAROLINA

BANK OF AMERICA, N.A. (USA)

By: R. Callwood *Tom McDonald*

By: Cynthia DeWalt

Print name: Rodolfo Callwood

Print name: Cynthia DeWalt

Title: Director of Procurement

Title: Vice President

Richland County Attorney's Office

**SCHEDULE A  
TO  
BANK OF AMERICA CORPORATE PURCHASE CARD AGREEMENT  
GENERAL PRODUCT FEE SCHEDULE**

Payment Method and applicable fee: Pay by Check ACH	\$0
Annual Card Fee (Per Card):	\$Waived
Late Fee: Assessed if full payment is not received by Payment Due Date. <u>Central Bill Accounts:</u> Minimum \$250.00, Maximum \$3,500.00	2.5% of the total balance
Periodic Finance Charge:	Prime + 3%
Cash Advance Fee: Minimum \$5.00, no maximum (Optional feature)	3.00% of the transaction amount
Convenience Checks: (Optional feature)	3.00% of the transaction amount
Overlimit Fee: <u>Central Bill Accounts:</u> Assessed when Aggregate Charge Limit is exceeded.	\$250.00 per occurrence
Returned Payment Fee:	\$29.00 per occurrence
Copy Fee:	\$3.00 per copy
Logo Fee:	\$Waived
Unique Card Design Fee: (Optional feature)	As Quoted

**SELECTION OF SETTLEMENT PERIOD**

Indicate the Settlement Period or number of days after the statement closing date within which payment is due. 30 cycle 25 grace day

**WAIVER PROGRAM:** Depending on whether the Account is a Visa account or a MasterCard account, the Account will be subject to either the Visa Liability Waiver Program or the MasterCard Coverage® Liability Protection Program. This coverage is designed to protect financial institutions and companies from employee misuse of the Account resulting in unauthorized Transactions. Bank of America will waive Company's liability for waivable charges up to the limit of coverage as provided in the liability waiver program ("Waiver Program") upon notice by the Waiver Program underwriters that the Transaction at issue qualifies as a waivable charge. This waiver will be according to the terms and subject to the exclusions of the Waiver Program as established from time to time by the Waiver Program Underwriters, including without limitation, the condition that Company meets all of its obligations under the Waiver Program which may change from time to time. Current terms of the Waiver Program as set forth in the brochure, which Bank of America will provide to Company are incorporated in this Agreement by reference. The Waiver Program may be terminated by Bank of America or the Waiver Program underwriters, effective immediately upon notice to Company.

**UP TO \$500,000 TRAVEL ACCIDENT INSURANCE (NOT AVAILABLE FOR CORPORATE FLEET CARDS):** This coverage will offer up to \$500,000 in automatic common carrier travel, accidental death and dismemberment insurance when employees charge the entire cost of the passenger fare for land, sea, or air public transportation on their Cards. A disclosure, which outlines the program details will be provided to Company and Cardholders.

**Exhibit B**





***RICHLAND COUNTY  
PURCHASE CARD  
POLICY AND PROCEDURES  
2010***

## G. RESPONSIBILITIES

The below sections covers the following:

Section "A" Purpose

Section "B" Cardholder Responsibilities

Section "C" Department Director/Approving Official Responsibilities

Section "D" P-Card Program Administrators (PCPA) Responsibilities

Section "E" Finance Responsibilities

Section "F" Documentation, Reconciliation and Payment Procedure

Section "G" P-Card Transaction Form

Section "H" Richland County Employee P-Card Agreement

## **SECTION "A"**

### **PURPOSE**

- A. **PURPOSE:** The purpose of these standard operating procedures (SOP) is to establish those policies under which departments shall control the use of P-Cards that will be assigned. This SOP is intended to accomplish the following:
- 1) To ensure that the acquisition with P-Cards (P-Cards) is accomplished in accordance with the County Code of Ordinances and the Procurement & Contracting Standard Operating Procedures (SOP) of Richland County Government (County)
  - 2) To ensure appropriate establishment of internal controls for use of purchasing cards;
  - 3) To ensure that the County bears no legal liability from inappropriate use of the P-Cards;
  - 4) To provide a convenient and yet adequate source for purchases by employees and by reducing the need for a purchase order;
  - 5) The policies established herein are minimum standards for departments, who may wish to establish additional controls beyond those, provided by these policies.
- B. **SCOPE:** This SOP shall be applicable to those County departments who have selected employees to use the P-Cards to purchase goods, supplies, or for specific expenditures incurred under conditions approved by this SOP. The County Administrator or designee shall approve request for P-Cards. Department Directors shall make the decision of to which employee to issue the P-Card and when.
- C. **APPLICABILITY:** This SOP shall be applicable to all County departments, offices, and employees.
- D. **BACKGROUND:** The County has used various methods to streamline small purchases with a view of providing prompt and efficient customer support. These methods have proven their cost effectiveness but occasionally merchants don't accept them. To promote vendor acceptance, operational efficiency, and excellent accountability, the Procurement Department initiated the P-Card program. A number of unique controls have been developed for this program that does not exist in a traditional "credit card" environment. These controls ensure that the card can be used only for specific purposes and within specific dollar limits. In addition, each cardholder requires certification of all purchases, with verification performed by the Approving Official (Administrator, Department Head or authorized representatives).

## E. GENERAL INFORMATION:

### 1. The P-Card

Bank of America (BOA) is the provider of the County P-Card and a partner in our P-Card program.

The Bank of America (BOA) P-Card is a government charge card and should not affect your personal credit. Bank of America will have the following individual cardholder information: cardholder's name, employee number, County account number(s), monetary limit and expiration date, work address, and department. This process shouldn't affect the cardholder's credit records; the cardholder mustn't provide their social security number for any purpose while utilizing this program.

When making purchases paid for by utilizing the P-Card, all the applicable procurement regulations apply. Use of the P-Card does not relieve user from adhering to County ordinances, regulations, policies, and procedures. If users have questions about procurement regulations and procedures, please contact the Program Manager (PM) or the Director of Procurement.

The P-Card is to assist in streamlining the small purchasing process. The Card can purchase goods and supplies that a department will require for facilitating normal business operations. Splitting of purchases to circumvent the authorized single purchase limit will alert the PM who will restrict, cancel or void the card. Personal purchases with the P-Card are unauthorized.

### 2. P-Card Authorization

- a. P-Cards, like under a normal "credit card" process, requires the merchant to obtain authorization if the purchase of any single item exceeds the authorized dollar limit. If for any reason, the merchant fails to obtain authorization and subsequently the issuer refuses the purchase, the user would be liable for sale. An increasing number of merchants have a small machine called a "Point-of-Sale" terminal that requires a sales clerk to run the credit card through this device so that information is transmitted electronically to the card issuer for authorization. When a "Point-of-Sale" terminal is used, all transactions must be authorized regardless of the amount.
- b. Since the County, not the individual employee, will pay for the purchases made with the County P-Card, these accounts have additional controls added. When the merchant seeks authorization for a purchase, BOA's authorization system will check each individual cardholder's single purchase limit and the Approving Official's departmental limit.

## F. Who Is Responsible For What

**P-Card Program Administrator (PCPA)** - The central Administrator located in the Procurement Department who manages and administers the P-Card program for the County and acts as the County's intermediary in correspondence with the card issuer.

**Cardholder** - An employee of the County who is approved by the Department Head and County Administrator to use the P-Card to execute purchase transactions on behalf of the County.

**Card Issuer** -Bank of America's services include issuing Visa P-Cards to County employees, providing electronic transaction authorizations, and billing the County for all purchases made on the cards.

**County** -Arranges with Bank of America to have P-Cards issued to approve employees and agrees to accept liability for the employees' use of the cards.

**Department Head** - County official who must:

- (1) set internal controls for their department's usage of the P-Card;
- (2) approve issuing the employee a P-Card;
- (3) assign their Department Liaison;
- (4) designate default accounting code for purchases on the P-Card; and
- (5) **submit application to the Card Program Administrator (*Department Head approval delegates' transaction authority to the Cardholder*)**

**Department Liaison** - An employee in each department designated by the Department Head to be responsible for reviewing transactions of individual Cardholders to make sure the transactions are legitimate business expenses and are classified appropriately, as dictated by the Department's internal controls.

**Vendor** - The merchant from whom a Cardholder is making a purchase.

Payment by way of the P-Card comes with responsibilities that may seem unique. It is extremely important that everyone involved with this program knows and understands their responsibilities.

By far, communication, internally and with P-Card provider, is the most important factor in making the P-Card Program run smoothly.

## **SECTION "B"**

### **CARDHOLDER RESPONSIBILITIES**

#### **ELIGIBILITY:**

Criteria to receive a P-Card are as follows:

- Applicant must be an employee of the County;
- Applicant's request for a P-Card must be approved by the Department Head and County Administrator;
- Applicant must be assigned to the Department for which the card is requested;
- Applicant must attend a training session, read the SOP and sign the county's cardholder agreement before receiving the P-Card;
- Each individual Cardholder must sign a Cardholder Agreement in the presence of the Card Program Administrator after the Director and the Administrator's approval.

#### **LIABILITY:**

The P-Card is a corporate charge card and will not affect personal credit. It is the cardholder(s) responsibility to ensure that the card is used within the stated guidelines of this Standard Operating Procedure (SOP). Failure to comply with the guidelines may result in permanent revocation of the card, notification of the situation to management, and disciplinary action in accordance with County Policies and Procedures.

#### **RESPONSIBILITIES:**

General Cardholder Responsibilities: The P-Card that the cardholder receives has the employee's name embossed on it and use of the card is restricted to the employee whose name appears on the card. *Personal purchases are unauthorized.*

- Hold and secure purchasing card
- Order materials and supplies
- Receive and inspect all orders
- Collect and save sales receipt
- Match receipts with monthly card statements
- Review monthly statements for validity of all transactions
- Identify and handle disputed charges
- Review monthly charges with Department Director/Approving Official
- Review monthly charges with the Administrator (Directors)
- Monthly Card Statements must be signed and dated by the cardholder and

- by the Department Director or Approving Official
- ❑ Directors who are cardholders must sign and date their Monthly card Statement and must have the signature of the Administrator or designated approved representatives
  - ❑ Elected and appointed officials are exempt from the two signature requirement.

A) Additional mandatory responsibilities:

1. Responsible for using card for the purchase of government-related products, goods, and supplies;
2. Purchase goods and supplies that do not exceed the authorized single purchase limit;
3. It's the cardholder responsibility to understand and comply with the Standard Operating Procedures and the Code of Ordinances regarding the definition of authorized purchases;
4. Use of the card by anyone other than the authorized cardholder is strictly prohibited;
5. Responsible for retaining charge slips and registers receipts, for approval, allocation, and reconciliation of transactions;
- 6. Call Bank of America's customer service immediately (24 hours a day, seven (7) days a week) to report a stolen or lost P-Card and notify the Assistant Director of Procurement at (803) 576-2129 and your Department Director as soon as possible;**
7. Make sure the total price includes tax, shipping and handling (if required). Authorization for payment is required for shipping and handling;
8. Keep a record of all telephone/electronic or mail transactions by keeping P-Card Transaction Form log, which includes the purchase date, vendor's name and telephone number, and amount of purchase;
9. Keep track of your receipts by placing them in a file by *purchase date*;
10. Keep track of the merchandise you have ordered and verify that it has been received by your office or the end user;
11. Know your cycle date (statement date). If you have not received your Statement of Account within ten business days, of your cycle date e-mail or call the PCPA.

B) Spending Limits

1 The Delegation of Authority that has been provided to each cardholder sets the maximum dollar amount for each single purchase, and a total for all purchases made with a P-Card within a given billing cycle (30 calendar day limit). Each time a cardholder makes a purchase with the P-Card, these limits will be checked, and the authorization request will be declined should the amount exceed those amounts. The average County limits are as follows:

- Single purchase limit by line item- Not to exceed **\$1,500.00;**
- Single day limit (determined by Department Director and must follow the SOP) - Not to exceed **\$2,500.00;**
- Purchase limits may be increased if it meets the solicitation and competitive process requirements **and** it's approved by the Director of Procurement and the County Administrator (approvals must be in writing or through electronic mail directly from the approving authority).

C) Use of P-Cards

1. Use of the card must meet the following conditions:

- (a) The P-Card is for County purchases **only;** it has a broad range of acceptance by retailers.
- (b) Total paid for use of the card may be comprised of multiple items but must not exceed the authorized limits.
  - Purchase will be denied if the authorized single purchase limit is exceeded;
  - Payment and purchases split in order to avoid the requirements of competition and to stay within the single purchase limit is unauthorized;
  - Justification of split purchases is required through Administrator (cardholder could lose privileges).
- (c) Use P-Card as payment for the purchase of goods and supplies at the point of sale, via telephone, mail, Internet, or fax. Obtain and retain a merchant receipt as proof of purchases.
- (d) Items purchased over the counter paid for using the card must be immediately available. No back ordering allowed!
- (e) Confirm by written order, items purchased by telephone and delivery by the merchant within the 30-day billing cycle. Assurance of delivery prior to placement of order is required. Cancel all items not received within thirty days.



- (f) Establish an audit trail of all purchases. This includes a description of the items purchased, date, amount, merchant's name, and account to be charged.
- (g) Electronic Internet purchases require additional precautions to reduce risk that the card and associated information are protected from unauthorized disclosure/use. Prior to use of the card to make purchases over the Internet the following is required:
- 1) P-Card numbers are sensitive information which should not be provided across the Internet except where protected/encrypted using Secure Socket Layer (SSL). Both Netscape browser and the Internet Explorer browser indicate via a locked padlock icon that SSL is in use. (In Netscape on the navigation toolbar at the top of the screen, the Security padlock icon locks. In Internet Explorer, the padlock icon locks on the activity bar at the bottom of the screen)
  - 2) Utilize P-Card primarily on sites showing <https://www> (*site showing <https> are normally considered safe and secure sites*)
  - 3) Even where SSL is used, cardholders should attempt to verify the identity of the actual site being accessed. This is accomplished by checking the web site's server certificate.
    - In the Netscape browser, click on the security icon, which brings up a page of security information, including an option to view the certificate of the secure server;
    - In Internet Explorer use File->Properties->Certificates;
    - The cardholder should view the certificate and note the owner, the issuer and the expiration date;
    - The name of the company or organization to whom the certificate belongs should be consistent with who the cardholder thinks they are dealing with, and not a fake;
    - The certificate should not be expired;
    - The name of the issuer should be a known certificate authority such as the U.S. Government or VeriSign/RSA Data Security Inc.
  - 4) Cardholders should attempt to use the highest quality encryption/cipher strength available. Currently this is 128 bit, often referred to as domestic grade or U.S. Cardholders can determine the grade supported by their browser by accessing Help->about while in either type of browser or calling IT help line at 576-2017.

## D) Oral Purchase Procedures

1. "Oral procedure", as used in these instructions, means a procedure where an order is placed or a purchase is made through an oral agreement which is made in person or by telephone (the County issues no written purchase order or contract); the vendor provides the supplies or goods and payment is made using the P-Card.
2. Use of oral P-Card procedures to acquire supplies and goods must be descriptive in sufficient detail so that both parties to the agreement (cardholder and vendor) have a clear understanding of what is being acquired. If the oral procedure is not in conflict with the County Code of Ordinances, the Procurement, Contracting Regulations, and any purchase order that may have been issued for similar purchase.
3. When placing a telephone or electronic order to be paid by the P-Card, cardholder shall:
  - (a) Certify receipt of items on the Monthly Statement of Account; Vendor must agree to charge the purchase upon receipt of item(s).
  - (b) Instruct the vendor to include the following information on the shipping document or packing slip so this data will alert the receiving department and the cardholder.
    - Cardholder's name and department;
    - Street address, City and State and Zip Code;
    - Cardholder's telephone number; and
    - The term "P-Card".
4. The P-Card Transaction log shall be used to document all purchases and to make a record of telephone/electronic P-Card orders. The documentation shall be held until monthly billing statement is received, and then attached to the statement, signed by the appropriate department; it must be forwarded to the Finance Department or to the County Administrator if Administrator's certification is needed.

## E) Documentation, Reconciliation and Payment Procedure

### (1) Documentation

Any time a purchase made by using the P-Card, whether it is done over the counter or by telephone, a document shall be retained as proof of purchase.

The documents will later be used to verify the purchases shown on the cardholder monthly statement.

- a. When a purchase made over the counter, the cardholder is to obtain a customer copy of the charge slip, which shall become the accountable document (Destroy all carbons!); record purchases on the "P-Card Transaction form".
- b. When making purchases by telephone and electronically, the cardholder is to document the transaction on the "P-Card Transaction form" log and attach any receipts associated with the order.

(2) Missing Documentation

- a. If for some reason the cardholder does not have documentation of the transaction to send with the statement, the cardholder must attach on the "P-Card Transaction form" an explanation that includes a description of the item, date of purchase, merchant's name and address, and why there is no supporting documentation.

## **SECTION "C"**

### **DEPARTMENT DIRECTOR/APPROVING OFFICIAL (AO) RESPONSIBILITIES**

#### General Responsibilities:

- Request written approval of County Administrator of P-Card for designated cardholder(s);
- Request P-Card through Procurement for designated cardholder(s)
- Set card spending limits;
- Verify the appropriateness of cost and commodity codes;
- Review monthly statement with cardholder;
- Sign monthly statement authorizing charges and/or designate representative authorized to approve charges;
- Handle disputed items not resolved by cardholder;
- Forward statement(s) with completed transmittal form to Finance no later than the tenth (10<sup>th</sup>) of every month.
- Maintains supporting receipts;
- Perform regular audit of card(s) in possession by cardholders;
- Collect cards from cardholders who end employment or transfer;
- Notify the P-Card Administrator of cardholders who is no longer with the department.
- Insure Monthly Card Statements are signed and dated by the cardholder and by the Department Director or Approving Official
- Directors who are cardholders must sign and date their Monthly card Statement and must have the signature of the Administrator or designated approved representatives.
- Elected and Appointed officials must sign and date their Monthly Card

Statement and send to Finance; there is no requirement for a second signature.

- (a) The AO will also be responsible for receiving completed statements from all cardholders, reviewing them, resolving questions that employee may have on the purchases. Sign all approved statements, and deliver the completed cardholder statements with all attachments to Accounts Payable (AP) promptly. Should the AO not receive all of the statements, it will be his/her responsibility to contact the cardholders and have the statements furnished at once. Furnish Statements of Account to AP at the same time attached to the AO's consolidated statement. If, however, one or more Statements of Account are not received, the remaining statements should not be held while that one or more is being verified.
- (b) The AO number should not be used to make purchases. If you notice that a transaction has posted directly to your report, we suggest that you question your cardholders to see if they participated in the transaction. Be careful: Since the AO's number appears on the cardholder Statement of Account, it has happened that the cardholder has given the AO account number, instead of the cardholder account number when purchasing from a vendor. If this should occur and found to be a valid charge, the cardholder should approve this item on your report.

## 2. Reconciliation/Certification:

- (a) As an AO, you should receive a mandatory report entitled the Account Summary, which generates on cycle date; if this report is not received within ten business days of your cycle date, please call the P-Card Provider's Customer Service. The report lists transaction information for each cardholder reporting to you.
- (b) When you receive the cardholder Statement of Account from each of your cardholders, match up the totals and transactions with your report.
- (c) Make sure each cardholder is following internal procedures.
- (d) Forward the Statement of Accounts, sales draft copies, copies of cardholder Statement of Question Item (CSQI) forms, and the original report to Finance.
- (e) Keep a copy of the report for your files.
- (f) This process should be limited to a timeframe of five working days from the time you receive the backup from the cardholder.

## 3. Follow Up:

- (a) If you do not receive a Statement of Account from a cardholder, you should

contact the cardholder and obtain a copy. If this does not result in a copy, we suggest that you bring this to the attention of the County Program Coordinator.

- (b) If you are missing someone's Statement of Account, send the statements you do have to Finance so as not to delay payment, and possibly result in undue interest penalty.
- (c) Keep lines of communication open among you, the cardholders, the County Program Coordinator, and Finance so you can help address problems and concerns as they occur.

#### 4. Approval:

- (a) Approval of transactions that cardholder's make using the P-Card may not be totally defined in this SOP.
- (b) Department Heads, as Approving Officials (AO), (because of their knowledge of the job responsibilities of cardholders) are required to monitor each cardholder's purchases. They must also, monitor the merchant who made the sale in order to determine if these items were for Official Use and if they were items allowed to be purchased in accordance with the instructions provided. If for any reason the AO questions the purchase(s), it is their responsibility to resolve the issue with the cardholder. If AO is not satisfied that the purchase was necessary and for Official Use, the cardholder must provide a Credit Voucher proving item(s) had been returned for credit. Resolution for improper use of the P-Card shall be the responsibility of the AO to resolve which may include appropriate action for misuse.
- (c) AO's signature validates that purchases made by cardholders:
  - 1. Are correct and essential to fulfill immediate mission requirements;
  - 2. Do not exceed spending limits;
  - 3. Are not for personal use;
  - 4. Are not parts of a system or larger purchase exceeding \$1,500.00 in value;
  - 5. Have not been split into smaller segments to stay under the micro-purchase limit (\$1,500.00 per item and \$2,500.00 per day).
- (d) The Billing Statement must be certified for payment by AO and sent to Accounts Payable.
- (e) Verifies that the transactions meet the legal requirements for authorized P-Card purchases.

- (f) Verifies that adequate documentation is available for individual transactions.
- (g) Verifies that the facts presented in the documents for payment are complete and *accurate*.
- (h) *Takes appropriate action* to prevent *two* or more payments for the same transaction.
- (i) Implementing correct dispute procedures when transactions are questioned.
- (j) Issuing a certification statement to the payment office.
- (k) The payment office must receive the certified Billing Statement no later than ten calendar days after receipt of the Billing Statement.
- (l) Each department will have an assigned credit limit. Unpaid balances on a department account exceeding the limits, authorizations will be rejected, and the accounts will be suspended until the account is paid.

5. Disputes:

- (a) The AO monitors the dispute process to see that disputes initiated by the cardholder are eventually settled and credit provided when appropriate. If a cardholder disputes a charge, the original CSQI is sent directly to the Bank and a copy is attached to the Statement of Account (SOC) when it is forwarded to the AO for review.
- (b) The AO will sign and date the SOA and Billing Statement. Payment will not be withheld for disputed items. The AO will certify the invoice for payment in full, and any credits for the disputed items will be offset against future billings. The AO also safeguards documentation (e.g., receipts).
- (c) If items purchased with the P-Card are defective or the repair/service faulty, the cardholder has the responsibility to return item(s) to the merchant for replacement or to receive a credit on the purchase. If the merchant refuses to replace or correct the faulty item, then the purchase of this item will be considered to be in DISPUTE
- (d) The verification and dispute process should be limited to no more than sixty (60) days.
- (e) Note all disputed items on the cardholder's Statement of Account. In addition, a "Cardholder Statement of Questioned Item" (CSQI) form shall be completed by the cardholder with appropriate documentation attached, if applicable. AO shall forward the original Statement of Account, original

backup (i.e., sales slips, e-mail or mail logs), and a copy of any CSQI forms to AP for adjustment/disposition.

- (f) Procurement will attempt to seek satisfactory resolution of any disputes with the merchant. If no conclusion can be reached, the item will be paid, the Procurement Director will be notified, and the merchant shall be placed on a suspended status. Based upon this status, no cardholder will be authorized to conduct business with the suspended merchant.
- (g) Dispute procedures and policies of the P-Card issuer will be provided at the time of issue.
- (h) The cardholder is responsible for following up on any disputed transaction.
- (i) P-Card Provider's Customer Service representatives can answer questions that you may have.

#### 6. Requests for Initial, additional; or changes to P-Cards

- (a) By submitting a completed Request for P-Card you can make requests for new cardholders or changes to current cardholders with the approval of the County Administrator. Once proper approval as been received the Office of Procurement will process the form and forward it to the P-Card issuer with instruction to ship the cards to Procurement for issuance.
- (b) Approving Officials/Department Heads requests P-Cards through the County Administrator or designee. After obtaining approval, return the request to the Office of Procurement.
- (c) Procurement shall notify the department head of the issuance of a P-Card to an employee.

#### 7. Semi-Annual Inventory of Credit Cards

On a semi-annual basis, Procurement shall provide a list of P-Cards issued to cardholders for each department. Department Heads shall be required to conduct a physical inventory of P-Cards and provide a report to the County Administrator or his designee (cc: Procurement) of the results of the inventory.

#### 8. Lost or Stolen P-Cards:

- (a) In addition to notifying the card issuing institution, the cardholder shall notify AO/department head within twenty-four (24) hours after discovery of the loss or theft of the card. Send a written report to the Director of Procurement within Five Workdays after notification. The report shall include the complete information on the loss: the date of the loss, location where the loss occurred, the purchases that the cardholder made prior to the loss, any other information that may be considered as needed.

## 9. Closing P-Card Account

- (a) Department Heads must collect and destroy cards of departing cardholders and submit a written memorandum of the destruction of the card(s).
- (b) Department Heads must collect and destroy cards prior to transfers of cardholders within the County. Gaining departments will determine issuance of a new card and follow the approval process.
- (d) Department Heads are responsible for collecting and destroying cards and to provide a signed memorandum of the destruction to the Director of Procurement.
- (e) If unable to collect the card when employee leaves, the department head shall notify the Director of Procurement immediately via e-mail and follow-up with a memorandum requesting to void the card. The Office of Procurement shall notify the card issuing institution to void the card to prevent any purchases after the cardholder as departed. Department Heads must also notify Human Resources and the Finance Department to insure all transactions has been paid.
- (f) The Office of Procurement shall notify the card issuing institution, in writing, of the destruction of cards and make request for voiding cards.
- (g) Procurement will maintain a record and verification of destroyed card(s).

## **SECTION "D"**

### **P-CARD PROGRAM ADMINISTRATORS (PCPA) RESPONSIBILITIES**

#### 1) General Responsibilities:

- Orders and cancels P-Cards;
- Evaluate card feedback from Provider;
- Adjust authorization criteria and spending limits periodically;
- Coordinate minority business reporting requirements;
- Establish and monitor benchmarking objectives;
- Coordinate issuance and cancellation of cards;
- Coordinate program policy issues and maintains internal control;
- Coordinate and conduct training for cardholders;
- Participate in ongoing program reviews;
- Participates in resolving billing disputes;
- Maintain Policy and Cardholder guides/manuals;
- Verify audit and inventory of cards;
- Conduct periodic operational and compliance audit;
- Monitors expenditures and budget;



- Expands use of card.
- 2) Set timeframes for cardholders to provide Statement of Accounts and backup to Approving Officials.
- 3) Set timeframes for Approving Officials to provide signed Statement of Accounts and reports to the AP.
- 4) Educate cardholders and Approving Officials on P-Card procedures and keep them updated on any changes.
- 5) Cardholder and Approving Official should have a copy of the P-Card SOP as an easy reference tool.

## **SECTION "E"**

### **FINANCE**

#### 1) General Requirements:

- Receive approve monthly statements from cardholders no later than the tenth calendar day of each month;
  - Receive consolidated statement from Procurement;
  - Verifies authorizations for payment;
  - Pay monthly charges from consolidated statement by agreed on date;
  - Process accounting data;
  - File and store statements;
  - Administer 1099 reporting;
  - Assist in resolving disputed billing;
  - Monitors expenditures and budget;
  - Conduct periodic audits.
- (a) The P-Card Financial Summary is the only valid invoice from the provider. It is automatically sent to Procurement once *a month* after the cycle date.
- (b) Cycle date. If the monthly report is not received within ten business days of the end of the cycle date (which is the 26<sup>th</sup> of each month), call the *P-Card* Customer Service or e-mail your Works coordinator for a reprint. They will need your level numbers, and the month and day of the cycle date.

#### 2) Receipt of the Invoice:

When the designated Finance point of contact receives the summary, it should be signed by an authorized representative of Procurement indicating review. According to the Prompt Payment Act, payment must be made no more than thirty (30) calendar days from the date of receipt of the summary.

### 3) Reconciliation Notification of Invoice Adjustment Form:

- (a) Finance should receive a Statement of Accounts (SOA) information from each Approving Official or individual Cardholders statement with proper approvals and validations;
- (b) This information should be matched to the information given on the P-Card Financial Summary;
- (c) Documentation or certification should support every transaction on the Cardholder Statement of Account;
- (d) If a cardholder is submitting a copy of the Cardholder Statement of Questioned Item (CSQI) form, please note the appropriate information on the **Notification of Invoice Adjustment (NIA) form**. File the copy of the CSQI form with your backup to payment;
- (e) If a credit (-) appears on the Statement of Account for a transaction that was disputed and withheld from payment in a previous month, please make note of this on the NIA form. Provide Bank with the month and year of the invoice that you would like the credit applied;
- (f) If a credit and debit appear on the same Statement of Account for the same amount and the same merchant transaction, a financial adjustment does not need to be made. Do not note on the NIA form;
- (g) *It is the Accounts Payable responsibility to complete the **NIA** form.*

### 4) Payment:

- (a) Payment is due 30 days from Billing Office's receipt of the invoice.
- (b) Do not make multiple payments on one invoice. Except:
  - (1) if the agency is paying for previously disputed items that are now resolved;
  - (2) Or the agency intends to avoid interest penalty on the total amount invoice by paying only what has been certified (and then making additional payments as they receive certifications.) If you do not have all of the Cardholder Statement of Accounts or backup documentation, contact the appropriate Approving Official.
- (c) Do not hold payment on the entire invoice due to a Cardholder Statement of Accounts that has not been received. This could cause unnecessary interest penalty. If we are nearing your 30-day timeframe, submit what we have for payment. Then make supplemental payments as you receive the certified documents. In this case, when making your payment, the NIA should be completed stating why these particular statements/items are not being paid.

All interest incurred due to late submittal; rates levied to the amount for which they incur late fees and interest will be paid by the department.

5) Follow Up:

- (a) Finance will receive the Late Payment Notice (LPN). This will tell when an invoice has fallen delinquent within that cycle period. Things to check for:
- Is your payment posted? Are the CSQI forms listed on the Disputed Transaction Status Report?
  - If your payment is not posted, please call and speak with a Reconciliation and Collection representative to begin the research and tracing process.
  - If the amount delinquent on the LPN is due to cardholder's failure or failure to submit CSQI's; interest and fees incurred will be paid by the department.
- (b) An Invoice Status Report will be available to Finance on cycle date. This report will indicate the payment status of each outstanding (open) invoice. This includes any invoice, which is overpaid.
- (d) By utilizing this report and reconciling the information back to the detail on the NIA form(s), the Billing Office will be able to track the outstanding amount on any open invoice.
- (e) Call and speak to a Reconciliation and Collection representative if there are any questions regarding reports received or forms that need to be completed.

## **SECTION "F"**

### **Documentation, Reconciliation and Payment Procedure**

#### **A. Documentation**

Any time a purchase made by using the P-Card, whether it is done over the counter or by telephone, a document shall be retained as proof of purchase. The documents will later be used to verify the purchases shown on the Cardholder monthly statement.

When a purchase is made over the counter, the Cardholder is to obtain a customer copy of the charge slip, which shall become proof of purchase that must be turned-in to the Finance Department. (Destroy all carbons!) Record price, shipping and tax of purchases on the "**Record of P-Card Transaction Form**" and turn-in to Finance with proof of purchase.

When making purchases by telephone and electronically, the Cardholder is to document the transaction on the **"Record of P-Card Transaction Form"** and attach any shipping and tax documents associated with the order and turn-in to Finance.

## B. Missing Documentation

If for some reason the Cardholder does not have documentation of the transaction to send with the statement, the Cardholder must attach an explanation that includes a description of the item, date of purchase, merchant's name and address, and why there is no supporting documentation. The information substantiating the purchase must be logged on the **"Record of P-Card Transaction Form"** and provided to Finance with proper approval.

## C. Card Restrictions

The following list covers purchases for which P-Cards use is prohibited:

1. Cash Advances;
2. Use at Automated Teller Machines (ATM);
3. Money orders, wire transfers;
4. Printing or copying services;
5. Personal or professional services (i.e., lawyers, doctors, engineers, architect);
6. Any service;
7. Court cost;
8. Bail and Bond payment;
9. Tax payments;
10. Any types of bonds;
11. Postage;
12. Loan payments;
13. Microcomputer hardware;
14. Purchase of personal clothing other than footwear, except in emergency situations when required for safety;
15. Gasoline, fuel or oil, (except during an emergency when outside the boundaries of the County);
16. Vehicle repairs, (except during an emergency when outside the boundaries of the County);
17. Telephone charges;
18. Lease or rentals;
19. Items available through County Price Agreement Contract
20. Purchase of Cellular Telephones and Beepers
21. Computers or any component of;
22. **\*\*Food (Without County Administrator's approval)**
23. **\*\*Travel, lodging and meals (without County Administrator's Approval);**  
**\*\*All travel outside of the County geographical boundaries must have written approval from the County Administrator prior to use of the P-Card for travel. Travel must be logged on the "P-Card Transaction form" and requires the signature of the County Administrator.**  
**\*\*Require County Administrator's approval**

## D. Payment and Invoice Procedures

1. Purchases made by P-Cardholders will be paid by the Finance Department with the certification of the cardholder and their approving official (Department Head or authorized representative). Directors (Department Heads) must have the written certification and approval of the County Administrator on any purchase made with the Cardholder. Any disputed charges will be handled through the conflict resolution process.
2. The preferred method of payment when not delayed, everyone cooperates, and invoices are returned to Finance no later than the tenth (10<sup>th</sup>) of each month, is when purchases made by the Cardholder is paid by the Finance Department, with the certification of the cardholder and the approving official (Department Head or authorized representative) and the County Administrator (when required); verification has been completed, and appropriate account coding assigned for each transaction.
3. The P-Card issuer will provide one (1) copy of the billing statement to the Cardholder and one (1) copy to Procurement Department at the end of a billing cycle. This is called a "Statement of Account" and should have a listing of all items processed in the previous thirty- (30) days.
4. The "Statement of Account (SOA)" requires the Cardholder to review the statement, verify transactions, and to note any errors on the bill. The Cardholder attaches to the statement copies of the receipt(s) (sales drafts) received at the time of purchase. Cardholder must sign the statement certifying items purchased, assigns account codes to each item and forwards to the Department Head/AO or Administrator (when required) after it is received. Non compliance may mean denial of future use.
5. The Department Head/AO or Administrator reviews the statements from Cardholders and verifies approval of purchases. Department Head/AO or Administrator signs the statement and forwards to Finance Department no later than the tenth (10<sup>th</sup>) of each month.
6. The P-Card issuer will issue the "Statement" the same day each month. It will be the Cardholder's responsibility to provide his/her Department Head or Administrator with the receipt for that month. Should travel or extended leave be scheduled at the time the "statement" is due and Cardholder will not be able to complete the statement. The department head must complete a copy of the "Statement: for the absent employee and have the "Statement" forwarded to Finance with the rest of the Cardholder's statements. The Cardholder must sign the original Cardholder statement at the time of return.
7. The department head shall be responsible for receiving completed statements from all cardholders. Review the statements, resolving any questions on the purchases, signing the statements, and forwarding complete Cardholder statements to Finance by the tenth (10<sup>th</sup>) of each month. Should the Department

Head not receive all the statements, it will be their responsibility to contact Cardholder and have the statements furnished at once. Furnish all statements of Account to Finance at the same time. If, however, one or more statements for some reason are not received, the remaining statements will not be held while that one or more is being verified.

**Note: If a Cardholder had no purchase activity for a particular billing cycle; the Cardholder will not receive a Statement of Account (unless adjustments for previously billed transactions are processed during the cycle). Under this scenario, the department heads shall be required to submit a negative report to Finance.**

#### E. Approval

Approval of the transactions that cardholder's have made using the P-Card is not be totally defined in this SOP. Cardholders are responsible for seeking approval from the Approving Officials (AO), for each purchase. P-Card must be used for Official Use only. Resolution for improper use of the P-Card shall be the responsibility of the AO to resolve which would include disciplinary action for the misuse.

#### F. Disputes

- 1 If items purchased with the P-Card are defective or the repair/service faulty, the cardholder has the responsibility to return item(s) to the merchant for replacement or to receive a credit on the purchase. If the merchant refuses to replace or correct the faulty item, then the purchase of this item will be considered to be in dispute.
- 2 Verify the valid transactions for payment by utilizing the space provided below each item and sign the back of the Statement of Account. The verification and dispute process should be limited to no more than sixty (60) days.
- 3 Note all disputed items on the cardholder's Statement of Account. In addition, a "Cardholder Statement of Questioned Item" (CSQI) form shall be completed by the cardholder with appropriate documentation attached, if applicable. Forward the original Statement of Account, original backup (i.e., sales slips, e-mail or mail logs), and a copy of any CSQI forms you may have to your AO, who will send then to AP for adjustment/disposition. Finance will attempt to seek satisfactory resolution with the merchant. If no conclusion can be reached, the item will be paid, the Procurement Director will be notified, and the merchant shall be placed on a suspended status. Based upon this status, no cardholder will be authorized to conduct business with the suspended merchant

Forward all documentation to the Director of Procurement, cardholder, and the AO will be notified of action taken. In addition, the P-Card issuer will be notified of the dispute.

- 4 Keep a copy of any CSQI forms submitted. Always keep a copy of the Statement of Account and place in a separate file.

- 5 Dispute procedures and policies of the credit card issuer will be provided at the time the P-Cards are issued.
- 6 Follow Up. The cardholder will receive a report entitled the **Disputed Transaction Report**. This report will be sent on cycle date (separate from the Statement of Account) to each active cardholder. The report will include the status of all new disputes (i.e., CSQI forms received) within the cycle, disputes that are unresolved and any disputes that have been resolved within the last 30 days. Please note that once a dispute is resolved, it should only show up once on this report.
- 7 The cardholder should use this report to verify that P-Card Provider has received all of the CSQI forms. For unlisted CSQI form, please call the P-Card Provider's Customer Service for further instructions. Use this report to look for any resolved disputes and verify them for payment. Use this report to keep track of any unresolved disputes.
- 8 The cardholder is responsible for following up on any disputed transaction.
- 9 P-Card Provider's (BOA) Customer Service representatives can answer questions that you may have.

#### G. Requests for Initial, Additional, or Changes to P-Cards

- 1 Department Heads requests P-Cards through the County Administrator or designee. After obtaining approval, return the request to the Office of Procurement.
- 2 When Procurement received the P-Card from the issuing financial institution, it will require the cardholder to personally sign for their cards. Procurement shall notify the department head of the issuance of a P-Card to an employee.

#### H. Semi-Annual Inventory of Credit Cards

1. On a semi-annual basis, Procurement shall provide a list of P-Cards issued to employees for each department. Department Heads are required to conduct a physical inventory of P-Cards and provide a report to the Director of Procurement or designee (cc: appropriate Assistant County Administrator) of the results of the inventory.

#### I. Lost or Stolen P-Cards

- 1 Should any employee lose or have their P-Card stolen, it shall be the responsibility of the cardholder to immediately notify the card issuing institution and the Office of Procurement of the loss. The telephone number of the card issuing institution shall be provided when the P-Card is issued to the cardholder.

- 2 In addition to notifying the card issuing institution, the cardholder shall notify department head and the Office of Procurement within twenty-four (24) hours after discovery of the loss or theft of the card. Send a written report to the Director of Procurement within Five Workdays after notification. The report shall include the complete information on the loss: the date of the loss, location where the loss occurred, the purchases that the cardholder made prior to the loss, any other information that may be considered as needed.

#### J. Closing P-Card Account

- (1) Department Heads must collect and destroy cards of departing cardholders and submit a written memorandum of the destruction of the card(s) detailing card number and cardholder's name.
- (2) Department Heads must collect and destroy cards prior to transfers of Cardholders; gaining departments will determine issuance of a new card and follow the approval process.
- (3) Department Heads are responsible for collecting and destroying cards; once destroyed provide a signed memorandum of the destruction indicating card number and cardholders name.
- (4) If unable to collect the card when employee leaves, the department head shall notify the Director of Procurement immediately via e-mail and follow-up with a memorandum requesting to void the card. The Office of Procurement shall notify the card issuing institution to void the card to prevent any purchases after the cardholder as departed. Department Heads must also notify Human Resources and the Finance Department to insure all transactions have been paid.
- (5) The Office of Procurement shall notify the card issuing institution, in writing, of the destruction of cards and make request for voiding cards.
- (6) Procurement will maintain a record and verification of destroyed card(s).

***The County reserve the right to administer and manage the purchase card program to insure its proper and effective use and to take actions for negligent acts, willful misconduct, fraud and misuse that causes loss, damages, claims, and actions, and expenses incidental to such claims or actions; the County may, if deemed necessary take additional actions.***





# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

**Exhibit C**

## **Richland County Government Policies and Procedures Manual**

Title: Richland County Commercial credit Card Usage Policy

Department: Policy Number: AD-XXX

Effective Date: Month X, 2017

### **I. Purpose**

To establish a standardized set of policies and procedures for the issuance and usage of commercial credit cards in the name of Richland County Government for purchases or expenditures related to its operations.

### **II. Objective**

To allow County departments to purchase goods and/or services directly from vendors when the following conditions exist:

- A. The vendors or service providers do not accept purchase orders or direct billing.
- B. The use of the commercial credit card allows the county to take advantage of cost-saving opportunities, such as internet or catalog purchases.
- C. The use of a purchase order or the county's normal purchasing process is not expedient or practical for the purchase.

All Richland County Government credit cards shall be used in accordance with the Richland County Procurement Policy.

### **III. Definitions**

Cardholder – A Richland County employee who is recommended by his/her Department Director and approved by the County's Administrator (or his / her designee) to have a commercial credit card and agrees to accept liability for the use of a commercial credit card.

Commercial Credit Card (Credit Card) – The official credit card issued by Richland County Government to be utilized for authorized purchases and by authorized employees.

Credit Card Administrator – A Richland County employee who is designated by the County Administrator to administer the credit card policy and who is the designated liaison official between Richland County and the financial institution providing commercial credit card services.

Credit Card Provider – The financial institution providing associated services through commercial credit card issued by Richland County Government to be utilized for authorized purchases and by authorized employees.

Monthly Account Statement – A monthly statement from the commercial credit card provider of all purchases and credit transactions made by the cardholder.

Personal Use – The use of a commercial credit card for personal purchases or expenditures that is not permitted by Richland County policy.

Unauthorized Purchase – Purchases that exceed authorized dollar limits, are made for personal use, or are otherwise not allowed by the county.

Unauthorized Use – Use of the commercial credit card by a person other than the cardholder.

Richland County or County – The political subdivision of the State of South Carolina that contracts with the card provider to have the commercial credit card.

Vendor – The merchant with whom a cardholder is making a purchase.

#### **IV. Credit Card Authority**

By way of Richland County Council approval of this policy, Richland County Government commercial credit cards will be procured and issued in the name of Richland County to a County Department Director, Elected Official, or authorized County employees (collectively “Cardholders”). The County Administrator (or his / her designee) is the Credit Card Administrator.

The County utilizes a State of South Carolina contract for charge card services through Bank of America (hereinafter referred to as “BOA”). The contract provides for a VISA commercial credit card and associated services from the credit card provider, BOA.

#### **V. Administration of Credit Cards**

The Richland County Administrator’s Office shall be responsible for obtaining, issuing, or closing all County credit cards. The County Administrator may designate a Credit Card Administrator who shall have oversight regarding the administration and use of each card and maintain a monthly report on the use of each card.

All statements and amounts due for each credit card shall be processed through the normal County expenditure process with approval of all charges by the Richland County Council via its approved budget for County departments (“Budget Appropriations”).

## **VI. Procedures**

### **1. Issuance and Use of Card**

- A.** Before receiving a Credit Card, authorized cardholders are required to sign the Richland County Credit Card Compliance Agreement (Exhibit 1). By signing this agreement, cardholders indicate that they (a) understand the intent of the Credit Card program; (b) acknowledge receipt of the credit card and the Richland County Commercial Credit Card Usage Policy; and (c) will comply with all guidelines of this policy as well as policies and procedures related to the expenditure of County funds. Only one commercial credit card will be issued per cardholder.
- B.** The Credit Card Administrator will issue a commercial credit card only to the following county employees:
  - i.** Elected Officials who request to have a credit card.
  - ii.** Department Directors.
  - iii.** County employees who routinely make purchases in the course of their duties and responsibilities for their departments according to procurement guidelines. Department Directors must authorize their respective employees to be cardholders.
- C.** The fully executed original by cardholders of the Richland County Commercial Credit Card Compliance Agreement will be filed with the County Administrator's Office prior to the credit card being issued and utilized.
- D.** Cardholders are responsible for the safekeeping of the credit card.
- E.** Credit cards shall only be used by the respective cardholder.
- F.** The commercial credit card works just like a personal credit card, except that all undisputed charges are paid in full by Richland County. The Credit Card is to be used only for the purchase of small dollar items according to the Commercial Credit Card Spending Limits section of this policy.
- G.** Richland County blocks certain types of vendors, goods, and services from receiving payments using the commercial credit card including, but not limited to, entertainment and cash advance transactions (see Unauthorized Credit Card Expenditures/Purchases section for a list of types of vendors, goods, and services that are blocked). The Credit Card Administrator must make sure that these types of transactions are blocked at the point-of-sale level.

### **2. Commercial Credit Card Maintenance, Closure, and Return Protocol**

All contact with the current commercial credit card service provider for card set up, maintenance, and closure (except for reporting lost or stolen cards) must be handled by the Credit Card Administrator.

The Credit Card Administrator is required to close an account if it is determined there is no longer a need for a cardholder to retain the card or if a cardholder:

- i. Transfers to a different department;
- ii. Moves to a new job in which a credit card is not required;
- iii. Misuses or abuses a credit card; or
- iv. Retires, resigns, or terminates employment

An account may also be closed for, but not limited to, the following and may also subject the cardholder to disciplinary action in accordance with Richland County Employee Handbook relating to disciplinary actions and up to termination for cause:

- i. The credit card is used for personal or unauthorized purposes.
- ii. The credit card is used to purchase alcoholic beverages or any controlled substance, materials, or service which violates policy, laws, or regulations pertaining to Richland County.
- iii. The cardholder allows another individual to use the cardholder's credit card.
- iv. The cardholder splits a purchase to circumvent the spending limitations of the commercial credit card.
- v. The cardholder uses another cardholder's credit card.
- vi. The cardholder fails to provide the original receipts to the Credit Card Administrator.
- vii. Upon request, the cardholder fails to provide information about any specific purchase or transaction.
- viii. Receiving cash in lieu of a credit to the cardholder's Credit Card account.
- ix. The cardholder does not adhere to the Richland County Commercial Credit Card Usage Policy.

A request for closing a cardholder's account will be submitted to Bank of America by the Credit Card Administrator. **If a Credit Card account is being closed, the cardholder must return his/her card to the Credit Card Administrator immediately.**

### **3. Lost, Misplaced, or Stolen Credit Card**

In the event that the credit card is lost or stolen, or if unauthorized purchases are suspected or detected, it is the cardholder's responsibility to immediately take the following notification procedures:

- a. Immediately notify the appropriate financial institution. Report any lost or stolen Credit Card immediately to Bank of America toll-free number 1-800-538-8788. BOA representatives are available to assist cardholders 24 hours a day, 365 days a year.
- b. Immediately notify the Richland County Credit Card Administrator.
- c. Immediately notify Department Director, if applicable.

#### **4. Commercial Credit Card and Account Number Security and Storage**

Cardholders must always treat the Credit Card with the same level of care and security measures as they do with their personal credit cards, for example, store it in a secured location and guard the account number. The only person entitled to use the card is the person whose name appears on the face of the card. The card must not be loaned to another person for any reason.

The Credit Card Administrator will maintain the cardholders' original receipts, charge slips, or other documentation.

#### **5. Liability of Cardholders**

The Credit Card is a commercial credit card and will not affect cardholders' personal credit. It is the cardholder's responsibility to ensure that the card is used within the stated guidelines of this policy and procedures. Failure to comply with the Credit Card program requirements, policy, and procedures may result in permanent revocation of the card, notification of the situation to administration, and disciplinary action in accordance with the Richland County Employee Handbook.

#### **6. Commercial Credit Card Spending Limits**

- A.** The credit card limit for all cardholders is \$1,500 per transaction, with a maximum limit of \$5,000, unless otherwise approved by the Credit Card Administrator. Elected or Appointed Officials will have a maximum credit card limit of of \$50,000.
- B.** Increases in credit limits may be allowed pursuant to the following procedures:
  - i.** Cardholders must request a credit card increase in writing to the Credit Card Administrator for review.
  - ii.** The Credit Card Administrator will submit a recommendation on credit limit increase request to the County Administrator for review and subsequent approval/denial.
- C.** The County Administrator must approve all commercial credit card limit increases.

#### **7. Authorized Credit Card Expenditures/Purchases**

- A.** Under no circumstance should the credit card be used to circumvent the existing County purchasing policies and procedures relative to the use of purchase orders.
- B.** The credit card will only be used for expenditures, activities, and/or purchases that are directly related to the cardholder's job duties and functions within the County and appropriated by County Council through the budget ordinance. Further, under no circumstance shall the credit card be used for personal reasons. The cardholder agrees to be personally liable for any unauthorized transactions unless the card is lost, stolen or subject to fraud on some part of a third party. The following protocols relative to the all credit card purchases shall apply:

- i.** Maximum credit limits established for the credit card will not be exceeded.
- ii.** Determine if the intended supply purchase is within spending limits and vendor guidelines.
- iii.** When using the card to make online internet purchases, the cardholder shall make every effort to ensure that the purchase is made from a secure website using secure online access, thereby limiting the risk of fraud or theft.
- iv.** All credit card purchases that require shipment will be shipped to the cardholder's business address. The shipment of items purchased using the credit card should not be shipped to the cardholder's home and/or personal business address.
- v.** Cardholders must provide the Credit Card Administrator the account number with appropriated funds to which credit card transactions should be charged.
- vi.** The Credit Card Administrator will periodically audit credit card statements to ensure that the card is being used for authorized purchases and in compliance with this policy and procedures and policies relating to the expenditure of county funds.
- vii.** Cardholders must provide original receipts and sufficient documentation to support purchases to the Credit Card Administrator to ensure that the card use is not in violation of County policies and/or procedures.

**8. Unauthorized Credit Card Expenditures/Purchases**

Credit cards are not to be used for any product or service not authorized by this policy for County use. Accordingly, unauthorized purchases include, but are not limited to the following:

- i.** Expenditures for personal use.
- ii.** Any single transaction exceeding the approved limit except as authorized by the County Administrator's Office.
- iii.** Multiple transactions per day with the same vendor that in total exceed the approved credit card limit, or directly conflicts with the County's Procurement policy.
- iv.** Technology equipment – except as authorized by Information Technology Department and the County Administrator's Office.
- v.** Alcoholic beverages.
- vi.** Flowers, gifts, gift cards or gift certificates.
- vii.** Chemicals, such as pesticides and herbicides, that have not been first properly documented and approved in writing by the County's Risk Manager.

- viii.** Equipment repair or maintenance services on County property unless the cardholder has verified with the Finance Department and Legal Department that the vendor providing the repairs or services has provided adequate insurance and has agreed to indemnify and hold harmless the County against any and all claims, losses, damages, or cause of action.
- ix.** Any and all expenses related to personal negligence while on County business such as parking fines, traffic violations, or services used to gain entry to a locked vehicle, airline ticket change fees due to missing a flight, etc.
- x.** Charitable contributions, gratuities, and/or tips.
- xi.** Clothing when not required for employment.
- xii.** Entertainment expenses (benefits, tickets, functions, movies charged to hotel bills, etc.).
- xiii.** Personal purchases.
- xiv.** Personal travel that may be associated with business travel.
- xv.** Theft, loss, or damage to personal property.
- xvi.** Transportation to weddings, funerals, retirement parties, etc.
- xvii.** Transactions with vendors that have been debarred from conducting businesses with the County during their debarment period.

The list above is not intended to be all-inclusive. Expenditures are never allowed when they are prohibited by procurement policies or grant agreements.

## **9. Monthly Credit Card Statements**

BOA will mail a monthly credit card statement to the cardholders at their business address and consolidated bank statements to the Credit Card Administrator. Cardholders and the Credit Card Administrator must follow the following protocols:

- i.** For all purchases, cardholders must obtain and retain original and sufficient supporting documentation (e.g., itemized receipts, invoices) to validate all expenditures made using the Credit Card. The original of the documentation must be provided to the Credit Card Administrator on a monthly basis. The Credit Card Administrator will keep documents in the cardholder's file.
- ii.** On each credit card statement, cardholders shall attach documentation supporting each expenditure to the credit card statement and provide the departmental expense account code to be charged via its approved budget for each purchase.
- iii.** On a monthly basis and upon receipt of consolidated statements and original purchase transaction documents, the Credit Card Administrator must reconcile the statements against charges made

and charge valid transactions to the respective appropriated expense accounts.

In the event that bank statements show unauthorized credit card expenditures/purchases, the Credit Card Administrator must notify cardholders' supervisor, seek 100% reimbursement from cardholders through payroll deduction, and suspend cardholders' privileges immediately.

- iv. In the event sufficient documentation (including non-itemized, missing or lost receipts) is not provided, the cardholder's privileges may be suspended.

#### **10. Erroneous Declines**

There may be times when a vendor may decline credit card transactions. If cardholders do not know the reason for the decline, they must contact the Credit Card Administrator. The Credit Card Administrator, in turn, will contact the credit card provider inquiring about the reason for the decline and will notify the cardholder and his/her supervisor.

#### **11. Credit Card Renewal**

Individual cards are automatically renewed at the time the original card indicates on the front for a two year period unless cancelled earlier by the County Administrator's Office.

#### **12. Credits Issued**

In the event that cardholders return purchases, vendors must issue credits to the respective credit card used to make the purchase. The credit will appear on the same or subsequent statement. **Under no circumstances cardholders will agree to receive cash in lieu of a credit to the Credit Card account.**

#### **13. Disputes and Billing Errors**

Cardholders should always attempt to resolve charge disputes or billing errors directly with the vendor. In most cases, the vendor will issue a credit to the cardholder's account. If an agreement cannot be reached with the vendor, cardholders should contact their supervisor who will attempt to resolve the dispute with the vendor. If the dispute cannot be resolved satisfactorily, the supervisor will contact the Credit Card Administrator. Nearly all issues can be resolved using this process.

The total amount billed by the Credit Card Provider will be charged to the individual departmental accounts and credits for disputed transactions will be posted to departmental accounts when such credit appears on the bank statement.



**14. Sales and Use Tax**

Purchases from vendors located in South Carolina. The vendor is responsible for collecting retail sales tax at the point of sale. The amount of sales tax should be indicated on the receipt provided by the vendor.

Purchases from vendors located outside South Carolina. If sales tax is paid in another state, a use tax credit is allowed for the county; therefore, no South Carolina sales tax is due. The individual receipt provided by the vendor should indicate whether any out-of-state sales tax has been collected at the point of sale.

Should no tax be charged or the amount of tax charged is less than the amount required by the State of South Carolina, the supervisor will notify the Finance Department so that the proper amount may be submitted to the SC Department of Revenue.

**15. Credit Card Misuse**

Pursuant to the applicable County personnel policies and procedures, any misuse of the credit card will serve as grounds for disciplinary action, including and up to termination of employment. County staff will assess any breaches of the policy by cardholders and reserves the right to report the misuse to law enforcement for criminal investigation.

\_\_\_\_\_  
Gerald Seals, County Administrator

\_\_\_\_\_  
Date

Date adopted by Richland County Council: \_\_\_\_\_



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

## Exhibit 1

### (Draft) Richland County Government Credit Card Compliance Agreement

I, \_\_\_\_\_, have read and understand the Richland County Government Credit Card Policy and agree to all terms and conditions outlined therein. I also understand and agree that the credit card is issued to me with the understanding that I will comply with the following conditions.

#### Conditions:

1. The credit card is the property of Richland County Government. I am responsible for all charge transactions that are made using the credit card, excepting the unauthorized use of the card if the card is lost, stolen or subject to fraud on some part of a third party.
2. I will not permit use of the credit card by any person other than myself.
3. I will only use the credit card for authorized County purchases and /or expenditures, not for personal expenses.
4. I will not use the card to obtain bank checks, traveler's checks or cash withdrawals.
5. I will not use the card in an attempt to circumvent any existing Richland County procurement policies and/or procedures.
6. I will immediately report any unauthorized use of the credit card to the credit card services provider, my supervisor, and the Finance Department.
7. In the event my credit card is audited by County staff, I agree to cooperate fully with such audit and to immediately place into operation any recommendations resulting from such audit.
8. I will immediately return my card to the County Administrator's Office if I resign, retire, if my employment with Richland County is terminated, or if it is determined that there is no longer a need for me to retain my card.
9. I understand that my failure to return the credit card to Richland County if my employment is terminated for any reason will result in my final pay being withheld until the card has been returned.
10. I will immediately report the loss or theft of the card to the appropriate financial institution and to the County Administrator's Office.
11. If there are any transactions on my statement that appear suspicious or if any unauthorized transactions are detected, I will immediately report said transactions to the appropriate financial institution and to the County Administrator's Office.

12.I acknowledge that I have been adequately apprised on the County's credit card usage policy and comply with the conditions therein.

**Authorizing Signatures:**

_____	_____	_____
Date	Cardholder Name (Printed)	Cardholder Signature
_____	_____	_____
Date	Department Head's Name (Printed), if applicable (If different from cardholder)	Department Head's Signature (If different from cardholder)
_____	_____	_____
Date	Credit Card Administrator (Printed)	Credit Card Administrator's Signature
_____	_____	_____
Date	County Administrator's Name (Printed)	County Administrator's Signature

# Debt Portfolio

Richland County

April 2017



## Table of Contents

Debt Service .....	1
Debt Limitation .....	2
General Obligation Bonds .....	4
Series 2008A Bonds.....	5
Series 2010A Bonds.....	6
Series 2011B Bonds.....	7
Series 2012A Bonds.....	8
Series 2012B Bonds.....	9
Series 2013B Bonds.....	10
Series 2014A Bonds.....	11
Series 2014B Bonds.....	12
Series 2015A Bonds.....	13
Series 2016A Bonds.....	14
Series 2016B Bonds.....	15
Business Type Obligation .....	16
Series 2007B Bonds.....	17
Series 2011A Bonds.....	18
Special Assessment/Source Debt.....	19
Series 2013A Bonds.....	20
Series 2015 Transportation BAN.....	21
Capital Lease Obligations .....	22
Network System.....	23
Airplane.....	24
Conservation Easement .....	25
Other Long-Term Obligations .....	26
USDA-Rural Development Loan .....	27

## Debt Service<sup>1</sup>

The debt service funds of the county are used to account for the accumulation of resources for, and the payment of, long term debt principal and interest. Debt service funds of the county are established and maintained in accordance with Acts passed by the General Assembly of South Carolina authorizing the sale of general debt bonds of the county. Bonds and interest for which the Treasurer collects and remits receipts to on behalf of other governmental units are accounted for as part of the agency funds. The county maintains a separate debt service fund for each of its special assessment bond issues and one debt service fund for all other bond issues of the county. The South Carolina Constitution limits local government units borrowing power to eight percent (8%) of its assessed property values. The limitation excludes bonded indebtedness existing prior to December 1, 1997 (date of the Constitutional Amendment), certain special levies assessed on properties located in specific areas receiving special benefits, and other prescribed indebtedness approved by the voters through referendums.

There are several different types of debt incurred by counties including general obligation debt, revenue debt, and other debt which includes long-term leases and government loans. Below is a brief explanation of the types of debt utilized by Richland County.

### **A. General Obligation Debt**

General Obligation (“G.O.”) bonds are backed by a pledge of the full faith and credit of the issuing entity. This pledge is generally supported by a commitment of the issuer to levy and to collect ad valorem taxes, without limitations as to rate or amount, for the payment of principal and interest on its bonds.

### **B. Revenue Debt – Bonds**

The South Carolina Constitution authorizes the issuance of revenue debt without voter referendum. The essence of revenue debt is that a particular stream of revenue is designated as the sole source of repayment of the debt. This revenue source may be derived from a specific project or enterprise, a loan program, or a special tax. In the event that such a source proves inadequate or default is otherwise threatened, the issuer is under no obligation to repay the debt from its general funds.

Debt related to rate-based County functions, such as Water and Wastewater, does not affect operations because pledges are made only on net revenues. This allows for these funds to continue at the required operating levels without adjustments in service costs if revenue collections decline.

### **C. Debt Management Policies**

The net debt of the county is statutorily limited to 8% of the assessed valuation of taxable property within the county. Furthermore, the county uses a self-imposed ceiling of 6%.

The county will seek to maintain and, if possible, improve our current bond rating in order to minimize borrowing costs and preserve access to credit. The county will not use long-term debt to finance current operations. Long-term borrowing will be confined to capital improvements or similar projects with an extended life when it is not practical to be financed from current revenues.

---

<sup>1</sup> Source: Richland County Government, 2016-2017 Annual Budget, p. 143.

Debt payments shall not extend beyond the estimated useful life of the project being financed. The county will keep the average maturity of general obligation bonds at or below twenty years, unless special circumstances arise warranting the need to extend the debt schedule to twenty-five years.

Every project proposed for financing through general obligation debt should be accompanied by a full analysis of the future operating and maintenance costs associated with the project.

An analysis showing how the new issue combined with current debt impacts the county's debt capacity and conformance with county debt policies will accompany every future bond issue proposal. All county debt service fund balances shall maintain a level to cover eighteen months of required expenditures to service debt.

County Debt Service costs (GO and Revenue Bonds) should not exceed 25% of the county's operating revenue in order to control fixed costs and ensure expenditure flexibility. Special Purpose Districts' debt service is not included in this calculation because it is paid by district property owners and is not an obligation of the general citizenry.

Debt financing should not exceed the useful life of the infrastructure improvement with the average (weighted) bond maturities at or below ten years. A ratio of current assets to current liabilities of at least 2/1 will be maintained to ensure the county's ability to pay short-term obligations. (The current ratio is the ratio of current unrestricted assets to current liabilities)

Enterprise Fund projects are formulated and undertaken on a self-sustaining basis; as a rule, no General Obligation debt capacity is obligated for enterprise projects. Occasionally, when interest rates will be more advantageous, G.O. bonds are used.

All interest earned from bond proceeds or other capital projects funding will be limited to use toward funding changes to the bond financed Capital Improvement Plan, as approved by County Council or transferred to debt service and used to reduce the terms of payback. Interest funds should not be used to expand the scope of a project.

#### **D. Debt service requirements reported by County Auditor**

The county auditor will prepare a schedule of funds required, by bond or note category, to meet bond principal and interest requirements for the ensuing year. This schedule will be made available to the county administrator, in accordance with the budget calendar adopted by Council, for inclusion in the budget presented to County Council.

## **Debt Limitation**

The South Carolina Constitution places limits on the borrowing power of local governments. This limitation excludes debt existing prior to December 1, 1997, indebtedness from referendums, and certain special levies. Richland County also has a self-imposed limitation placed on the debts it can incur. These debt limitations as well as the County's current levels of Outstanding Par Liability Amount debt are outlined in the table below.

8% State Statute Limitation	
Assessed Value -- as of June 30, 2016	\$ 1,537,993,428
State statute: not exceed 8% of assessed value	8%
Debt Limit	\$ 123,039,474
Less Outstanding Par Liability Amount Debt Subject to Debt Limit	\$ 68,610,000
Available Debt Limit Without a Referendum	\$ 54,429,474

Source: Official Statement dated November 10, 2016

6% Self-imposed Limit	
Assessed Value -- as of June 30, 2016	\$ 1,537,993,428
County Self-imposed GO Bond limit (6% of Assessed Value)*	6%
Debt Limit	\$ 92,279,606
Less Outstanding Par Liability Amount Debt Subject to Debt Limit	\$ 68,610,000
Available Debt Limit	\$ 23,669,606

\* Richland County Financial Policies: "The County will utilize a self-imposed ceiling of 6%."





# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

## General Obligation Bonds

General obligation bonds are issued to provide funds for the acquisition and construction of major capital facilities and equipment reported in both governmental and business-type activities. General obligation bonds are backed with the full faith, credit, and taxing power of the county. They are paid from general revenues.

Note: Information presented is as of June 30, 2016, except as noted on the 2016A and 2016B bonds.

## Series 2008A Bonds

### *Purpose*

To fund miscellaneous capital projects including the acquisition of the Sheriff's vehicles and county portion of a replacement building for LRADAC (Lexington/Richland Alcohol and Drug Abuse Center)<sup>2</sup>.

Bond Type:	General Obligation
Date issued:	11/19/2008
Maturity Date:	3/1/2018
Amount Issued:	\$5,500,000
Outstanding Par Liability Amount:	\$915,000
Bond Amount Spent:	\$5,500,000
Bond Amount Remaining:	\$-

### *Notes*

Richland County Council committed \$4.0 million to the LRADAC's facility construction project in 2008-2009. The County provided the funds as contribution to the agency towards the project and not as a reimbursement of specific project cost. LRADAC managed the construction project.

---

<sup>2</sup> Source: 2009 CAFR, p. 9.

## Series 2010A Bonds

### *Purpose*

2010A bonds issues for the RC library capital improvement plan, Midlands Technical College capital expansion, replacement plan for sheriff vehicles, and other county capital projects.<sup>3</sup>

Bond Type:	General Obligation
Date issued:	10/13/2010
Maturity Date:	3/1/2025
Amount Issued:	\$16,330,000
Outstanding Par Liability Amount:	\$6,040,000
Bond Amount Spent:	\$16,330,000
Bond Amount Remaining:	\$-

### *Notes*

Facility Projects – accounts for cost relating to the County’s projects funded by the 2010A G.O. Bonds and 2012A G.O. Bonds. The projects included: demolition of the former LRADAC building, Richland Library capital improvement program, purchase/uplift of Decker Center property, Detention Center expansion, parking garage redesign, EMS facilities, and record retention storage facilities.<sup>4</sup>

---

<sup>3</sup> Source: 2011 CAFR, p. 11.

<sup>4</sup> Source: 2015 CAFR, noted on page after p. 117.

## Series 2011B Bonds

### *Purpose*

General obligation bonds 2011B in the amount of \$10.4 million were issued for the refunding of the 2001 series,<sup>5</sup> which were the original sewer bonds for the Broad River Sewer Treatment Plant.

Bond Type:	General Obligation
Date issued:	12/6/2011
Maturity Date:	3/1/2017
Amount Issued:	\$10,440,000
Outstanding Par Liability Amount:	\$25,000
Bond Amount Spent:	\$10,440,000
Bond Amount Remaining:	\$-

### *Notes*

The 2007B & 2011B Water & Sewer General Obligation Bonds are general obligation bonds of the County. While they are general obligations, the County anticipates the full debt service will be paid with revenues derived from the operation of the Broad River Sewer System. In the unanticipated event the debt funds do not have sufficient revenues, a County tax levy must be made to meet the payments of principal and interest.<sup>6</sup>

---

<sup>5</sup> Source: 2012 CAFR, p. 11.

<sup>6</sup> Source: 2016 CAFR, p. 45.

## Series 2012A Bonds

### *Purpose*

To defray the cost of capital improvements for county's governmental activities: acquiring Sheriff and EMS vehicles and constructing and equipping the EMS headquarters.<sup>7</sup>

Bond Type:	General Obligation
Date issued:	9/26/2012
Maturity Date:	3/1/2022
Amount Issued:	\$35,000,000
Outstanding Par Liability Amount:	\$21,790,000
Bond Amount Spent:	\$23,447,104
Bond Amount Remaining:	\$11,552,896

Detention Center expansion/construction	<u>\$11,552,896</u>
Total	\$11,552,896

### *Notes*

Facility Projects – accounts for cost relating to the County projects funded by the 2010A G.O. Bonds and 2012A G.O. Bonds. These projects include demolition of the former LRADAC building, Richland Library capital improvement program, purchase/uplift of Decker Center property, Detention Center expansion, parking garage redesign, EMS facilities, and record retention storage facilities.<sup>8</sup>

---

<sup>7</sup> Source: 2013 CAFR, p. 12.

<sup>8</sup> Source: 2015 CAFR, noted on page after p. 117.

## Series 2012B Bonds

### *Purpose*

To purchase firefighting equipment.<sup>9</sup>

Bond Type:	General Obligation
Date issued:	12/27/2012
Maturity Date:	3/1/2017
Amount Issued:	\$8,100,000
Outstanding Par Liability Amount:	\$1,540,000
Bond Amount Spent:	\$7,056,946
Bond Amount Remaining:	\$1,043,054

Fire	<u>\$1,043,054</u>
Total	\$1,043,054

As of March 17, 2017, funds were encumbered.

### *Notes*

This was a bond to purchase equipment for the Fire Service:

- \$8.1 million scheduled for County/City fire equipment.
- \$7.2 million expended for fire trucks.
- \$190,000 expended for non-capital fire equipment.

The 2012B General Obligation Bonds are general obligation bonds of the County. While they are general obligations, the County anticipates the full debt service will be paid by an ad valorem tax on all taxable property in the Fire District. In the unanticipated event the debt funds do not have sufficient revenues, bondholders will be paid from general fund revenues.<sup>10</sup>

---

<sup>9</sup> Source: 2013 CAFR, p. 12.

<sup>10</sup> Source: 2016 CAFR, p. 45.

## Series 2013B Bonds

### *Purpose*

To defray the cost of capital improvements for county's governmental activities: acquiring Sheriff and EMS vehicles, building improvements, and acquiring new facilities.<sup>11</sup>

Bond Type:	General Obligation
Date issued:	11/21/2013
Maturity Date:	3/1/2023
Amount Issued:	\$13,615,000
Outstanding Par Liability Amount:	\$9,990,000
Bond Amount Spent:	\$13,615,000
Bond Amount Remaining:	\$-

### *Notes*

To defray the costs of certain capital improvement for the County's governmental activities and to pay the issuance costs of the bond. These capital improvement projects include acquiring Sheriff and EMS vehicles, building improvements, and acquiring new facilities.

---

<sup>11</sup> Source: 2014 CAFR, p. 12.

## Series 2014A Bonds

### *Purpose*

To defray the costs of capital projects related to the County's component unit Richland Library and to pay the issuance costs of the bond<sup>12</sup>.

Bond Type:	General Obligation
Date issued:	5/21/2014
Maturity Date:	3/1/2034
Amount Issued:	\$35,590,000
Outstanding Par Liability Amount:	\$30,710,000
Bond Amount Spent:	\$31,827,866
Bond Amount Remaining:	\$3,762,134

### *Notes*

This is a voter approved referendum for multiple Library construction and renovation projects for \$59 million. Part two of the debt is 2016B.

---

<sup>12</sup> Source: 2014 CAFR, p. 12.



## Series 2014B Bonds

### *Purpose*

To defray the cost of capital improvements for the county's governmental activities, which include acquiring Sheriff and EMS vehicles, building improvements, and acquiring new facilities.<sup>13</sup>

Bond Type:	General Obligation
Date issued:	9/11/2014
Maturity Date:	3/1/2019
Amount Issued:	\$21,500,000
Outstanding Par Liability Amount:	\$10,680,000
Bond Amount Spent:	\$6,253,598
Bond Amount Remaining:	\$15,246,402

EMS HQ facility acquisition/construction	\$5,991,600
Decker Center	\$9,254,802
Total	<u>\$15,246,402</u>

### *Notes*

Facility Projects – accounts for cost relating to the County projects funded by the 2010A G.O. Bonds and 2012A GO Bonds. These projects include demolition of the former LRADAC building, Richland Library capital improvement program, purchase/uplift of Decker Center property, Detention Center expansion, parking garage redesign, EMS facilities, and record retention storage facilities.<sup>14</sup>

---

<sup>13</sup> Source: 2015 CAFR, p. 13.

<sup>14</sup> Source: 2015 CAFR, page after p. 117.

## Series 2015A Bonds

### *Purpose*

To defray the cost of to pay the issuance costs of the bond and various capital improvements for the County's governmental activities, which include acquiring Sheriff and EMS vehicles, and building improvements.<sup>15</sup>

Bond Type:	General Obligation
Date issued:	11/5/2015
Maturity Date:	3/1/2019
Amount Issued:	\$7,300,000
Outstanding Par Liability Amount:	\$3,500,000
Bond Amount Spent:	\$5,060,638
Bond Amount Remaining:	\$2,239,362

CIP - Building Improvement	\$889,362
CIP - Roof	\$600,000
CIP - HVAC	\$400,000
CIP - Technology	\$350,000
Total	<u>\$2,239,362</u>

### *Notes*

Facility Projects – accounts for cost relating to the County projects funded by the 2010A G.O. Bonds and 2012A G.O. Bonds. These projects include demolition of the former LRADAC building, Richland Library capital improvement program, purchase/uplift of Decker Center property, Detention Center expansion, parking garage redesign, EMS facilities, and record retention storage facilities.<sup>16</sup>

---

<sup>15</sup> Source: 2016 CAFR, p. 13, p. 45.

<sup>16</sup> Source: 2016 CAFR, page before Schedule D-1.

## Series 2016A Bonds

### Purpose

The proceeds will be used to provide funds for: (i) defraying the costs of annual capital improvement program projects, including but not limited to the purchase of equipment and sheriff's vehicles and other capital projects including constructing and equipping a public safety building (the "Projects").<sup>17</sup>

Bond Type:	General Obligation
Date issued:	8/1/2016
Maturity Date:	3/1/2016
Amount Issued:	\$15,670,000
Outstanding Par Liability Amount:	\$15,670,000
Bond Amount Spent:	\$910,000
Bond Amount Remaining:	\$14,760,000

CIP - Building Improvement	\$1,000,000
CIP - Roof	\$600,000
CIP - HVAC	\$400,000
CIP - Technology	\$400,000
CIP - vehicle replacement	\$32,246
CIP - New Facility - Magistrate Facility	\$1,592,000
CIP - Building Improvements - Historic Columbia capital project	\$980,754
CIP - Building Improvements - Judicial Renovation	\$1,000,000
CIP - Building Improvement - Judicial Elevator	\$950,000
CIP - New Facility - Township property purchase	\$1,500,000
Judicial Security system	\$355,000
CIP - HVAC -2020 ventilation and chiller	\$2,950,000
DSS Renovation	\$3,000,000
Total	\$14,760,000

### Notes

Based on the financial system there has not been activity on expenditures for the projects outlined.

<sup>17</sup> Source: Official Statement for the Broad River Sewer System General Obligation Refunding Bonds Series 2016C dated November 10, 2016, p. 13.

## Series 2016B Bonds

### *Purpose*

Richland Library Projects (Approved by referendum).<sup>18</sup>

Bond Type: General Obligation

Date issued:

Maturity Date: 3/1/2034

Amount Issued: \$23,730,000

Outstanding Par Liability Amount: \$23,730,000

Bond Amount Spent: \$140,000

Bond Amount Remaining: \$23,590,000

Library	\$23,590,000
Total	<u>\$23,590,000</u>

### *Notes*

---

<sup>18</sup> Source: Official Statement for the Broad River Sewer System General Obligation Refunding Bonds Series 2016C dated November 10, 2016, p. 13



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

## Business Type Obligation

The full debt service of Richland County's business type obligations is expected to be paid with revenues derived from the associated project. In this case debt service is expected to be paid through user fees and other revenues derived from the Broad River Sewer System. If these revenues are insufficient, a County tax levy must be used to meet the required payments.

Note: Information presented is as of June 30, 2016, except as noted on the 2016A and 2016B bonds.

## Series 2007B Bonds

### *Purpose*

Broad River Sewer Plant upgrade to cover additional cost of acquisition and construction for the sewer plant. Debt service paid with user fees associated with Broad River sewer plant.<sup>19</sup>

Bond Type:	Business Type
Date issued:	6/12/2007
Maturity Date:	3/1/2037
Amount Issued:	\$16,970,000
Outstanding Par Liability Amount:	\$15,135,000
Bond Amount Spent:	\$16,970,000
Bond Amount Remaining:	\$-

### *Notes*

The 2007B & 2011B Water & Sewer General Obligation Bonds are general obligation bonds of the County. While they are general obligations, the County anticipates the full debt service will be paid with revenues derived from the operation of the Broad River Sewer System. In the unanticipated event the debt funds do not have sufficient revenues, a County tax levy must be made to meet the payments of principal and interest.<sup>20</sup>

---

<sup>19</sup> Source: 2007 CAFR, p. 8.

<sup>20</sup> Source: 2016 CAFR, p. 45.

## Series 2011A Bonds

### *Purpose*

To provide refunding for all of Series 2003E and majority of 2003D.<sup>21</sup>

Bond Type:	Business Type
Date issued:	11/15/2011
Maturity Date:	3/1/2033
Amount Issued:	\$19,300,000
Outstanding Par Liability Amount:	\$16,165,000
Bond Amount Spent:	\$19,300,000
Bond Amount Remaining:	\$-

### *Notes*

The county issued both, the 2003E and the 2003D bonds to fund the construction of the Broad River Sewer Facility.

---

<sup>21</sup> Source: 2012 CAFR, p. 11.



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

## Special Assessment/Source Debt

Special Assessment and Source Revenue bonds are issued to provide funds for the acquisition and construction of major capital facilities and equipment and are secured by the pledge of special tax/source revenues of the county, and do not constitute general obligations, or pledge of faith, credit, or taxing power of the county or any other political subdivision.

Note: Information presented is as of June 30, 2016, except as noted on the 2016A and 2016B bonds.



## Series 2013A Bonds

### *Purpose*

To refund 2007 A&B Series project loans.<sup>22</sup> In 2007, the County borrowed \$25.8 million to cover renovations for the Township, construction of the Farmer's Market, and acquisition of land for a new recreation complex. Hospitality tax revenues fund the debt service for those projects.<sup>23</sup>

Bond Type:	Special Assessment/Source Debt
Date issued:	4/15/2013
Maturity Date:	4/1/2026
Amount Issued:	\$14,940,000
Outstanding Par Liability Amount:	\$12,105,000
Bond Amount Spent:	\$14,940,000
Bond Amount Remaining:	\$-

### *Notes*

Funding source to service debt is the 2% charge on prepared food and beverages (i.e., hospitality tax). This debt does not count toward the debt limitation.

---

<sup>22</sup> Source: 2013 CAFR, p. 12.

<sup>23</sup> Source: 2007 CAFR, p. 8.

## Series 2015 Transportation BAN

### *Purpose*

A \$50 million BAN was refunded and re-issued (Series 2015) to provide funds to proceed with transportation capital projects and to assist in funding CMRTA as approved by voters in 11/2012.<sup>24</sup>

Bond Type:	Special Assessment/Source Debt
Date issued:	10/15/2015
Maturity Date:	10/28/2016
Amount Issued:	\$50,000,000
Outstanding Par Liability Amount:	\$50,000,000
Bond Amount Spent:	\$-
Bond Amount Remaining:	\$50,000,000

Transportation	<u>\$50,000,000</u>
Total	\$50,000,000

### *Notes*

The Series 2014 GO Bond BAN was issued to proceed with transportation projects and to fund CMRTA per approved 11/6/2012 referendum.<sup>25</sup> The BAN was rolled over for three years and was closed in October 2016, subsequent to June 30, 2016. It is now off the County's books.

---

<sup>24</sup> Source: 2016 CAFR, p. 13.

<sup>25</sup> Source: 2016 CAFR, p. 45.



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

## Capital Lease Obligations

A capital lease is an agreement which specifies a transfer of benefits and risk of ownership to the lessee. At June 30, 2016, the County maintained leases, in governmental activities, for certain pieces of its network equipment and an airplane for law enforcement activities with acquisition values of \$150,253 and \$808,000, respectively.

Note: Information presented is as of June 30, 2016, except as noted on the 2016A and 2016B bonds.

## Network System

### *Purpose*

Agreement to lease network equipment starting in 2007 for a period of 5 years.<sup>26</sup>

Obligation type:	Capital Lease Obligations
Additions:	\$150,000
Deletions:	\$-78,000
Outstanding Par Liability Amount:	\$72,000
Amount used in project:	\$150,000
Amount Remaining:	\$-

### *Notes*

3-year capital lease to replace computer server. Lender agreed to allow county to pay in years without penalties. Assessor's office lease/purchase agreement paid in full January 2017. Both the 3 & 5 year agreements have been paid in full.

---

<sup>26</sup> Source: 2010 CAFR, p. 11.

## Airplane

### *Purpose*

Law enforcement activities.

Obligation type:	Capital Lease Obligations
Additions:	\$808,000
Deletions:	\$-108,000
Outstanding Par Liability Amount:	\$700,000
Amount used in project:	\$808,000
Amount Remaining:	\$-

### *Notes*

Installment purchase with eight (8) annual payments through 2023.

## Conservation Easement

### *Purpose*

Conservation easement signed in 2006 for a period of 10 years.<sup>27</sup>

Obligation type:	Capital Lease Obligations
Additions:	\$124,000
Deletions:	\$-41,000
Outstanding Par Liability Amount:	\$83,000
Amount used in project:	\$124,000
Amount Remaining:	\$-

### *Notes*

This is a Perpetual easement for the Connor Trust; 10 year installment purchase; final payment made March 2015. This agreement is managed by the Conservation Department.

---

<sup>27</sup> Source: 2010 CAFR, p. 11.



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

## Other Long-Term Obligations

Other long-term obligations represent outstanding net present value portions due on capital lease obligations, long-term contracts using actual or imputed interest rates and long-term portions of claims or judgments.

Note: Information presented is as of June 30, 2016, except as noted on the 2016A and 2016B bonds.

## USDA-Rural Development Loan

### *Purpose*

The scope of the project included constructing a water system to serve the residents of the Hopkins School Community. The project included water line construction, a 300,000 gallon elevated water storage tank and rehabilitating two existing wells to serve the project area.

Obligation type:	Other Long-Term
Date issued:	10/15/2011
Maturity Date:	10/15/1951
Amount Issued:	\$2,033,000
Outstanding Par Liability Amount:	\$1,921,000
Bond Amount Spent:	\$2,033,000
Bond Amount Remaining:	\$-

### *Notes*

This is a 40 year loan with USDA.<sup>28</sup> Monthly payment of \$8,193 through fiscal year 2052.

---

<sup>28</sup> Source: 2012 CAFR, p. 11.





# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

## Council Memorandum 4-1

**To:** County Council  
**From:** County Administrator Gerald Seals  
**Date:** April 4, 2017  
**Subject:** County Service Portfolio

---

As promised at County Council's Retreat on January 26 – 27, 2017, the attached County service portfolio is being transmitted to Council. The portfolio does not include services provided by departments lead by Elected and / or Appointed Officials.

The purpose of this portfolio is to provide Council with a comprehensive list of the services that the County provides. This will allow Council to review the services provided, in conjunction with its review of Biennium Budget I, using the fundamental question of what are the core services that Richland County Government should provide, as a baseline for its review. To assist in reviewing the portfolio, staff developed the attached decision making tool to guide the decision-making process for answering the aforementioned question.

The portfolio will be forwarded to the Budget Ad Hoc Committee for consideration at its April 12, 2017 meeting, and is being provided to the full Council for information only. This portfolio is not a determination as to which services the County should or should not provide. Rather, this is an exercise to familiarize Council with the breadth of services the the County provides while prompting consideration of these services when setting fiscal policy, inclusive of approving Biennium Budget I.

Feel free to contact me with any questions or concern regarding this matter.

In the Spirit of Excellence,

Gerald Seals  
County Administrator

## Richland County Core Services Decision-Making Tool

Richland County Core Services Definition: In a fiscally responsible manner, Richland County government will provide essential services that (a) are required by local ordinances and Federal and State laws; (b) Richland County residents cannot provide for themselves individually; and (c) support the mission, vision, and priorities established by Richland County Council in the following areas: public safety, public works, utilities, infrastructure, emergency medical services, fire protection, and transportation.

Richland County’s Mission (from Priority Setting session - September 2016):

- Manage financial resources (tax dollars and revenue).
- To be responsible stewards of the public’s resources.
- Provide “quality” services to all citizens.

Richland County’s Vision (from Priority Setting session - September 2016):

- A place where people want to live and desire to grow their business.
- Richland County is the best County in SC.
- Eliminate the duplication of services.
- Efficient government to satisfied citizens.
- Satisfy citizens through an efficient government.

Richland County’s Priorities (from Priority Setting session - September 2016):

- Core County Government,
- Constituent Services,
- Special Interests, and
- Economic Development.

*Instructions: How do you rate the following criteria in guiding the decision-making process to provide core services to Richland County residents? Using the point system below, individually rate each service element in the Service Portfolio document according to the scale of 0 or 1, where 0 = Does not meet criteria; 1 = Meets criteria. For example, if the service element definitely meets criteria, write “1”. Then add the points to determine the total.*

Criteria	Does Not Meet Criteria	Meets Criteria
1. Service is required by local ordinance.		
2. Service is required by State statute.		
3. Service is required by Federal law.		
4. Residents (individually) cannot provide this service for themselves.		
5. Service supports the mission of County Council.		
6. Service supports the vision of County Council.		
7. Service supports the priorities established by County Council.		
8. Service supports public safety.		
9. Service supports public works.		
10. Service supports utilities.		
11. Service supports infrastructure.		
12. Service supports emergency medical services.		
13. Service supports fire protection.		
14. Service supports transportation.		
	Total	



# Richland County 2017 Services Inventory

**Administrator's Office.....1**

**Court Appointed Special Advocates (CASA) .....2**

Guardian's ad Litem for children..... 2

Volunteer Opportunity for Richland County Citizens ..... 3

Community Education & Heightened Awareness..... 4

Anti-Human Trafficking..... 5

**Grants.....6**

Administering the Accommodations Tax Grant Program ..... 6

Countywide grant assistance ..... 9

Administering the Hospitality Tax Grant Program..... 10

Contractual and Statutory Agency Funding ..... 16

**Office of Small Business Opportunity .....17**

Small Local Business Enterprise (SLBE) Program ..... 17

OSBO Business Kiosk..... 18

Contract Compliance (Prompt Payment Requirements) ..... 19

Affirmative Procurement Initiative for Enhancing SLBE Participation..... 20

**Office of Constituent and Government Services .....21**

Liaison for Elected Officials..... 21

Local Government Liaison..... 22

Commissions/Boards Liaison ..... 23

County Council Liaison ..... 24

Community Liaison..... 25

Non-Profit/For Profit Business Community Liaison ..... 26

Research..... 27

Program Development..... 28

Capacity Buidling..... 29

Constituent Intake Liaison ..... 30

Constituent Services ..... 32

One Stop Database Monitoring ..... 34

Data Collection - Constituent Service Request ..... 35

Freedom of Information Act Requests..... 36

Countywide Customer Service Training..... 37

**Capital Projects .....38**

    Bond-funded capital project oversight ..... 38

    Project Management ..... 39

    Feasibility/Space Study Oversight..... 42

    Scope of Work development for all RFQ, RFP or RFB's..... 43

**Risk Management .....44**

    Enterprise Risk Management Services..... 44

    Insurance and Self-Insurance Evaluation ..... 45

    Insurance and Self-Insurance Evaluation..... 46

    Insurance and Self-Insurance Evaluation ..... 47

    Self-Funded Vehicle Liability Program Management..... 48

    Implements Comprehensive Risk Management Programs and Policies ..... 49

    Self-Funded General Liability Program Management..... 53

    Workers' Compensation Program Management ..... 58

    Insurance Policy and Claims Management ..... 59

    Provides Written Safety Programs for Use by Departments ..... 61

    OSHA Compliance Oversight..... 62

    Accident Investigation..... 63

    Employee Training ..... 64

    Management of Fleet Maintenance Contract ..... 65

    Management of County Fleet program ..... 66

    Management of County fuel program, including five County owned sites and Fuelman fuel purchase card program..... 67

**Public Information.....68**

    Richland 101/Education Program ..... 68

    Website/Homepage Management ..... 69

    Weekly Newsletter..... 70

    Broadcast of Council Meetings ..... 71

    Manage RCTV..... 72

    Record/Stream Council Meetings ..... 73

    YouTube Channel ..... 74

Photographs.....	75
Videos.....	76
Mangage Digital Assets.....	77
Mult Box Service .....	78
Write News Releases .....	79
News Releases.....	80
Promote County Events .....	81
Create Promotional Materials.....	82
Ads for Newspapers .....	83
Ads for Broadcast.....	84
Social Media .....	85
Community Calendars.....	86
Wesite Speciality Pages.....	87
Government Guide .....	88
Business Cards.....	89
Broadcast Live Events .....	90
Clipping Service.....	91
Speaking Points .....	92
Write Quotes.....	93
Mug Shots .....	94
Public Events .....	95
Emergency Support.....	96
Administrator's Report.....	97
Public Engagement Campaigns .....	98
Informational Displays .....	99
Media Response.....	100
Social Media .....	101
Council Meetings .....	102
RCTV Slides.....	103
Logos .....	104
Graphic Support.....	105

<b>Animal Services.....</b>	<b>106</b>
<b>Vector Control.....</b>	<b>107</b>
Community Surveys .....	107
Respond to vector related service requests .....	108
Treat for both larvae and adult mosquitoes .....	109
Education & community outreach .....	110
Conduct mosquito-borne disease surveillance and response .....	111
<b>Animal Care .....</b>	<b>112</b>
Community Dog Sweep Program.....	112
Animal Trap Set-Up .....	113
Rabies Control Services.....	114
Career Days .....	115
Community Meetings.....	116
Removal of dead animals.....	117
<b>Community Planning &amp; Development .....</b>	<b>118</b>
<b>Building Inspections .....</b>	<b>119</b>
Issuance of all bulding permits for.....	119
Review of all construction plans. ....	120
Res. and Comm. Inspections.....	121
Insp. of res. & comm. structures.....	122
Res. and Comm. Inspections.....	123
<b>Business Service Center .....</b>	<b>124</b>
Annexations .....	124
Appeals Board.....	132
Bounced checks.....	134
Communications .....	141
Compliance .....	164
Data.....	193
Debt Set-Off: Ambulance Bills.....	194
One Stop Service Requests .....	197
Payment Plans.....	198

Processing .....	210
Refunds .....	233
Research.....	238
Retention Schedules .....	242
Vehicles .....	247
<b>Community Development.....</b>	<b>249</b>
Direct Services - Owner-Occupied Rehab .....	249
Direct Services - DPA (Downpayment Assistance).....	250
Community Meetings/Workshops.....	251
<b>Engineering.....</b>	<b>252</b>
Plan Review                      (Commercial Projects) .....	252
Plan Review                      (Residential Projects).....	253
Plan Review                      (Linear Utility Projects).....	254
Plan Review                      (Individual Lot Projects) .....	255
Plan Review                      (Bonded / Final Plats) .....	256
Plan Review                      (Record Drawings).....	257
Plan Review                      (Digital Submission) .....	258
Inspections                      (Road Construction) .....	259
Inspections                      (Sediment & Erosion Control) .....	260
Inspections                      (Final Inspections) .....	261
Special Investigations.....	262
Inspections                      (Bond Verification) .....	263
Bonds                              (Document Review) .....	264
Bonds                              (Tracking & Monitoring) .....	265
Pre-Application Meetings .....	266
Construction Enforcement.....	267
<b>Planning - Neighborhood Improvement Program .....</b>	<b>268</b>
Drafting of Neighborhood Master Plans.....	268
Neighborhood Master Plan Implementation.....	269
Future Master Plan Evaluation .....	270
Neighborhood Improvement Five Year Plan.....	271
Neighborhood Matching Grants .....	272



Neighborhood Planning Conference/ Spirit Week.....	273
National Night Out .....	274
Neighborhood Organization/ HOA Support.....	275
Leadership Trainings .....	276
Richland County Neighborhood Council .....	277
Richland County Council Support/ Constituent Services .....	278
<b>Planning - GIS - Addressing .....</b>	<b>279</b>
Addressing.....	279
GIS .....	280
<b>Planning - Land Development .....</b>	<b>281</b>
Site plan reviews .....	281
Confer with design professionals.....	282
<b>Planning - Planning Services .....</b>	<b>283</b>
Comprehensive Plan .....	283
Analysis + Research .....	284
Data Compilation .....	285
Planning Commission Support .....	286
Interagency + Interjurisdictional Coordination.....	287
Development Review .....	288
Presentations + Meeting Facilitation .....	289
<b>Planning - Zoning.....</b>	<b>290</b>
Zoning.....	290
Zoning compliance .....	291
Board and Committee support .....	292
<b>Register of Deeds .....</b>	<b>293</b>
Recording documents and indexing of documents .....	293
Collect taxes and fees on behalf of the state and county.....	294
Customer service .....	295
Manage County Contract with Iron Mountain.....	296
Assist county departments in the creation of retention schedules.....	297
Assist Ccounty department in the destruction of records.....	298
Supply Office Depot boxes to county departments for records storage .....	299

mail request for certified copies .....	300
<b>Conservation (Richland County Conservation Commission) .....</b>	<b>301</b>
Conservation Easements/Acquisitions.....	301
Historic Preservation Grants .....	302
Community Conservation Grants.....	303
Bailey Bill.....	304
Historic Markers.....	305
Land Management .....	306
Special Projects .....	307
Partnerships .....	308
Outreach .....	309
Mitigation.....	310
Soil Health Research, Demonstration, and Outreach .....	311
Water Quality BMP Installation and Outreach .....	312
Farmer and Resource Professional Workshops/Sustainable Agriculture .....	313
Midlands Local Food Collaborative .....	314
Environmental Educator/Teacher Workshops and Professional Development Opportunities.....	315
Conservation Educator of the Year Awards .....	316
Class Presentations .....	317
Conservation Education Mini-Grants and Clean Stream Columbia Awards .....	318
Green Step Schools Mentorship .....	319
Arbor Day Programming .....	320
Conservation Poster Contest/National Stewardship Program .....	321
SC Envirothon.....	322
PLT Steering Committee .....	323
Environmental Education Association of SC State and Regional Coordination .....	324
Adopt-A-Stream .....	325
Community Workshops, Presentations, and Festivals.....	326
Richland Countywide Stormwater Consortium .....	327
SC Forage and Grazing Lands Coalition.....	328
Administrative Support.....	329
<b>Floodplain.....</b>	<b>330</b>

Community Rating System (CRS) .....	330
Project and permit reviews - Floodplain regulations set by FEMA and the NFIP .....	331
Customer Service .....	335
<b>Detention Center .....</b>	<b>341</b>
<b>Operation .....</b>	<b>342</b>
Intake/Discharge .....	342
Records Maintenance .....	343
<b>Security.....</b>	<b>344</b>
Facility Security .....	344
Employee Training .....	345
Detainee Transportation.....	346
<b>Programs .....</b>	<b>347</b>
Detainee Programming.....	347
Detainee Medical .....	348
Detainee Meals .....	349
Support Services .....	350
<b>Economic Development .....</b>	<b>354</b>
<b>Economic Development.....</b>	<b>355</b>
Recruit new business to the county.....	355
Recruit new industry to the county .....	356
Support existing businesses.....	357
Support existing industries .....	358
Support County Site Inventory.....	359
Recruit new businesses.....	360
Recruit new industries .....	361
Data Collection and Distribution.....	362
Proposal Negotiation .....	363
<b>Emergency Services .....</b>	<b>364</b>
<b>Emergency Management.....</b>	<b>365</b>
Emergency ManagementEMS, 911- ETS, Hazardous Materials, Fire & Enforcement .....	365
<b>Emergency Medical Services .....</b>	<b>366</b>

Emergency Medical Service .....	366
<b>Emergency 911 Communications .....</b>	<b>367</b>
911 - ETS.....	367
<b>Hazardous Materials .....</b>	<b>368</b>
Hazardous Material Response and Permitting .....	368
<b>Fire .....</b>	<b>369</b>
Fire And Enforcement .....	369
<b>Finance .....</b>	<b>370</b>
<b>Accounting.....</b>	<b>371</b>
Public service employee payroll processing .....	371
Payroll Withholdings .....	372
Public Utility Accounts Receivable processing.....	373
Public Service Accounts Payable processing.....	374
Financial Reporting of public funds. ....	375
<b>Budgeting .....</b>	<b>376</b>
Budget.....	376
Grants.....	380
<b>Procurement.....</b>	<b>381</b>
Purchase Card Program .....	381
Purchase of supplies and services.....	382
Surplus Materials .....	383
Negotiating Contracts .....	384
Oversight of expenditure from penny sales tax.....	385
Nondiscrimination in Contracting .....	386
Governor's Office of Small & Minority Business Assistance Forum & Trade Fair .....	387
SC Salute to Small Business- Procurement Opportunity Matchmaker .....	388
<b>Human Resources .....</b>	<b>389</b>
<b>Benefits .....</b>	<b>390</b>
Employee Health Insurance .....	390
Early Retiree Health Insurance.....	391
Medicare Retiree Health Insurance .....	392

Flexible Spending Accounts ..... 393

Dental Insurance ..... 394

Life Insurance ..... 395

Vision..... 396

Voluntary Benefits ..... 397

Supplemental Life Insurance..... 398

Plan Design & Management ..... 399

Reconciliation & Billing ..... 400

**Wellness & Work-Life Balance ..... 401**

Wellness Incentive Program ..... 401

Wellness Programs & Events ..... 402

Wellness Committee ..... 403

Onsite Health Coach..... 404

Health Risk Assessments..... 405

Telecommuting ..... 406

Alternative Work Schedules..... 407

**Training & Development..... 408**

Employee Training ..... 408

Richland County University ..... 409

Performance Management..... 410

Tuition Assistance Program ..... 411

Workforce Planning ..... 412

Career Development..... 413

HR Team Effectiveness & Training ..... 414

Leadership Development..... 415

**Class & Comp ..... 416**

Job Descriptions ..... 416

Job Classifications ..... 417

Job Reclassifications..... 418

Pay Administration..... 419

Internal Equity..... 420

Market Pay ..... 421

Classification & Compensation Studies.....	422
Reorganizations.....	423
Compensation management.....	424
Pay Structure & Plan Design .....	425
Survey & Job Evaluation.....	426
Base Wages & Premium Pay .....	427
Longevity .....	428
Skill Based Pay.....	429
Bonus & Recognition Programs .....	430
<b>Strategic Planning .....</b>	<b>431</b>
Consultation with Departments.....	431
Retention Planning.....	432
HR SOPs.....	433
Special Projects .....	434
Succession Planning .....	435
Knowledge Management.....	436
HR Metrics/Measurements.....	437
Climate Surveys.....	438
<b>Leaves.....</b>	<b>439</b>
Advanced Sick Leave .....	439
Catastrophic Leave (Pool) .....	440
Annual Leave.....	441
Sick Leave .....	442
STD .....	443
LTD .....	444
Military Leave.....	445
Funeral Leave .....	446
Administrative Leave .....	447
<b>Compliance .....</b>	<b>448</b>
Compliance with Employment & Labor Laws .....	448
Guidelines .....	449
Handbook.....	450

Internal Audits & Reviews.....	451
Human Capital Report.....	452
Special Projects .....	453
Reports.....	454
Records Management.....	455
Budget.....	456
Human Resources Information System (HRIS).....	457
Vendor Contract Management.....	458
<b>Employment .....</b>	<b>459</b>
Exit Interviews.....	459
New Employee Orientation.....	460
Drug testing.....	461
Recruiting.....	462
Pre-Employment Testing.....	463
Applicant Tracking.....	464
Advertising Jobs & Posting.....	465
Unemployment Insurance & Claims Management.....	466
Review and Processing DAFs.....	467
Onboarding .....	468
Review & Processing PAFs .....	469
<b>Employee Relations.....</b>	<b>470</b>
ADA Reasonable Accommodation Process.....	470
Grievances.....	471
Employee Complaints .....	472
Civility & Inclusion.....	473
Mediation.....	474
EPL (Employee Protection Line).....	475
SCHAC & EEOC .....	476
Employee Assistance Program.....	477
Disciplinary Actions.....	478
Internal Investigations .....	479
Harassment/Discrimination reviews.....	480

**Communications ..... 481**

- HR Newsline (Employee Newsletter) ..... 481
- HR Intranet..... 482
- HR Internet..... 483
- HR Contacts..... 484
- Publications..... 485
- Group Text (Retirees)..... 486
- Group Email (Employees and Retirees) ..... 487
- Bathroom Banter ..... 488
- Supervisor Toolkits..... 489
- Forms ..... 490

**Information Technology..... 491**

- Support County Website..... 492
- Support County Intranet Website..... 507
- Develop mobile apps for smartphones and tablets..... 508
- Support mobile apps for smartphones and tablets ..... 524
- Provide Project Management using Agile Methodology ..... 539
- Support Microsoft SharePoint as an enterprise solution ..... 554
- Support Onbase as an enterprise solution ..... 561

**Business Division..... 575**

- Technical training for Business Division..... 575
- Develop new internally developed business software applications..... 576
- Support internally developed business software applications..... 590
- Assist departments to acquire new “vendor” Business Software Applications ..... 601
- Support "vendor" Business Software Applications..... 609
- Develop eGovernment online applications for citizens..... 629
- Support eGovernment online applications for citizens ..... 652
- Provide County-wide technology training to all departments ..... 661

**Network & Telecom Division ..... 667**

- Cybersecurity enforcement ..... 667
- Deploy and support county-wide phone systems ..... 689



Support county-wide telecommunications .....	723
Deploy county-wide network infrastructure and enterprise architecture .....	731
Support county-wide network infrastructure and enterprise architecture .....	746
Deploy county-wide mobile devices .....	768
Assist the Elections Department prior to county elections .....	784
Support the unique platform for the Assessor .....	786
Deploy the unique platform that runs Family Court, Probate, Marriage License .....	788
Support the unique platform that runs Family Court, Probate, Marriage License.....	789
Support the platform that runs the City of Columbia's Court Management System (CMS) .....	790
Deploy the platform that runs the City of Columbia's Court Management System (CMS) .....	791
Support the platform that runs the City of Columbia's Court Management System (CMS) .....	792
Support the platform that runs Richland County's Court Management System (CMS) .....	793
Support Microsoft Team Foundation Server (TFS) .....	794
Support 24x7x365 call-outs .....	795
Budget.....	797
Create IT policies.....	803
Update IT policies.....	825
Work with external auditor.....	846
Assist with Legal matters .....	847
Assist with Procurement matters .....	851
Support the City/County E911 Center .....	852
Operate the IT Helpdesk .....	860
<b>GIS Division.....</b>	<b>868</b>
Manage RC Automated Vehicle Location (AVL) System .....	868
AVL (automated Vehicle Location) Training .....	871
Citizen Support.....	872
County-wide Staff Support.....	875
ArcMap (GIS) Training.....	878
Street Addressing Function Management .....	881
Road Centerlines Function Management .....	884
Cadastral Map Function Management .....	885
TRAKIT9 Support - geospatial elements.....	886

Maintain GIS Division Website.....	889
Emergency Operations Center Support.....	891
Internal Map Viewer.....	894
Digital Geographic Map Services.....	897
Satellite and aerial imagery.....	900
Internal GIS Server Support.....	904
Internet Map Application Development.....	907
911 Mapping.....	911
911 Addressing.....	913
Cloud Database Administration.....	915
Cadastral Mapping.....	922
<b>Operational Services.....</b>	<b>926</b>
<b>Facilities &amp; Grounds Maintenance Division.....</b>	<b>927</b>
Countywide Facility Maintenance.....	927
Capital Improvement Projects.....	933
Countywide Custodial Maintenance.....	934
<b>Administration.....</b>	<b>937</b>
Department administration - Finance, Human Resources, etc.....	937
<b>Central Services.....</b>	<b>938</b>
Mailing and printing services.....	938
<b>Public Works.....</b>	<b>939</b>
<b>Airport Division.....</b>	<b>940</b>
General Aviation Services for based aircraft.....	940
General Aviation Services for transient aircraft.....	941
General Aviation Aircraft maintenance and repair.....	942
Facility development and maintenance.....	943
Conduct of airport and public special events.....	944
<b>Engineering.....</b>	<b>945</b>
Traffic Calming.....	945
Dust Suppression.....	946
ROW Ownership/Easements.....	947

Capital Improvement Projects ..... 948

In-House Project Design ..... 949

Sidewalk Grinding ..... 950

**Roads and Drainage ..... 951**

Construction / Road Maintenance ..... 951

OneStop Citizen Services..... 952

Participate in Community Outreach Programs ..... 953

Community forums ..... 954

**Solid Waste & Recycling Refuse Control & Management ..... 955**

Enforce Chapter 12 RC Code of Ordinance ..... 955

Respond to citizen concerns through our One-Stop System ..... 956

Patrol Assigned Area ..... 957

Recycling Centers ..... 958

C&D Landfill Operations..... 959

Waste Tire Collection Facility ..... 960

Recycling Centers ..... 961

Closure Division..... 962

Curbside Collection Contracts..... 963

Deliver/repair/replace damaged, stolen recycling/roll carts..... 964

Community forums ..... 965

Billing/invoicing/tracking households..... 966

Recycling Education/ Recycling collection at the C&D Landfill Drop-off Center and the Lower Richland Drop Off Center ..... 967

**Special Services ..... 968**

Clean Sweep Program ..... 968

Sponsor community cleanups..... 969

Community forums ..... 970

Assisting to the Election Commission ..... 971

Up Keep of Interchanges..... 972

Provides service to county and other agencies department ..... 973

Community Service Program ..... 974

**Stormwater Division..... 975**

Structural Controls & Stormwater Collection System Operation .....	975
New Development & Redevelopment Planning .....	976
Existing Roadways.....	977
Flood Control Projects.....	978
Municipal Facilities.....	979
Applications of Pesticide, Herbicide and Fertilizers.....	980
Illicit Discharges and Improper Disposal .....	981
Industrial Runoff .....	982
Construction Site Runoff.....	983
Public Education & Public Participation.....	984
Monitoring Program .....	985
Customer Service .....	986
Backup disaster recovery assistance.....	987
<b>Transportation.....</b>	<b>988</b>
<b>Transportation .....</b>	<b>989</b>
Road Widening Projects.....	989
Intersection Improvement Projects .....	990
Special Projects .....	991
Sidewalks Projects.....	992
Bikeways Projects.....	993
Greenway Projects .....	994
County Road Resurfacing .....	995
Dirt Road Paving.....	996
Mass Transit .....	997
<b>Utilities .....</b>	<b>998</b>
<b>Operations.....</b>	<b>999</b>
Operations of BRWWTP .....	999
Maintenance of BRWWTP.....	1000
Operation and Maintenance Gravity Sewer System.....	1001
Operation and Maintenance of Force Main Sewer System.....	1002
System wide Operation and Maintenance of more than 40 Pump Stations .....	1003

Operations .....	1004
<b>Maintenance.....</b>	<b>1007</b>
Maintenance .....	1007
Laboratory analysis .....	1014
<b>Engineering.....</b>	<b>1015</b>
Delegated Wastewater Plan Review for Developers .....	1015
Delegated Water Plan Review for Developers.....	1016
Construction inspection.....	1017
<b>Administration.....</b>	<b>1018</b>
Customer Service .....	1018
Customer Service / Application Intake .....	1022
Community forums .....	1023



**RICHLAND COUNTY  
GOVERNMENT**  
Office of the County Administrator

**Department:** **Administrator's Office**

**FY17 Personnel Budget for these services:** \$7 million

**FY17 Operational Budget for these services:** \$2.1 million

**FY17 Capital Budget for these services:** \$11,675

**Number of Authorized FTE's** 51

**Department:** Administration

**Division:** Court Appointed Special Advocates (CASA)

**Service Element:** Guardian's ad Litem for children.

**Detailed Description of Service:**

RCCASA staff recruit, train, and support community volunteers to serve as volunteer Guardians ad Litem for maltreated children whose interest are before the Richland County Family Court for abuse / neglect actions. In calendar year 2016, CASA GAL's advocated on behalf of 1,441 child victims of abuse ~ the most in our organizational history.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes / SC Supreme Court Rule 608

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Supreme Court 63-7-1620

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

This service is required by statute

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NO - RCCASA is the sole GAL program for the Richland County Family Court. YES - RCCASA is accredited by the NCASA Association and adheres to the standards of excellence for volunteer management.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes / No - The service can be provided by another entity however Richland County Government has the legal responsibility for ensuring the program exists and meets the needs of the family court.

**Department:** Administration

**Division:** Court Appointed Special Advocates (CASA)

**Service Element:** Volunteer Opportunity for Richland County Citizens

**Detailed Description of Service:**

RCCASA staff recruit, train, and support community volunteers to serve as volunteer Guardians ad Litem for maltreated children whose interest are before the Richland County Family Court for abuse / neglect actions. RCCASA is the 4th largest CASA within the National Network of 1,000 accredited programs. RCCASA has over 600 active volunteers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES/NO RC is mandated to provide the service but not to utilize volunteers.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, Richland County would have to find a way to provide the service as required by law. Also, the program would lose accreditation from NCASA.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NO - RCCASA is the sole GAL program for the Richland County Family Court. YES - RCCASA is accredited by the NCASA Association and adheres to the standards of excellence for volunteer management.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes / No - The service can be provided by another entity however Richland County Government has the legal responsibility for ensuring the program exists and meets the needs of the family court.



**Department:** Administration

**Division:** Court Appointed Special Advocates (CASA)

**Service Element:** Community Education & Heightened Awareness

**Detailed Description of Service:**

RCCASA trains 100+ new GALs annually. RCCASA provides community education events to over 1,000 citizens annually to heightened public awareness of the cancerous plight of child abuse.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, Richland County staff would have to serve in the role as GAL instead of volunteers. This would have a serious negative impact on the County budget. Also, the program would lose accreditation from NCASA.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NO - RCCASA is the sole GAL program for the Richland County Family Court. YES - Children's Trust of SC provides community education on child abuse.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Court Appointed Special Advocates (CASA)

**Service Element:** Anti-Human Trafficking

**Detailed Description of Service:**

RCCASA oversees and supports the work of a PT AHT Coordinator that heads the Richland County Anti-Human Trafficking Task Force.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would be tragic to lose the progress made in RC in eradicating Human Trafficking.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NO / This Task Force is the only entity designed solely to focus on Richland County. However, the AHT Coordinator participates in statewide and national initiatives and with partner agencies to broaden our knowledge.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Grants

**Service Element:** Administering the Accommodations Tax Grant Program

**Detailed Description of Service:**

Monitoring the expenditures of the accommodation tax grant program to ensure compliance with county policies and guidelines.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the grant program would no longer be offered or grants awarded would be reduced.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the City of Columbia.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Grants

**Service Element:** Administering the Accommodations Tax Grant Program

**Detailed Description of Service:**

Manage the submittal grant applications for the accommodations tax grant program.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the grant program would no longer be offered or grants awarded would be reduced.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the City of Columbia.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Grants

**Service Element:** Administering the Accommodations Tax Grant Program

**Detailed Description of Service:**

Serve as the liasion between the county and accommodations tax advisory committee

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the grant program would no longer be offered or grants awarded would be reduced.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the City of Columbia.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Grants

**Service Element:** Countywide grant assistance

**Detailed Description of Service:**

Assist county departments in submitting grant applications to council for approval.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the grant program would no longer be offered or grants awarded would be reduced.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the City of Columbia.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Grants

**Service Element:** Administering the Hospitality Tax Grant Program

**Detailed Description of Service:**

Monitoring the expenditures of the hospitality tax grant program to ensure compliance with county policies and guidelines.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Section 6-1-730

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC General Assembly-Richland County Council Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the grant program would no longer be offered or grants awarded would be reduced.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the City of Columbia.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Grants

**Service Element:** Administering the Hospitality Tax Grant Program

**Detailed Description of Service:**

Manage the submittal grant applications for the hospitality tax grant program.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the grant program would no longer be offered or grants awarded would be reduced.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the City of Columbia.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** Administration

**Division:** Grants

**Service Element:** Administering the Hospitality Tax Grant Program

**Detailed Description of Service:**

Serve as the liasion between the county and hospitality tax advisory committee

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the grant program would no longer be offered or grants awarded would be reduced.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the City of Columbia.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Grants

**Service Element:** Administering the Discretionary Grant Program

**Detailed Description of Service:**

Monitoring the expenditures of the discretionary grant program to ensure compliance with county policies and guidelines.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the grant program would no longer be offered or grants awarded would be reduced.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the City of Columbia.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Grants

**Service Element:** Administering the Discretionary Grant Program

**Detailed Description of Service:**

Manage the submittal grant applications for the discretionary grant program.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the grant program would no longer be offered or grants awarded would be reduced.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the City of Columbia.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Grants

**Service Element:** Administering the Discretionary Grant Program

**Detailed Description of Service:**

Serve as the liasion between the county and discretionary grant advisory committee

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the grant program would no longer be offered or grants awarded would be reduced.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the City of Columbia.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Grants

**Service Element:** Contractual and Statutory Agency Funding

**Detailed Description of Service:**

Monitor the expenditures of contractual and statutory agencies to ensure compliance with county policies and guidelines

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the allocations would no longer be offered or the amounts would be reduced.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the City of Columbia.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Office of Small Business Opportunity

**Service Element:** Small Local Business Enterprise (SLBE) Program

**Detailed Description of Service:**

The Small Local Business Enterprises (SLBE) Program provides small local businesses the opportunity (i.e., construction, architectural, engineering, professional services, nonprofessional services) to participate on County contracts and projects.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes: Richland County Ordinance No. 049-13HR  
Division 7, Section 2-639

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would primarily affect small local firms from being eligible for the opportunity to participate on County contracts, specifically the Transportation Penny Tax Program, and Sheltered Market contracts which gives SLBE the opportunity to be the Prime cont

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this service is similar to the programs offered by the SCDOT and the SC Governor's Office

**6. Can the service be provided by the private / nonprofit sectors?:**

No (due to mandate under Ordinance)

**Department:** Administration

**Division:** Office of Small Business Opportunity

**Service Element:** OSBO Business Kiosk

**Detailed Description of Service:**

Provides access to office resources (i.e., computer, printer, scanner, wi-fi service, document preparation, and connection to the County's B2GNow Application System) and Notary Service.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

One-on-one assistance from a certified specialist and technical assistance as it relates to the County's B2GNow Application System

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this service is similar to the resources offered by the Richland County Library (to include public access to the County's B2GNow System)

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes (with exception, due to the B2GNow System is owned and managed by Richland County for technical and troubleshooting support)

**Department:** Administration

**Division:** Office of Small Business Opportunity

**Service Element:** Contract Compliance (Prompt Payment Requirements)

**Detailed Description of Service:**

Monitors payments and conducts monthly contract audits via the County's B2GNow System (compliance tracking of payments to Prime Contractors and Subcontractors that are performing work on the Transportation Penny Tax Program).

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes: Richland County Ordinance No. 049-13HR  
Division 7, Section 2-639

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The compliance payment tracking component of the Transportation Penny Tax Program would be affected.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, other county, state, and federal agencies monitor payments and conduct audits for contracts

**6. Can the service be provided by the private / nonprofit sectors?:**

No (due to mandate under Ordinance)



**Department:** Administration

**Division:** Office of Small Business Opportunity

**Service Element:** Affirmative Procurement Initiative for Enhancing SLBE Participation

**Detailed Description of Service:**

In conjunction with the Contract Officer & Procurement Director may set initiative in promoting County contracts to SLBE, e.g. Bond Waiver, Price Preferences, Mandatory Subcontracting, and Sheltered Markets

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes: Richland County Ordinance No. 049-13HR  
Division 7, Section 2-644

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Significantly curtail contract awards to SLBE, whom without such incentives will find it hard to compete against a larger firm that is more financially secure

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this service is similar to the programs offered by the SCDOT and the SC Governor's Office

**6. Can the service be provided by the private / nonprofit sectors?:**

No (due to mandate under Ordinance)

**Department:** Administration

**Division:** Office of Constituent and Government Services

**Service Element:** Liaison for Elected Officials

**Detailed Description of Service:**

Consistently monitor the needs of elected officials, offer organized support, and serve as the County contact for expeditious and efficient resolution of concerns presented to RC elected officials

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce effectiveness and efficiency of external operations throughout the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Office of Constituent and Government Services

**Service Element:** Local Government Liaison

**Detailed Description of Service:**

Monitor local government needs consistently, offer organized support, and serve as the County contact for expeditious and efficient resolution of government concerns

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce effectiveness and efficiency of external operations throughout the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Office of Constituent and Government Services

**Service Element:** Commissions/Boards Liaison

**Detailed Description of Service:**

Consistently monitor the concerns of local boards and commissions, offer organized support, and serve as the County contact for expeditious and efficient resolution of concerns presented to these groups

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce effectiveness and efficiency of external operations throughout the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Office of Constituent and Government Services

**Service Element:** County Council Liaison

**Detailed Description of Service:**

Consistently monitor the concerns of County Council, offer organized support, and serve as the County contact for expeditious and efficient resolution of concerns presented to Council Members

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce effectiveness and efficiency of external operations throughout the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Office of Constituent and Government Services

**Service Element:** Community Liaison

**Detailed Description of Service:**

Consistently monitor the concerns of County residents, offer organized support, and serve as the County contact for expeditious and efficient resolution of constituent concerns

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce effectiveness and efficiency of external operations throughout the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Office of Constituent and Government Services

**Service Element:** Non-Profit/For Profit Business Community Liaison

**Detailed Description of Service:**

Offer organized support and serve as the County contact for effective communication and education as it relates to the County budgeting process

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce effectiveness and efficiency of external operations throughout the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Office of Constituent and Government Services

**Service Element:** Research

**Detailed Description of Service:**

Conduct research and implement methodologies that best support cultural competencies in serving external agencies

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce effectiveness and efficiency of external operations throughout the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** Administration

**Division:** Office of Constituent and Government Services

**Service Element:** Program Development

**Detailed Description of Service:**

Initiate and support development and expansion of County programs which promote the County mission and brand as a world class leader in local government

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce effectiveness and efficiency of external operations throughout the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Office of Constituent and Government Services

**Service Element:** Capacity Building

**Detailed Description of Service:**

Implement a conceptual approach in educating and training external agencies and groups based on comprehensive evaluations of the obstacles that inhibit them from realizing their development goals, while enhancing the abilities that will allow them to achieve measurable and sustainable results

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce effectiveness and efficiency of external operations throughout the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Ombudsman's Office

**Service Element:** Constituent Intake Liaison

**Detailed Description of Service:**

Responsible for receiving and disseminating compliments, complaints, inquiries and requests for assistance from the general public, appointed and elected officials, County officials, the general public and outside agencies.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

There would be an adverse impact for the County as a whole. There would be no centralized location for citizens to call, tracking or reporting unit. Additionally, increased bureaucracy for citizens.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

N/A

**6. Can the service be provided by the private / nonprofit sectors?:**

N/A

**Department:** Administration

**Division:** Ombudsman's Office

**Service Element:** Constituent Intake Liaison

**Detailed Description of Service:**

Assist customers or obtain information for customers as requested;

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

There would be an adverse impact for the County as a whole. There would be no centralized location for citizens to call, tracking or reporting unit. Additionally, increased bureaucracy for citizens.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

N/A

**6. Can the service be provided by the private / nonprofit sectors?:**

N/A

**Department:** Administration

**Division:** Ombudsman's Office

**Service Element:** Constituent Services

**Detailed Description of Service:**

Explain department and County policies and procedures; refer customers to other personnel or offices as appropriate.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

There would be communication gaps the manner in which County policies or procedures are relayed to the County's residents.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, other County departments may have a process for distributing or communicating certain policies to the public; however, the Ombudsman's office provides a centralized location for the provision of the services to the residents of the County.

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** Administration

**Division:** Ombudsman's Office

**Service Element:** Constituent Intake Liaison

**Detailed Description of Service:**

Facilitates initial and ongoing training of County wide software program with users and provides daily assistance to inquiries.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

There would be an adverse impact for the County as a whole. There would be no centralized location for citizens to call, tracking or reporting unit. Additionally, increased bureaucracy for citizens.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

N/A

**6. Can the service be provided by the private / nonprofit sectors?:**

N/A

**Department:** Administration

**Division:** Ombudsman's Office

**Service Element:** One Stop Database Monitoring

**Detailed Description of Service:**

Monitors the efficiency and use of the One Stop Database to identify problems or trends that have or could potentially have negative implications.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminate or reduced, the provision of this service would have to be transferred to another department that may not have the staff or expertise to provide the services as efficiently as the Ombudsman's Office.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

N/A

**6. Can the service be provided by the private / nonprofit sectors?:**

N/A

**Department:** Administration

**Division:** Ombudsman's Office

**Service Element:** Data Collection - Constituent Service Request

**Detailed Description of Service:**

Collect and distribute data relative to the types and location of service requests to the impacted County departments. This data is used by County departments to improve their service delivery to the residents of the County.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the County would not have a countywide data collection mechanism to support the County's service delivery improvement efforts.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

N/A

**6. Can the service be provided by the private / nonprofit sectors?:**

N/A



**Department:** Administration

**Division:** Ombudsman's Office

**Service Element:** Freedom of Information Act Requests

**Detailed Description of Service:**

Receives, reviews, processes and responds to Freedom of Information Act requests

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

There would be an adverse impact for the County as a whole. There would be no centralized location for citizens to call, tracking or reporting unit. Additionally, increased bureaucracy for citizens.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

N/A

**6. Can the service be provided by the private / nonprofit sectors?:**

N/A

**Department:** Administration

**Division:** Ombudsman's Office

**Service Element:** Countywide Customer Service Training

**Detailed Description of Service:**

Conduct countywide departmental customer service trainings as needed / requested.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The elimination/reduction of this service would reduce the in-house customer service training resources available to county employees.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

N/A

**6. Can the service be provided by the private / nonprofit sectors?:**

N/A

**Department:** Administration

**Division:** Capital Projects

**Service Element:** Bond-funded capital project oversight

**Detailed Description of Service:**

Provide direct project oversight of all major capital project initiatives. This includes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the responsibility of this service would most likely shift to the Support Services department, further straining their overall responsibility.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

The Support Services department handles project oversight of smaller, maintenance-related projects, however these are usually shorter projects and don't require the expertise to manage a multi-year project.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Capital Projects

**Service Element:** Project Management

**Detailed Description of Service:**

Assists in initial funding identification, through the design process and ultimately through project completion.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the responsibility of this service would most likely shift to the Support Services department, further straining their overall responsibility.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

The Support Services department handles project oversight of smaller, maintenance-related projects, however these are usually shorter projects and don't require the expertise to manage a multi-year project.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Capital Projects

**Service Element:** Project Management

**Detailed Description of Service:**

Assists in the project design process for all capital project initiatives

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the responsibility of this service would most likely shift to the Support Services department, further straining their overall responsibility.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

The Support Services department handles project oversight of smaller, maintenance-related projects, however these are usually shorter projects and don't require the expertise to manage a multi-year project.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Capital Projects

**Service Element:** Project Management

**Detailed Description of Service:**

Guides the progression of capital project initiatives to completion

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the responsibility of this service would most likely shift to the Support Services department, further straining their overall responsibility.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

The Support Services department handles project oversight of smaller, maintenance-related projects, however these are usually shorter projects and don't require the expertise to manage a multi-year project.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Capital Projects

**Service Element:** Feasibility/Space Study Oversight

**Detailed Description of Service:**

Analyze viability of smaller capital projects to include satellite office development, office space expansion, Htax projects, etc.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the County would not be able to provide internal support to the growth witnessed by all of our service organizations.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Capital Projects

**Service Element:** Scope of Work development for all RFQ, RFP or RFB's

**Detailed Description of Service:**

Understand needs for the project and clearly identify those needs and a way to address the project need through a detailed scope of work.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/a

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other departments such as Procurement or Support Services would be responsible for developing these SOW's. This means added responsibility, plus these departments wouldn't understand the technical nature of SOW's for large proje

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** Administration

**Division:** Risk Management

**Service Element:** Enterprise Risk Management Services

**Detailed Description of Service:**

Implements organization-wide approach to the identification, assessment, communication, and management of risk to ensure that risk is appropriately considered in the strategic planning process and integrated with organizational objectives.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

NO

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

NA

**3. Does service exceed Legislative requirements? If yes, how so?:**

NA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Nearly all programs and services would be impacted if this service was eliminated or reduced. The County would revert to a reactive rather than proactive approach.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NO

**6. Can the service be provided by the private / nonprofit sectors?:**

NO

**Department:** Administration

**Division:** Risk Management

**Service Element:** Insurance and Self-Insurance Evaluation

**Detailed Description of Service:**

Analyzes opportunities to self-fund exposures and recommends the best options for protection of the County's interests.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

NO

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

NA

**3. Does service exceed Legislative requirements? If yes, how so?:**

NA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Programs and services County-wide are impacted by insurance coverage and would suffer if proper evaluation of coverage was not performed.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Insurance and Self-Insurance Evaluation

**Detailed Description of Service:**

Analyzes opportunities to purchase excess insurance and recommends the best options for protection of the County's interests.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

NO

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

NA

**3. Does service exceed Legislative requirements? If yes, how so?:**

NA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Programs and services County-wide are impacted by insurance coverage and would suffer if proper evaluation of coverage was not performed.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Insurance and Self-Insurance Evaluation

**Detailed Description of Service:**

Analyzes opportunities to contract with claims administrators and loss control providers and recommends the best options for protection of the County's interests.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

NO

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

NA

**3. Does service exceed Legislative requirements? If yes, how so?:**

NA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Programs and services County-wide are impacted by insurance coverage and would suffer if proper evaluation of coverage was not performed.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Self-Funded Vehicle Liability Program Management

**Detailed Description of Service:**

Manages yearly self-insurance renewal and the intake, reporting, and investigation of all County vehicle liability claims. Handles disposition and negotiation in conjunction with the County Attorney. Oversees payment of all claims.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Coverage Mandated SECTION 38-77-140 SECTION 15-78-140

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

NA

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Implements Comprehensive Risk Management Programs and Policies

**Detailed Description of Service:**

Develops, implements, and oversees workplace safety policies

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

NO

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

NA

**3. Does service exceed Legislative requirements? If yes, how so?:**

NA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Many other services would be impacted if policies were not developed and enforced. Accidents would increase, policies would be inconsistent, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Implements Comprehensive Risk Management Programs and Policies

**Detailed Description of Service:**

Develops, implements, and oversees vehicle use policies

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

NO

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

NA

**3. Does service exceed Legislative requirements? If yes, how so?:**

NA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Many other services would be impacted if policies were not developed and enforced. Accidents would increase, policies would be inconsistent, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Implements Comprehensive Risk Management Programs and Policies

**Detailed Description of Service:**

Develops, implements, and oversees accident prevention programs, safety incentive programs, and other County-wide programs and policies.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

NO

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

NA

**3. Does service exceed Legislative requirements? If yes, how so?:**

NA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Many other services would be impacted if policies were not developed and enforced. Accidents would increase, policies would be inconsistent, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA



**Department:** Administration

**Division:** Risk Management

**Service Element:** Implements Comprehensive Risk Management Programs and Policies

**Detailed Description of Service:**

Develops, implements, and oversees safety incentive programs

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

NO

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

NA

**3. Does service exceed Legislative requirements? If yes, how so?:**

NA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Many other services would be impacted if policies were not developed and enforced. Accidents would increase, policies would be inconsistent, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Self-Funded General Liability Program Management

**Detailed Description of Service:**

Handles the intake for all general liability claims.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES (coverage and claims requirements but not self-funded specifically)

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Coverage and claims requirements SECTION 15-78-10

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

NA

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Self-Funded General Liability Program Management

**Detailed Description of Service:**

Handles the reporting of all general liability claims

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES (coverage and claims requirements but not self-funded specifically)

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Coverage and claims requirements SECTION 15-78-11

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

NA

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Self-Funded General Liability Program Management

**Detailed Description of Service:**

Handles the investigation of all general liability claims

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES (coverage and claims requirements but not self-funded specifically)

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Coverage and claims requirements SECTION 15-78-12

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

NA

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Self-Funded General Liability Program Management

**Detailed Description of Service:**

Handles the disposition of all general liability claims in conjunction with the County Attorney.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES (coverage and claims requirements but not self-funded specifically)

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Coverage and claims requirements SECTION 15-78-14

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

NA

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Self-Funded General Liability Program Management

**Detailed Description of Service:**

Oversees the payment of all general liability claims

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES (coverage and claims requirements but not self-funded specifically)

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Coverage and claims requirements SECTION 15-78-16

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

NA

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Workers' Compensation Program Management

**Detailed Description of Service:**

Manages workers' compensation coverage, claims, litigation, and Restricted Duty Pool for all County employees.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES (coverage is mandated)

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SECTION 42-1-10

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, Restricted Duty Pool Program is not mandated legislatively. However, the SCCWCT requires us to have a restricted duty program.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

NA

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Insurance Policy and Claims Management

**Detailed Description of Service:**

Manages coverage and renewals for the County's property insurance, crime and performance bond, polygraph operator bonds, volunteer fire operations insurance, airport operations insurance, and development corporation insurance. Oversees the administration of associated claims.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Some coverages mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SECTION 4-11-65 (crime/performance bond)

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, not all coverages are required, but all are important to protect County interests.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Many services and programs would suffer financial impact if coverage was not provided.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA



**Department:** Administration

**Division:** Risk Management

**Service Element:** Insurance Policy and Claims Management

**Detailed Description of Service:**

Oversees the administration of associated insurance claims.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Some coverages mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SECTION 4-11-65 (crime/performance bond)

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, not all coverages are required, but all are important to protect County interests.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Many services and programs would suffer financial impact if coverage was not provided.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Provides Written Safety Programs for Use by Departments

**Detailed Description of Service:**

Provides comprehensive written safety programs based on laws, regulations, and best safety practices to departments. Assists and advises departments in tailoring programs to meet specific needs

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

NO (written safety programs are required per SC OSHA, but RM is not specifically required to provide them.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

NA

**3. Does service exceed Legislative requirements? If yes, how so?:**

NA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Nearly all programs and services would be impacted. Departments would be required to develop programs from scratch and without guidance.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** OSHA Compliance Oversight

**Detailed Description of Service:**

Ensures organization-wide compliance with OSHA regulations. Performs comprehensive departmental audits and inspections of County facilities/worksites to detect hazards and determine corrective or preventative measures.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES (compliance is mandated)

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Occupational Safety and Health Act

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes. Compliance is mandated, but method of achieving compliance County-wide is not. Compliance services are designed to provide proactive assistance and oversight to departments.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Departments would be solely responsible for OSHA compliance and would operate with no oversight.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Accident Investigation

**Detailed Description of Service:**

Investigates County accidents and injuries, analyzes trends, and implements corrective actions.  
Manages Vehicle Accident Review Board program.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

NO

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

NA

**3. Does service exceed Legislative requirements? If yes, how so?:**

NA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Accident numbers would increase and efficiency/effectiveness of many programs/services would suffer if departments were not provided with accident investigation services.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Employee Training

**Detailed Description of Service:**

Provides training to County personnel, including Directors, on workers' compensation, driving and vehicle use, occupational safety, workplace violence, emergency preparedness, and other risk management topics.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

NO

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

NA

**3. Does service exceed Legislative requirements? If yes, how so?:**

NA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Accident numbers and costs would increase and efficiency/effectiveness of many programs/services would suffer if departments were not provided with training services.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

NA

**6. Can the service be provided by the private / nonprofit sectors?:**

NA

**Department:** Administration

**Division:** Risk Management

**Service Element:** Management of Fleet Maintenance Contract

**Detailed Description of Service:**

Provide oversight and direction in management of County fleet maintenance program/contract with First Vehicle Services

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Elimination would devolve management to another County department

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Administration

**Division:** Risk Mangement

**Service Element:** Management of County Fleet program

**Detailed Description of Service:**

Provide mangement for County wide fleet assets inventory program - planning, procurement, maintenance, replacement, and disposal. Mangement of Central Garage

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Elimination would devolve management to another County department

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Administration

**Division:** Risk Management

**Service Element:** Management of County fuel program, including five County owned sites and Fuelman fuel purchase card program

**Detailed Description of Service:**

Manage the use and purchase of fuel for County fleet assets. Assign usage to departments for charging to fuel accounts

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Elimination would devolve management to another County department

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** Administration

**Division:** Public Information

**Service Element:** Richland 101/Education Program

**Detailed Description of Service:**

Coordinate County personnel to offer to the public, through a series of class presentations over the course of several weeks, information on County services and programs

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Website/Homepage Management

**Detailed Description of Service:**

Ensure the County's homepage is regularly updated with pertinent information about the County

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Weekly Newsletter

**Detailed Description of Service:**

Compose and send out a weekly Friday newsletter, The Weekly Review, that briefs its 4,000 recipients (and growing) about Richland County news, photos and events

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Broadcast of Council Meetings

**Detailed Description of Service:**

Manage government access channel to broadcast live and taped viewings of Council meetings

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Manage RCTV

**Detailed Description of Service:**

Produce in-house videos and other visual content for RCTV by covering events, recording interviews and gathering information; coordinate with other community entities to provide content. schedule and add new videos to channel to ensure channel is up to date and relevant

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Record/Stream Council Meetings

**Detailed Description of Service:**

Manage Internet platform to broadcast live video and taped viewings of Council meetings

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** YouTube Channel

**Detailed Description of Service:**

Upload and promote in-house video content

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Photographs

**Detailed Description of Service:**

Take still photos of County events for documentary and marketing purposes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** Administration

**Division:** Public Information

**Service Element:** Videos

**Detailed Description of Service:**

Take video footage of County events for documentary and marketing purposes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Mangage Digital Assets

**Detailed Description of Service:**

Conduct interviews, caputure raw footage, take photographs to maintain database of digital material to be used for a variety of documentary and marketing purposes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Mult Box Service

**Detailed Description of Service:**

Ensure media has audio feed at Council meetings

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services; it would simply be an inconvenience to media outlets

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Write News Releases

**Detailed Description of Service:**

Gather information on Council, County departments, services, programs to write news releases for distribution to media and posting on County website.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** News Releases

**Detailed Description of Service:**

Distribute news and other County updates to media for publicizing

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Promote County Events

**Detailed Description of Service:**

Publicize the County events through public and media outreach

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Create Promotional Materials

**Detailed Description of Service:**

Create promotional and informational fliers, posters, brochures, postcards and other materials to help promote County programs, services and accomplishments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Ads for Newspapers

**Detailed Description of Service:**

Design advertisements for newspapers and publications that promote County events and initiatives

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff



**Department:** Administration

**Division:** Public Information

**Service Element:** Ads for Broadcast

**Detailed Description of Service:**

Design advertisements for radio/TV to promote County events and initiatives

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Social Media

**Detailed Description of Service:**

Develop ads for social media to promote County events

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Community Calendars

**Detailed Description of Service:**

Add County events to community calendars

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Website Speciality Pages

**Detailed Description of Service:**

Develop and maintain specialty sections of the County website, such as the Flood Recovery and Zika pages

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Government Guide

**Detailed Description of Service:**

Create, produce, edit and distribute resident guide every two years that highlights County departments, new developments and Council

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Business Cards

**Detailed Description of Service:**

Design business cards for Council and County employees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Broadcast Live Events

**Detailed Description of Service:**

Manage RCTV channel and Livestream to air live events, including Council meetings and on-site news conferences

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Clipping Service

**Detailed Description of Service:**

Review multiple news outlets daily for news about Richland County or news that would effect Richland County. Email newspaper clippings to Council and County directors to keep them apprised of the news being reported that relates to Richland County Government

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** Administration

**Division:** Public Information

**Service Element:** Speaking Points

**Detailed Description of Service:**

Provide talking points for Councilmembers and staff to aid them during public speaking commitments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Write Quotes

**Detailed Description of Service:**

Provide quotes and information to Council and staff to help them address media or constituent queries

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Mug Shots

**Detailed Description of Service:**

Respond to requests from the media for photographs of jail detainees by logging in securely to the Alvin S. Glenn Detention detainee system and pulling the requested mug shots for media

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but be an inconvenience to media outlets

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Public Events

**Detailed Description of Service:**

Assist County departments and the Clerk to Council's Office with event planning by setting up news conferences, meetings, ribbon cuttings and other events

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Emergency Support

**Detailed Description of Service:**

Work closely with Emergency Services and Administration during emergency situations to relay important information

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County during emergency situations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Administrator's Report

**Detailed Description of Service:**

Complie and edit information for the weekly Administrator's Report

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Public Engagement Campaigns

**Detailed Description of Service:**

Coordinate resident-friendly campaigns such as the Richland County Photo of the Week and Richland County Pet of the Week

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** Informational Displays

**Detailed Description of Service:**

Manage the graphic materials inside the display cases on the first and second floor of the Administration Building

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff



**Department:** Administration

**Division:** Public Information

**Service Element:** Media Response

**Detailed Description of Service:**

Respond to news media inquiries

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Administration

**Division:** Public Information

**Service Element:** Social Media

**Detailed Description of Service:**

Post updates and photos of County news to share with followers; monitor engagement and conversations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Council Meetings

**Detailed Description of Service:**

Record Council meetings to stream online, through channel and social media. Ensure recordings of meetings are played as appropriate on RCTV hannel throughout the week.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would eliminate public access to Council decision

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Administration

**Division:** Public Information

**Service Element:** RCTV Slides

**Detailed Description of Service:**

Design and upload new slides to the RCTV channel.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Logos

**Detailed Description of Service:**

Design consistent branding for the County and departments. Branding materials include logos, wordmark, business cards and other elements.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff

**Department:** Administration

**Division:** Public Information

**Service Element:** Graphic Support

**Detailed Description of Service:**

Design fliers, posters, banners, social media posts, brochures, programs, invitations and other visual materials for departments, council and programs the county plans. Post fliers and posters around 2020 Hampton to inform residents.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would not have a detrimental effect on the deliverance of County services, but would reduce public awareness about the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, with assistance from County staff



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

**Department:**

**Animal Services**

**FY17 Personnel Budget for these services:** \$790,291.00

**FY17 Operational Budget for these services:** \$583,012.00

**FY17 Capital Budget for these services:** \$2,675.00

**Number of Authorized FTE's** 17

**Department:** **Animal Services**

**Division:** Vector Control

**Service Element:** Community Surveys

**Detailed Description of Service:**

Conduct community door-to-door surveys for container breeding mosquitoes in response to both nuisance and disease.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

There would be no direct effect to other programs. However, mosquito-borne diseases would go uncontrolled.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, but highly unlikely



**Department:** **Animal Services**

**Division:** Vector Control

**Service Element:** Respond to vector related service requests

**Detailed Description of Service:**

Investigate citizen's requests and enforce vector ordinance when needed.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Requests for service would have to be addressed by other departments or ignored all together.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Animal Services**

**Division:** Vector Control

**Service Element:** Treat for both larvae and adult mosquitoes

**Detailed Description of Service:**

Inspect and treat known breeding sites with appropriate pesticides, to include emergency response after natural disasters or presence of disease. Conduct adulticide missions as needed according to label instructions. This may also require aerial applications.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Mosquito populations would remain unchecked with no control. This directly would affect County departments that work outside (stormwater, public works, etc.)

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, a contractor was hired in 2015 to conduct aerial operations.

**Department:** **Animal Services**

**Division:** Vector Control

**Service Element:** Education & community outreach

**Detailed Description of Service:**

We attend various career and health fairs. Provide presentations to school groups, Home Owner's Associations, and various other organizations about vector control.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

We provide support functions to and with other departments by utilizing our outreach and education. This benefits the employees both personally and aides them with their service requests.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Animal Services**

**Division:** Vector Control

**Service Element:** Conduct mosquito-borne disease surveillance and response

**Detailed Description of Service:**

Participate with DHEC's scheduled West Nile Virus surveillance. In addition, we provide surveillance and response to both imported and locally acquired vector-borne illnesses.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The presence of vector-borne disease would remain unchecked and uncontrolled. This directly would affect County departments that work outside (stormwater, public works, etc.)

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, the state may conduct only surveillance but no control.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Animal Services**

**Division:** Animal Care

**Service Element:** Community Dog Sweep Program

**Detailed Description of Service:**

Canvas communities to determine animal care violations within the area, issue warnings, citations, and pet license applications.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated the work of Richland County Animal Care would be even more predominantly reactive.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, refuse control conducts clean sweeps within the communities to proactively address refuse control issues.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Animal Services**

**Division:** Animal Care

**Service Element:** Animal Trap Set-Up

**Detailed Description of Service:**

Set up and service cat and dog traps for citizens to address nuisance, dangerous and potentially sick pets.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, there would be an increase in the number of stray and feral animals that remain to run at large, and potentially place other County departments (such as public works) at risk when they are in the field of more rural areas.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Animal Services**

**Division:** Animal Care

**Service Element:** Rabies Control Services

**Detailed Description of Service:**

Animal Care works with DHEC and victims of animal bites to properly document and investigate bite incidents and quarantine animals when possible. This includes setting traps when necessary during the suspected quarantine period.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes, Section 47-5-180

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Enabling Legislation - Section 47-3-70

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, proper documentation and tracking of bite incidents would cease to occur unless DHEC or other state department would utilize more resources to ensure that the service continues.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, DHEC is the state's lead on animal bites and rabies investigations.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Animal Services**

**Division:** Animal Care

**Service Element:** Career Days

**Detailed Description of Service:**

Animal Care attends elementary schools to inform students of the Animal Control profession, the benefits of proper pet care, and animal laws within the County.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be no foreseeable effect to other services or programs.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** **Animal Services**

**Division:** Animal Care

**Service Element:** Community Meetings

**Detailed Description of Service:**

Animal Care staff speaks at HOA and community meetings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be no foreseeable effect to other services or programs but there would potentially be more complaints to councilmembers.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, other departments such as the Sherriff Department and refuse control attend community meetings.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Animal Services**

**Division:** Animal Care

**Service Element:** Removal of dead animals

**Detailed Description of Service:**

Officers remove dead animals from private property and County roadways.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated the Solid Waste Department or DHEC may be affected as people would potentially dispose of dead animals in their trash or let them decay on their property.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, SCDOT and County Road Maintenance will remove dead animals from roadways.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

**Department:**

**Community Planning &  
Development**

**FY17 Personnel Budget for these services:** \$1,598,413.00

**FY17 Operational Budget for these services:** \$5,171,787.00

**FY17 Capital Budget for these services:** \$1,069,769.00

**Number of Authorized FTE's** 36

**Department:** **Community Planning & Development**

**Division:** Building Inspections

**Service Element:** Issuance of all bulding permits for.

**Detailed Description of Service:**

Issuance of permits for construction of all residential and commercial work for new constructions, additions, renovations for building, plumbing, mechanical, electrical, gas, and to include safety and etc. Checking contractors for licenses and qualifications.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

State Statute: 5-25-310 & 5-25-320, but Chapter 1 is the governing document in sections R105 & R109. The Code is adopted by statute 6-9-30 and Chapter 1 of the codes are adopted by local ordinance, which we have done.

**3. Does service exceed Legislative requirements? If yes, how so?:**

State does not require license or certification requirements for Permit Technicians. However, Richland County does and the Techs are required to hold the ICC Permitting Certification.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would put the County in violation of South Carolina State Law and ISO ratings. Permits not issued or late would hold up the construction and the homeowner from occupying their structure.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Private sector, Yes, for profit

**Department:** **Community Planning & Development**

**Division:** Building Inspections

**Service Element:** Review of all construction plans.

**Detailed Description of Service:**

Review all plans submitted by Architects, Engineers, Contractors and home owners for code compliance with adopted building codes by the State of South Carolina and codified by Richland County Council.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

See Above

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, All Plan Examiners are licensed with the State of South Carolina, hold ICC certifications and maintain both ICC and South Carolina, LLR, Building Code Requirements for continued Education.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would put the County in violation of South Carolina State Law and ISO ratings. Plans not reviewed would hold a significant impact on code compliance and the inspector in the field.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Private sector, Yes, for profit

**Department:** **Community Planning & Development**

**Division:** Building Inspections

**Service Element:** Res. and Comm. Inspections

**Detailed Description of Service:**

Providing inspections of the adopted codes for all residential and commercial construction, additions and renovations for all footings, under slab, slab, foundation, framing, rough-in and final inspection with Certificate of Occupancy issued upon completion. That all work is in compliance with codes.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

See Above

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, all residential and commercial inspectors are required to be licensed with the State of South Carolina, hold ICC certifications & maintain both ICC and South Carolina, LLR, Building Code Requirements for continued Education to perform inspections.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would put the County in violation of South Carolina State Law and ISO ratings. Plans not reviewed would hold a significant impact on code compliance and the inspector in the field.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Private sector, Yes, for profit

**Department:** **Community Planning & Development**

**Division:** Building Inspections

**Service Element:** Insp. of res. & comm. structures

**Detailed Description of Service:**

Inspection and abatement of unsafe residential and commercial structures that are vacant and are a blight to the community, to include mobile homes and mobile home parks. Cases are made on each property & followed through until abated either through repair or demolition.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

State does not require license or certification requirements for Property Maintenance Inspectors. However, Richland County does and the inspectors are required to hold the ICC Property Maintenance and the Residential Building Certifications.?

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would cause blight to grow with unwanted vacant and abandoned structures

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Private sector, Yes, for profit

**Department:** **Community Planning & Development**

**Division:** Building Inspections

**Service Element:** Res. and Comm. Inspections

**Detailed Description of Service:**

Investigations of illegal contractors doing work without permits, licenses, insurance and etc. They are taking from homeowners doing work without knowledge of codes and not in compliance. Our investigations include working with Richland County Sheriff's Department, Fire Marshals office, and South Carolina LLR office of investigations. Issuance of summons and court appearance as needed.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

???

**3. Does service exceed Legislative requirements? If yes, how so?:**

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would shift to the County's Solid Waste Office, or the County's Neighborhood Improvement Program

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Annexations

**Detailed Description of Service:**

Log notifications of annexations received by any municipality within Richland County

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

This knowledge is required in order to take the necessary subsequent steps; removal of this first step creates a barrier to conducting required steps later in the process.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - many other County departments receive annexation notices as well in order to do their own required responses

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Annexations

**Detailed Description of Service:**

Look for licensed businesses affected by annexations

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

This knowledge is required in order to take the necessary subsequent steps; removal of this first step creates a barrier to conducting required steps later in the process.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Annexations

**Detailed Description of Service:**

Look for unlicensed businesses affected by annexations

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

This knowledge is required in order to take the necessary subsequent steps; removal of this first step creates a barrier to conducting required steps later in the process.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Annexations

**Detailed Description of Service:**

Assess and calculate impacts resulting from annexations relating to Hospitality Taxes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes - Hospitality Taxes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Yes - Hospitality Taxes

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - coordinate with annexing jurisdictions to facilitate mutual understanding of impacts and consequences of those impacts on the jurisdiction and the business

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would detract from cooperation among jurisdictions; fosters uncertainty, confusion, and suspicion with other jurisdictions; lowers level of customer service provided to businesses

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Annexations

**Detailed Description of Service:**

Assess and calculate impacts resulting from annexations relating to Local Accommodations Taxes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes - Local Accommodations Taxes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Yes - Local Accommodations Taxes

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - coordinate with annexing jurisdictions to facilitate mutual understanding of impacts and consequences of those impacts on the jurisdiction and the business

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would detract from cooperation among jurisdictions; fosters uncertainty, confusion, and suspicion with other jurisdictions; lowers level of customer service provided to businesses

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Annexations

**Detailed Description of Service:**

Assess and calculate impacts resulting from annexations relating to business licenses

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would lessen the department's ability to fulfill its mission of serving the business community fairly, equitably, conveniently, effectively, efficiently, proactively, and collaboratively.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Annexations

**Detailed Description of Service:**

Conduct audits of any annexed businesses to ensure accuracy of financial data previously provided and ensure accuracy of calculations of impacts resulting from annexations

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would lessen the department's ability to fulfill its mission of serving the business community fairly, equitably, conveniently, effectively, efficiently, proactively, and collaboratively.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Annexations

**Detailed Description of Service:**

Contact businesses impacted by annexations

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Same as above

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Unknown

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Appeals Board

**Detailed Description of Service:**

Obtain and maintain the membership of the BSC Appeals Board to hear appeals from businesses

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without an appeals board, businesses would have to appeal directly to the County Council.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - many departments have a board to hear decisions being appealed.

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Appeals Board

**Detailed Description of Service:**

Staff the meetings of the BSC Appeals Board

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would lessen the department's ability to fulfill its mission of serving the business community fairly, equitably, conveniently, effectively, efficiently, proactively, and collaboratively.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Bounced checks

**Detailed Description of Service:**

Receive notifications of bounced checks from the Treasurer's Office for business license payments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Businesses would not be held accountable for their bounced checks, and would be operating without having paid for their business license.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - Treasurer

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Bounced checks

**Detailed Description of Service:**

Receive notifications of bounced checks from the Treasurer's Office for Hospitality Tax payments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Businesses would not be held accountable for their bounced checks, and would be operating without having paid for their business license.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - Treasurer

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Bounced checks

**Detailed Description of Service:**

Receive notifications of bounced checks from the Treasurer's Office for Local Accommodations  
Tax payments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Businesses would not be held accountable for their bounced checks, and would be operating without having paid for their business license.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - Treasurer

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Bounced checks

**Detailed Description of Service:**

Receive notifications of bounced checks from the Treasurer's Office for Zoning Review Fee payments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Businesses would not be held accountable for their bounced checks, and would be operating without having paid for their business license.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - Treasurer

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Bounced checks

**Detailed Description of Service:**

Log and monitor bounced checks for payment

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Businesses would not be held accountable for their bounced checks, and would be operating without having paid for their business license.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - Treasurer

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Bounced checks

**Detailed Description of Service:**

Complete Solicitor's Office Worthless Check Form to request the Treasurer's Office send the bounced check to the Solicitor's Office

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Businesses would not be held accountable for their bounced checks, and would be operating without having paid for their business license.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - Treasurer

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Bounced checks

**Detailed Description of Service:**

Find and print all identification records of a business to facilitate the Solicitor's Office locating and contacting a business with a bounced check

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Businesses would not be held accountable for their bounced checks, and would be operating without having paid for their business license.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - Treasurer

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Receive e-mails from and respond to citizens via general e-mail

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Respond to requests from citizens for information

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Develop websites for business community's benefit

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Maintain websites for business community's benefit

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Develop internal Sharepoint site for internal departmental communication, coordination, and education

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Efficient operations would be impacted

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

E-mail businesses with a courtesy reminder to renew their business license before the deadline

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Set up auto-calling of businesses with a courtesy reminder to renew their business license before the deadline

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Prepare and present informational presentations and materials for educating the business community.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Prepare a Richland County Business Handbook for educating the business community.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Prepare and present informational presentations and materials for educating the County and legislative officials relating to the financial impacts of legislative bills impacting business licenses or other County fees/taxes managed by the BSC

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Prepare annual letters to the greater business community, State agencies, and business support organizations regarding the business license requirement and its deadline

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Call customers visiting the BSC to conduct a customer service survey following their visit to the BSC

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Obtain Citizen Comment Cards from customers visiting the BSC to obtain their feedback regarding the quality of their visit to the BSC

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Lack of feedback would hinder our ability to improve

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Log all feedback from citizens into a spreadsheet to monitor the quality of customer service provided by the Business Service Center

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Lack of feedback would hinder our ability to improve

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Meet with County departments and businesses requesting meetings with the County to better understand the County's requirements for their business

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Coordinate with multiple County departments to conduct joint after-hours inspections of known or suspected non-compliant businesses

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Efficient operations would be impacted

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Send letters and forms to all businesses needing to file Business Personal Property Taxes for the first time of the need to file and the forms to do so

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Mail businesses with active Hospitality Tax accounts annual Update Forms to request paper vouchers and/or notify the County of any changes to the business

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Provide all necessary forms to the business community to meet their needs and the needs and requirements of Richland County

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Respond to all requests for documents pursuant to the federal Freedom of Information Act

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Meet with County departments to address topic-specific issues and coordinate an effective response to those issues

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Efficient operations would be impacted

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Arrange for advertising the business license deadline

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Communications

**Detailed Description of Service:**

Remove all e-mail addresses from the BSC system when identified as undeliverable following an e-mail communication

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Determine, contact, and provide Notices of Violation for businesses that are non-compliant with Hospitality Tax requirements.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Coordinate with the Sheriff's Department regarding businesses that are operating without a business license or in violation of their business license.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Efficient operations would be impacted

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Completing an Internal Clearance Form for businesses applying to renew their business license and forwarding the Clearance Form to appropriate departments to determine the business' compliance with those County departments' requirements

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Efficient operations would be impacted

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Log and monitor the responses of the Internal Clearance Forms

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Efficient operations would be impacted

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Call businesses following completion of Internal Clearance Form process to notify successful completion any and remaining things to be done to obtain their business license

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Write and send letter to businesses following completion of Internal Clearance Form process to notify business of denial of business license

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Conduct audits of businesses to assess the accuracy of their financial reporting of revenues for business license purposes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Authorized by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Authorized by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Conduct audits of businesses to assess the accuracy of their financial reporting of revenues for Hospitality Tax purposes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Conduct audits of businesses to assess the accuracy of their financial reporting of revenues for Local Accommodations Tax purposes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Contact and visit non-compliant businesses to provide them with a Notice of Violation, a "last resort" before a citation to court is issue

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Not doing so would weaken the impact of regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Visit non-compliant businesses to provide them with a citation to court when all other compliance efforts fail to achieve compliance

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Not doing so would weaken the impact of regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Review the compliance status of Hospitality Tax businesses on a monthly basis

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Constituent responsiveness would be impacted/would be more reactive than proactive

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Contact any businesses on a monthly basis that are found to be delinquent with their Hospitality Taxes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Not doing so would weaken the impact of regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Contact the Town of Irmo on a monthly basis to obtain their list of new business licenses

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Efficient operations would be impacted

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Log all businesses obtaining new business licenses from the Town of Irmo in order to assess if the business is in Richland County and if the business may need to remit Hospitality Taxes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Efficient operations would be impacted

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Contact any businesses obtaining a new Irmo business license if the nature of the business indicates that remittance of Hospitality Taxes may be necessary and are not currently being paid

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Enroll all appropriate businesses into the Hospitality Tax program to remit Hospitality Taxes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Contact the Finance Department for a list of all persons or businesses with delinquent Landfill fees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Contact the Solid Waste Department for determining how people or businesses who are repetitively delinquent may be prohibited from the opportunity to become delinquent again

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Check the Hospitality Tax payment status of new businesses to ensure they have started remitting the required Hospitality Taxes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Contact any new business needing to remit Hospitality Taxes that has not begun to do so as required

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Require all County businesses applying for their third County business license to provide proof of payment of their Business Personal Property Taxes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Develop and maintain the County's Clearance Form

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Review the Clearance Forms for all County businesses applying for a County business license for compliance with County and State requirements

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Attend Magistrate's court to prosecute citations issued to businesses for non-compliance

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

"Canvas the County": hire temporary inspectors for a temporary timeframe to canvas the county for compliance with business licenses, non-smoking, addressing, and other requirements

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Review internal and external databases for businesses

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

Review businesses found in internal and external databases to assess compliance with County requirements

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Compliance

**Detailed Description of Service:**

contact and follow-up with businesses found via internal and external databases which were found to be non-compliant

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Data

**Detailed Description of Service:**

Obtain Closing Business Forms from businesses which need to close their County business accounts

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Debt Set-Off: Ambulance Bills

**Detailed Description of Service:**

Receive and log all Protest Letters for ambulance debts

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Debt Set-Off: Ambulance Bills

**Detailed Description of Service:**

Review all protest letters for ambulance debts for validity and possible resolution

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Debt Set-Off: Ambulance Bills

**Detailed Description of Service:**

Schedule hearing for all protest letters for ambulance debts which have not been resolved through other means

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** One Stop Service Requests

**Detailed Description of Service:**

Respond to One Stop Service Requests

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Hospitality Taxes: Offer, calculate and prepare Payment Plans (with vouchers) for businesses with delinquent Hospitality Taxes.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Local Accommodations Taxes: Offer, calculate and prepare Payment Plans (with vouchers) for businesses with delinquent Local Accommodations Taxes.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Business Licenses: Offer, calculate and prepare Payment Plans (with vouchers) for businesses with delinquent business licenses.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Terminate Business License Payment Plans when businesses fail to meet the requirements of maintaining their Payment Plans

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Terminate Hospitality Tax Payment Plans when businesses fail to meet the requirements of maintaining their Payment Plans

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Terminate Local Accommodations Tax Payment Plans when businesses fail to meet the requirements of maintaining their Payment Plans

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Calculate the total balance due when business license payment plans have been terminated

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Calculating the total balance due when Hospitality Tax payment plans have been terminated

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Calculate the total balance due when Local Accommodations Tax payment plans have been terminated

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Contact and follow up with businesses when their business license Payment Plans have been terminated

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Contact and follow up with businesses when their Hospitality Tax Payment Plans have been terminated

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Payment Plans

**Detailed Description of Service:**

Contact and follow up with businesses when their Local Accommodations Tax Payment Plans have been terminated

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Receive all paper business license renewal forms, in person or by mail

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Review thoroughly businesses' paper renewal forms for accuracy and for compliance with County requirements

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Contact any businesses with issues that prevent their payments from being issued or their licenses from being issued

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Mail businesses business license renewal forms

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Process online business license payments from businesses renewing online

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Review all online business license applications for compliance with County requirements

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Develop a business license renewal form which meets the County's needs and conveys to the business community the information that is needed

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Log all businesses returning Hospitality Tax Update Forms and respond to the information that is provided

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Receive all notices of bankruptcies and respond as required

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Notify all businesses with changes of ownership of the County's requirements when a change of ownership occurs

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Accept payments from businesses for their Zoning review fee (for the Clearance Form process)

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Offer vehicle decals to all mobile businesses requesting such decals or to businesses which are required to have them

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Accept payments from businesses for vehicle decals requesting such decals or to businesses which are required to have them

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Offer coin-operated machine decals to all businesses which are required to have them

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Accept payments from businesses for coin-operated machine decals which are required to have them

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Review businesses claiming deductions for applicability and accuracy of deductions being claimed

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Send letters to businesses claiming deductions which have not substantiated their right to those deductions or which have claimed the deductions in error

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Review business license applications of businesses requesting such review prior to officially submitting those applications

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Review business license applications from businesses which are 501(c) organizations and may be entitled to an exemption from a business license fee

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Contact 501(c) businesses to request their IRS Form 990 to assess their Unrelated Business Income for business license calculation purposes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Print business licenses

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Print Peddler's Licenses

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Processing

**Detailed Description of Service:**

Accept payments from businesses for Peddlers Licenses which are required to have them

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by Richland County Ordinance

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Mandated by Richland County Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Refunds

**Detailed Description of Service:**

Calculate refunds due to businesses for business license overpayments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Refunds

**Detailed Description of Service:**

Calculating refunds due to businesses for Hospitality Tax overpayments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Refunds

**Detailed Description of Service:**

Calculate refunds due to businesses for Local Accommodations Tax overpayments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Refunds

**Detailed Description of Service:**

Request the Treasurer's Office to issue necessary refunds

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Refunds

**Detailed Description of Service:**

Log and monitor refunds to ensure follow-up

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, this regulation would be weakened.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Research

**Detailed Description of Service:**

Be alert to legislative bills impacting business licenses or other County fees/taxes managed by the BSC

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Richland County would be subjected to the will of the General Assembly with no knowledge or understanding of its impacts, financial or otherwise, on County operations.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Every department would extremely well advised to stay attuned to the General Assembly relating to areas of the department's responsibilities.

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Research

**Detailed Description of Service:**

Calculate the financial impacts of legislative bills impacting business licenses or other County fees/taxes managed by the BSC

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Richland County would be subjected to the will of the General Assembly with no knowledge or understanding of its impacts, financial or otherwise, on County operations.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Every department would extremely well advised to stay attuned to the General Assembly relating to areas of the department's responsibilities.

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Research

**Detailed Description of Service:**

Determine new addresses for businesses being sent mail from the BSC but which is returned as undeliverable, to provide the information to the business community.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Businesses would not receive their business license renewal forms or other critical correspondence sent throughout the year.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - other County departments

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Research

**Detailed Description of Service:**

Determine which businesses need to file Business Personal Property Taxes for the first time

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would be a reactive, haphazard approach to notifying businesses of County requirements, resulting in confusion and suspicion by the business community, missed deadlines, unknown and uncollected revenues, and much more time, labor, and financial costs.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Retention Schedules

**Detailed Description of Service:**

Develop retention schedules in conjunction with the State Department of Archives & History

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Yes

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would be impossible to get rid of any paper lawfully if the retention schedules for that paper are not developed.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

All County departments are required to store or otherwise handle their own documents.

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Retention Schedules

**Detailed Description of Service:**

Monitor documents in light of their retention schedules

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Yes

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would be impossible to get rid of any paper lawfully if the retention schedules for that paper are unknown.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

All County departments are required to store or otherwise handle their own documents.

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and



**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Retention Schedules

**Detailed Description of Service:**

Destroy, or coordinate destruction of, documents in accordance with established retention schedules

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Yes

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Documents would be far less accessible when needed, and the costs for paper storage, retrieval, and destruction would vastly increase.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

All County departments are required to store or otherwise handle their own documents.

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Retention Schedules

**Detailed Description of Service:**

Scan all documents, paperwork, and correspondence relating to BSC operations for later reference

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Documents would be far less accessible when needed, and the costs for paper storage, retrieval, and destruction would vastly increase.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

All County departments are required to store or otherwise handle their own documents.

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Retention Schedules

**Detailed Description of Service:**

Index all documents, paperwork, and correspondence relating to BSC operations for later reference

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Documents would be far less accessible when needed, and the costs for paper storage, retrieval, and destruction would vastly increase.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

All County departments are required to store or otherwise handle their own documents.

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Vehicles

**Detailed Description of Service:**

Maintain the department's vehicles for safe usage

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Vehicles would be unsafe to drive, presenting unnecessary hazards to employees. If not driven, employees would be unable to fulfill their field responsibilities.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - all departments with vehicles have this same requirement.

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Business Service Center

**Service Element:** Vehicles

**Detailed Description of Service:**

Schedule the department's vehicles for regular preventive maintenance appointments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Vehicles would be unsafe to drive, presenting unnecessary hazards to employees. If not driven, employees would be unable to fulfill their field responsibilities.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - all departments with vehicles have this same requirement.

**6. Can the service be provided by the private / nonprofit sectors?:**

Anything "might" be able to be out-sourced. I am skeptical, however, that any organization would have and serve the County's best interests at heart more than Richland County itself. Additionally, the labor, time, and financial costs of negotiating and

**Department:** **Community Planning & Development**

**Division:** Community Development

**Service Element:** Direct Services - Owner-Occupied Rehab

**Detailed Description of Service:**

Assistance to eligible low to moderate income households to provide rehab work to homes that cannot afford the housing repair due to lack of income

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the low income persons living in the unincorporated areas of Richland County would either have to refinance their home or continue to let the homes fall into disrepair. The homes falling into disrepair would eventually become fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes the service is offered to Lexington County citizens via thei Community Development Dept but to their citizens and not Richland. The same applies to the City of Columbia Community Development Dept and their citizens.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Community Development

**Service Element:** Direct Services - DPA (Downpayment Assistance)

**Detailed Description of Service:**

Assistance to eligible low to moderate income households to provide downpayment assistance to 1st time homebuyers that cannot afford it due to lack of income

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the County would not benefit from up to 30 yrs of tax revenue of new homeowners

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes the service is offered to Lexington County citizens via their Community Development Dept but to their citizens and not Richland. The same applies to the City of Columbia Community

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Community Development

**Service Element:** Community Meetings/Workshops

**Detailed Description of Service:**

Facilitating and Hosting open to the public workshops that cover topics such as fair housing, pre and post homeownership counseling, financial empowerment, etc.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would shift to the County's Solid Waste Office, or the County's Neighborhood Improvement Program

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, many County Departments / Divisions hold community forums; however, the Community Development staff would be most informed about this service.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Plan Review (Commercial Projects)

**Detailed Description of Service:**

Conduct plan reviews for all new commercial projects in Richland County. Reviews are conducted to assure that the engineering design meets all local, state, and federal regulations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Stormwater Management and Sediment Reduction Regulation 72-300 thru 72-316

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Plan Review (Residential Projects)

**Detailed Description of Service:**

Conduct plan reviews for all new residential projects in Richland County. Reviews are conducted to assure that the engineering design meets all local, state, and federal regulations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Stormwater Management and Sediment Reduction Regulation 72-300 thru 72-316

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Plan Review (Linear Utility Projects)

**Detailed Description of Service:**

Conduct plan reviews for all new linear projects in Richland County. Reviews are conducted to assure that the engineering design meets all local, state, and federal regulations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Stormwater Management and Sediment Reduction Regulation 72-300 thru 72-316

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Plan Review (Individual Lot Projects)

**Detailed Description of Service:**

Conduct plan reviews for all new individual lots in subdivisions projects in Richland County. Reviews are conducted to assure that the engineering design meets all local, state, and federal regulations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Stormwater Management and Sediment Reduction Regulation 72-300 thru 72-316

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Plan Review (Bonded / Final Plats)

**Detailed Description of Service:**

Conduct plan reviews for all new plats in subdivisions projects in Richland County. Reviews are conducted to assure that the engineering design meets all local, state, and federal regulations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Stormwater Management and Sediment Reduction Regulation 72-300 thru 72-316

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Plan Review (Record Drawings)

**Detailed Description of Service:**

Conduct plan reviews for all new constructed improvements in subdivisions projects in Richland County. Reviews are conducted to assure that the engineering design meets all local, state, and federal regulations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Stormwater Management and Sediment Reduction Regulation 72-300 thru 72-316

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Plan Review (Digital Submission)

**Detailed Description of Service:**

Conduct plan reviews for all new constructed improvements (digital format) in subdivisions projects in Richland County. Reviews are conducted to assure that the engineering design meets all local, state, and federal regulations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Inspections (Road Construction)

**Detailed Description of Service:**

Inspect property during the life of construction to assure sound engineering/construction practices and to assure that all local, state, and federal regulations are met

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Stormwater Management and Sediment Reduction Regulation 72-300 thru 72-316

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Inspections (Sediment & Erosion Control)

**Detailed Description of Service:**

Inspect property during the life of construction to assure sound engineering/construction practices and to assure that all local, state, and federal regulations are met

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Stormwater Management and Sediment Reduction Regulation 72-300 thru 72-316

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Inspections (Final Inspections)

**Detailed Description of Service:**

Inspect property during the life of construction to assure sound engineering/construction practices and to assure that all local, state, and federal regulations are met

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the quality of infrastructure accepted into the county inventory would go down which would result in the potential increase of necessary maintenance by the county

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Special Investigations

**Detailed Description of Service:**

Inspect property during the life of construction to assure sound engineering/construction practices and to assure that all local, state, and federal regulations are met

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Inspections (Bond Verification)

**Detailed Description of Service:**

Inspect property during the life of construction to assure sound engineering/construction practices and to assure that all local, state, and federal regulations are met

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the accuracy of surety submitted to the County could be inadequate, thus , leaving the county with an obligation and insufficient resources

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Bonds (Document Review)

**Detailed Description of Service:**

Review documents for accuracy and content to assure that the agreement complies with the remaining scope of work presented. Legal reviews as to proper form and not content

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the accuracy of surety submitted to the County could be inadequate, thus , leaving the county with an obligation and insufficient resources

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Bonds (Tracking & Monitoring)

**Detailed Description of Service:**

Track bonds and send out reminders leading up to expiration of the agreement and the surety instrument in place to support the agreement.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the accuracy of surety submitted to the County could be inadequate, thus , leaving the county with an obligation and insufficient resources

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Pre-Application Meetings

**Detailed Description of Service:**

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Community Planning & Development**

**Division:** Engineering

**Service Element:** Construction Enforcement

**Detailed Description of Service:**

Enforce the provisions of the NPDES MS4 Permit during construction

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Stormwater Management and Sediment Reduction Regulation 72-300 thru 72-316

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this NPDES MS4 Permit would not be in compliance

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** **Community Planning & Development**

**Division:** Planning - Neighborhood Improvement Program

**Service Element:** Drafting of Neighborhood Master Plans

**Detailed Description of Service:**

The Richland County Neighborhood Improvement Program was established by County Council to coordinate and fund Neighborhood Master Plans [NMPs] and improvement projects in Richland County. As such, a primary service performed by the program is the drafting of Neighborhood Master Plans. Currently, there are 9 adopted NMPs, which were the result of the first 10 priority focal areas approved by County Council March 1, 2005. While each plan is unique, NMPs contain similar elements such as community assessments; future land use for residential, commercial, open space, civic and recreation uses; capital improvements that will impact safety, housing, economic development, community access and public services; demographic statistics, the results of public meetings, workshops and stakeholder input; assessments of challenges and needs; strategies for guiding community improvements, future development and growth management; cost estimates of catalyst projects and timelines for implementation and completion.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, the long range planning vision for the County would suffer significantly. Because Richland County is so large, and differs greatly in context and character from one end of its boundaries to another, it is nearly impos

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Planning - Neighborhood Improvement Program

**Service Element:** Neighborhood Master Plan Implementation

**Detailed Description of Service:**

Directly related to the above, NMPs recommend various catalyst and improvement projects that require project management through every stage thereof to include development of budgets and timelines, overseeing consultants, site visits with construction workers and architects, drafting relevant agreements with the help of legal, hosting public information meetings and working with members of Council, PIO and other internal and external partners relevant to project implementation.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, it would render NMPs ineffective and the long range planning vision for the County would suffer significantly. Because Richland County is so large, and differs greatly in context and character from one end of its bound

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Planning - Neighborhood Improvement Program

**Service Element:** Future Master Plan Evaluation

**Detailed Description of Service:**

As Neighborhood Improvement is, for the first time since its inception, in a phase of deliberate implementation, staff and County Council recognized a need to proactively prepare for the possibility of drafting future Neighborhood Master Plans. Thus, on December 16, 2016 the Future Master Plan Criteria was established via Administrative Policy 2016-5 as a methodology for assessing the necessity of future Neighborhood Master Plans in unincorporated Richland County.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, it would cripple the ability to achieve equity in planning across the County as is essential to the progression of the program and the targeted, lucrative revitalization and/or conservation of areas in unincorporated R

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Planning - Neighborhood Improvement Program

**Service Element:** Neighborhood Improvement Five Year Plan

**Detailed Description of Service:**

The Neighborhood Improvement Five Year Plan prioritizes Neighborhood Master Plan implementation for all 9 adopted plans on a rolling five-year schedule. The document has been adopted by County Council and moves before the elected body yearly for approval of amendments and updates.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, productivity and the timely and responsible completion of improvements slated for priority areas of investment and revitalization in the County will be negatively impacted.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, several other County departments have action plans; however, none of those prioritize the implementation of Neighborhood Master Plan projects.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Planning - Neighborhood Improvement Program

**Service Element:** Neighborhood Matching Grants

**Detailed Description of Service:**

The Neighborhood Matching Grant is a facet of the administration of the Neighborhood Redevelopment Fund. The Neighborhood Improvement Program awards grants for neighborhood-based organizations to implement projects that will improve the growth and sustainability of their neighborhoods. The maximum amount of funding to be awarded to each neighborhood is \$1,500.00. All grant applications undergo committee evaluation and are approved by County Council.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, Richland County neighborhoods will be adversely affected in that they will lose the ability to effect change in their communities via grassroots efforts focusing on organizational development, educational/recreat

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, Richland County Conservation provides grant funding for projects with an emphasis on conservation.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Planning - Neighborhood Improvement Program

**Service Element:** Neighborhood Planning Conference/ Spirit Week

**Detailed Description of Service:**

October is National Community Planning Month, as such Neighborhood Improvement hosts a series of County-specific events to educate residents about the importance of planning and aspects thereof that affect their daily lives. NIP partners with internal and external departments and entities to educate County citizens about policies, opportunities and changes that impact neighborhoods.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, an opportunity for proactive communication between the County and its citizens will be lost.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, other departments, such as Community Development, host similar events. As such, NIP often partners with these departments to host a singular event that covers a broader range of topics.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Planning - Neighborhood Improvement Program

**Service Element:** National Night Out

**Detailed Description of Service:**

National Night Out [NNO] is an annual community-building initiative that promotes police-community partnerships and builds social capital enhancing community safety. The Neighborhood Improvement Program [NIP] hosts an annual event to educate communities on how to host safe and effective NNO gatherings. NIP typically partners with the Richland County Sherriff's Department and other relevant community organizations to host this event and provide supplies to communities for their own NNO events.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, an opportunity for proactive communication, police-citizen partnership and to enhance the safety of the County's neighborhoods will be lost.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, typically the Sherriff's department partners with NIP in this event.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Planning - Neighborhood Improvement Program

**Service Element:** Neighborhood Organization/ HOA Support

**Detailed Description of Service:**

The Neighborhood Improvement staff provide Neighborhood Organization [NO] / Homeowners Association [HOA] support in a multitude of ways, to include but not limited to; attendance and education at community meetings, neighborhood consultations, Neighborhood Master Plan Tool Kits, trainings on various topics relevant to efficiently operating NOs and HOAs, participation in career days and hosting free, educational community forums and events.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, an opportunity for proactive communication, which encourages an informed and engaged constituency, between the County and its citizens will be lost.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, Richland County Community Development does some similar outreach as pertains to housing.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** **Community Planning & Development**

**Division:** Planning - Neighborhood Improvement Program

**Service Element:** Leadership Trainings

**Detailed Description of Service:**

Neighborhood Improvement staff host workshops focused on improving the operations of Neighborhood Organizations through training on relevant topics to include Robert Rules of Order, budget management, conflict resolution, legal implications of Homeowners Associations and more. All sessions are held the second Thursday of every other month (even numbered months) at the Richland County Administration Building.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, an opportunity for proactive communication, which encourages an informed and engaged constituency, between the County and its citizens will be lost.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, Richland County Community Development does some similar orientation sessions; however, these are specific to housing only.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Planning - Neighborhood Improvement Program

**Service Element:** Richland County Neighborhood Council

**Detailed Description of Service:**

The Richland County Neighborhood Council [RCNC] exists to aid residents of the County in all matters affecting their neighborhoods and/or daily lives. The Neighborhood Council is a conduit receiving and broadcasting information to residents. RCNC is an assembly of a diverse mixture of people and concerns as pertains to County government and communities and is meant to function as conduit of information between County Council and the broader community.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, an opportunity for proactive communication, which encourages an informed and engaged constituency, between the County and its citizens will be lost.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Planning - Neighborhood Improvement Program

**Service Element:** Richland County Council Support/ Constituent Services

**Detailed Description of Service:**

The Neighborhood Improvement Program acts as the "face" of the County in that it is often the first stop and place of resolution for constituent concerns. As such, NIP staff often act as an extension of County Council, representing the County at events and meetings as is necessary and providing support to Council in the planning, organization and facilitation of the aforementioned.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, the ability of County Council to be engaged with its citizens, and therefore make informed decision on their behalf, will suffer.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Planning - GIS - Addressing

**Service Element:** Addressing

**Detailed Description of Service:**

Provide address verification, resolve addressing conflicts and errors, assign new development addresses, provide newly addressed subdivisions to the USPS Address Management Division, and assign street names.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SECTION 6-29-1200

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Chapter 29 - South Carolina Local Government Comprehensive Planning Enabling Act of 1994

**3. Does service exceed Legislative requirements? If yes, how so?:**

No.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated, the ability of Emergency Services to respond in a timely manner could be affected.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No.

**6. Can the service be provided by the private / nonprofit sectors?:**

No.

**Department:** **Community Planning & Development**

**Division:** Planning - GIS - Addressing

**Service Element:** GIS

**Detailed Description of Service:**

Maintain road centerline SDE layer, create maps for Boards and Commissions, review digital data submissions, prepare display graphics as needed, and create and maintains specialized data.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, the reviews of data submission, creation of maps, maintenance of data would fall to other departments, such as the IT department. The information gathered and used by the county for the preparation of digital informa

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Community Planning & Development**

**Division:** Planning - Land Development

**Service Element:** Site plan reviews

**Detailed Description of Service:**

Staff process and reviews plans to ensure compliance with the provisions of the LDC.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SECTION 6-29-1150

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Chapter 29 - South Carolina Local Government Comprehensive Planning Enabling Act of 1994

**3. Does service exceed Legislative requirements? If yes, how so?:**

No.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated, the review of plans may fall to other departments/agencies.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No.

**6. Can the service be provided by the private / nonprofit sectors?:**

No.

**Department:** **Community Planning & Development**

**Division:** Planning - Land Development

**Service Element:** Confer with design professionals

**Detailed Description of Service:**

Assist citizens, builders and developers in planning structures/projects to ensure that development regulations are met, either through the review process or meetings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SECTION 6-29-1150

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Chapter 29 - South Carolina Local Government Comprehensive Planning Enabling Act of 1994

**3. Does service exceed Legislative requirements? If yes, how so?:**

No.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, this can place an undue financial hardship on the applicant. Other departments may be required to answer questions and provide guidance in areas that they may not have full expertise.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No.

**6. Can the service be provided by the private / nonprofit sectors?:**

No.

**Department:** **Community Planning & Development**

**Division:** Planning - Planning Services

**Service Element:** Comprehensive Plan

**Detailed Description of Service:**

The Comprehensive Plan is a document intended to guide and shape the future growth of a community; it provides the long range vision for all of Richland County. The County's Comprehensive Plan is organized into nine elements as follows: Population, Housing, Cultural Resources, Natural Resources, Economic Development, Transportation, Priority Investments, Community Facilities and Land Use. Each element includes an inventory of existing conditions, statement of needs and goals of the community and implementation strategies to achieve these goals. All of this is managed and updated via Comprehensive Planning.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes, Section 6-29-510. Planning process; elements; comprehensive plan under Article 3: Local Planning - The Comprehensive Planning Process

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

South Carolina Local Government Comprehensive Planning Enabling Act of 1994

**3. Does service exceed Legislative requirements? If yes, how so?:**

No, requirements are met but not exceeded.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, we will no longer be in compliance with the aforementioned Act and the long range vision of the County will suffer, which would adversely affect the growth and economic development thereof.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** **Community Planning & Development**

**Division:** Planning - Planning Services

**Service Element:** Analysis + Research

**Detailed Description of Service:**

Among the primary tasks of Comprehensive Planners is the research of community facilities, cultural resources, demographics, economic development, natural resources conservation, hazard mitigation, historic preservation, housing, land use, neighborhood revitalization, transportation and urban design to provide the information and statistics necessary to support the development of the Comprehensive Plan.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes, Section 6-29-510. Planning Process; Elements; Comprehensive plan under Article 3: Local Planning - The Comprehensive Planning Process

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

South Carolina Local Government Comprehensive Planning Enabling Act of 1994

**3. Does service exceed Legislative requirements? If yes, how so?:**

No, requirements are met but not exceeded.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, we will no longer be in compliance with the aforementioned Act and the long range vision of the County will suffer, which would adversely affect the growth and economic development thereof.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Planning - Planning Services

**Service Element:** Data Compilation

**Detailed Description of Service:**

Data compilation is, too, among the critical tasks of Comprehensive Planning as it undergirds the development of the Comprehensive Plan.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes, Section 6-29-510. Planning Process; Elements; Comprehensive plan under Article 3: Local Planning - The Comprehensive Planning Process

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

South Carolina Local Government Comprehensive Planning Enabling Act of 1994

**3. Does service exceed Legislative requirements? If yes, how so?:**

No, requirements are met but not exceeded.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, there is the possibility we would fail to be in compliance with the aforementioned Act and the long range vision of the County will suffer, which would adversely affect the growth and economic development thereof.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Planning - Planning Services

**Service Element:** Planning Commission Support

**Detailed Description of Service:**

Another primary task of the Comprehensive Planner(s) is to provide staff support to Planning Commission, including preparation and presentation of reports, surveys and studies. Additionally, the Comprehensive Planner(s) help(s) recommend procedural reforms, policy initiatives and legislation to the department, County Administration, the Planning Commission and, ultimately, to County Council.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes, Section 6-29-310. Local Planning Commission defined under Article 1: Creation of Local Planning Commission

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

South Carolina Local Government Comprehensive Planning Enabling Act of 1994

**3. Does service exceed Legislative requirements? If yes, how so?:**

No, requirements are met but not exceeded.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, we will no longer be in compliance with the aforementioned Act and the long range vision of the County will suffer, which would adversely affect the growth and economic development thereof.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Planning - Planning Services

**Service Element:** Interagency + Interjurisdictional Coordination

**Detailed Description of Service:**

Comprehensive Planning promotes integration of County capital improvements planning with County comprehensive and land use planning. In addition, Comprehensive Planning facilitates interagency and interjurisdictional coordination of community infrastructure planning and development, interacting with regional partners, such as neighboring jurisdictions and the Central Midlands Council of Governments, to ensure the accurate, timely and efficient use of resources available to promote growth and investment in the area.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, we will lack necessary information to provide insight for the responsible development of the Comprehensive Plan, which would pose a direct threat to the County's being in compliance with South Carolina Local Govern

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Planning - Planning Services

**Service Element:** Development Review

**Detailed Description of Service:**

Comprehensive Planning participates in development review meetings for pending land use/land development projects as requested to ensure that new development is aligned with the long range planning vision and growth strategies of the County.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, new development could occur that is adverse to the direction in which the County intends to move as far as managed growth, future land use, economic development, revitalization and conservation.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Planning - Planning Services

**Service Element:** Presentations + Meeting Facilitation

**Detailed Description of Service:**

Comprehensive Planning provides updates as to the public, Planning Commission and Council as is necessary as relates to the Comprehensive Plan and all of its elements.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the service is eliminated or reduced, the general public, Planning Commission and County Council may be unaware of relevant topics having a direct effect on the economic well being and vitality of the County.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Planning - Zoning

**Service Element:** Zoning

**Detailed Description of Service:**

Assist citizens, builders and developers in planning structures/projects to ensure that development regulations are met, either through the review process or meetings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SECTIONS 6-29-710, 715, 720, 730, 740, and 750

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Chapter 29 - South Carolina Local Government Comprehensive Planning Enabling Act of 1994

**3. Does service exceed Legislative requirements? If yes, how so?:**

No.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Prior to reviews by other development agencies, zoning establishes the permissibility of the proposed use and what restrictions may apply to the development. The time expended on reviews may be found to be unnecessary if it is later determine the use is

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No.

**6. Can the service be provided by the private / nonprofit sectors?:**

No.

**Department:** **Community Planning & Development**

**Division:** Planning - Zoning

**Service Element:** Zoning compliance

**Detailed Description of Service:**

Investigates complaints to ensure that the provisions of the LDC are met.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SECTION 6-29-950

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Chapter 29 - South Carolina Local Government Comprehensive Planning Enabling Act of 1994

**3. Does service exceed Legislative requirements? If yes, how so?:**

No.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated, the investigation of complaints may fall to other departments/agencies. The reduction of the service could lead to outstanding complaints and violations as staff may not be able to respond in a timely manner.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No.

**6. Can the service be provided by the private / nonprofit sectors?:**

No.



**Department:** **Community Planning & Development**

**Division:** Planning - Zoning

**Service Element:** Board and Committee support

**Detailed Description of Service:**

Staff processes and reviews map amendment, special exception, and variance applications.

Staff prepares agendas and reports for the Planning Commission and Board of Zoning Appeals.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SECTIONS 6-29-780, 790, 800, 810, and 820

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Chapter 29 - South Carolina Local Government Comprehensive Planning Enabling Act of 1994

**3. Does service exceed Legislative requirements? If yes, how so?:**

No.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, the ability of the Board and/or Planning Commission to make well-thought-out decisions could be compromised and lead to potential lawsuits.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No.

**6. Can the service be provided by the private / nonprofit sectors?:**

No.

**Department:** **Community Planning & Development**

**Division:** Register of Deeds

**Service Element:** Recording documents and indexing of documents

**Detailed Description of Service:**

The Register of Deeds assigns an instrument number and book/page number to documents which meet recording requirements. Staff index and proof documents by approved indexing rules. Indexing makes the documents researchable.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

South Carolina Code of Law 30-5 thru 30-11

**3. Does service exceed Legislative requirements? If yes, how so?:**

no

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If this service is reduced or eliminated, it significantly impair state, county, citizens and other entities to research and access documents.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

no

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Community Planning & Development**

**Division:** Register of Deeds

**Service Element:** Collect taxes and fees on behalf of the state and county

**Detailed Description of Service:**

Collect all applicable taxes and fees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC 12-54-50 thru 12-54-120, 12-54-140,12-54-150, 12-57-30 thru 12-57-60

**3. Does service exceed Legislative requirements? If yes, how so?:**

no

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If this service is reduced or eliminated, it will negatively impact revenues collected for the county and the state.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

no

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Community Planning & Development**

**Division:** Register of Deeds

**Service Element:** Customer service

**Detailed Description of Service:**

Providing patrons assistance in researching, perform maintenance on microfilm equipment and printers, respond to phone inquiries. Mail recorded documents back to customers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If this service is reduced or eliminated, it will negatively impact Register of deeds patrons, citizens and other stake holders.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

no

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Community Planning & Development**

**Division:** Register of Deeds

**Service Element:** Manage County Contract with Iron Mountain

**Detailed Description of Service:**

Monitor and pay monthly charges for services rendered by Iron Mountain.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If this service is reduced or eliminated, there would not be any active oversight of this contract.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

no

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Community Planning & Development**

**Division:** Register of Deeds

**Service Element:** Assist county departments in the creation of retention schedules.

**Detailed Description of Service:**

If a department has a document type that does not have a retention schedule, the Register of Deeds will help the department develop a retention schedule.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If this service is reduced or eliminated, County departments will have to assume the full work load of developing their retention schedules.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

no

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Community Planning & Development**

**Division:** Register of Deeds

**Service Element:** Assist Ccounty department in the destruction of records.

**Detailed Description of Service:**

Assist county departments in fill out the necessary forms; Submission of the forms to South carolina Department of Archives and History

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If this service is reduced or eliminated, County departments will have to assume the full work load for the destruction of their records.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

no

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Community Planning & Development**

**Division:** Register of Deeds

**Service Element:** Supply Office Depot boxes to county departments for records storage

**Detailed Description of Service:**

Supply county departments storage boxes for records storage. These boxes are significantly less expensive than boxes supplied by Iron Mountain.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If this service is reduced or eliminated, the county monthly Iron Mountain bill will increase.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

no

**6. Can the service be provided by the private / nonprofit sectors?:**

no



**Department:** **Community Planning & Development**

**Division:** Register of Deeds

**Service Element:** mail request for certified copies

**Detailed Description of Service:**

Register of Deeds receives mail request for certified copies. The RoD charges \$8.41 per document for these requests.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If this service is reduced or eliminated, the citizens and property owner will need someone to come into the RoD office to pick up certified copies.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

no

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Conservation Easements/Acquisitions

**Detailed Description of Service:**

Acquire conservation easements and/or fee simple title to protect critical/high priority conservation lands

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would hinder Council's goal of increasing the amount of protected conservation lands.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

There are state and federal programs to acquire easements and land.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes for easements

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Historic Preservation Grants

**Detailed Description of Service:**

Provide grants for local historic preservation projects

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would reduce the ability of constituents, organizations, and governmental agencies to undertake historic preservation projects, thus impacting economic development efforts.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

SC Dept. of Archives & History has a state-wide grant program for preservation.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Community Conservation Grants

**Detailed Description of Service:**

Administer grants for conservation/trail projects

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

It would reduce the ability of constituents, organizations, and governmental agencies to undertake conservation projects, trails, and environmental education efforts.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

SC Parks, Recreation & Tourism has a state-wide trails grant program.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Bailey Bill

**Detailed Description of Service:**

Administer Bailey Bill by certifying historic buildings and providing preliminary & final certification of work to Assessor's Office

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

RC Ordinance Art. V Sec. 23-60 et seq.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

County ordinance provides for the County Administrator or his designee to administer the program so another department would need to be designated.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Historic Markers

**Detailed Description of Service:**

Provide funding for historic markers

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Services would be eliminated or reduced unless other departments take on these requests/projects.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Land Management

**Detailed Description of Service:**

Develop management plans for county-owned lands including plans for nature-based recreation & tourism enhancement; actively manage lands

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Another department would have to develop plans and manage county-owned lands unless properties are sold or privatized.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Special Projects

**Detailed Description of Service:**

Undertake special projects as requested by Council or developed by RCCC

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Services would be eliminated or reduced unless other departments take on these requests/projects.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Partnerships

**Detailed Description of Service:**

Partner with numerous outside organizations for betterment of county

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Services would be eliminated or reduced unless other departments take on these requests/projects.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Outreach

**Detailed Description of Service:**

Provide presentations, workshops, events for residents

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Services would be eliminated or reduced unless other departments take on these requests/projects.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Mitigation

**Detailed Description of Service:**

Develop mitigation banks, monitor, evaluate credit sales

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Services would be eliminated or reduced unless other departments take on these requests/projects.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Soil Health Research, Demonstration, and Outreach

**Detailed Description of Service:**

Providing administrative, technical, and educational support for grant-funded soil health initiatives throughout SC; conducting research and demonstration projects on farmland; promoting soil health practices to farmers and natural resource professionals through educational events

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Similar services are offered by land grant universities in some areas of the state

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Water Quality BMP Installation and Outreach

**Detailed Description of Service:**

Protecting and improving water quality by providing financial and technical assistance to farmers, livestock owners, and residents in the Twenty-five Mile Creek Watershed in order to implement BMPs; educating the community about these efforts through events and media

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Similar services are offered by the USDA-NRCS, but this program is "over and above" the resources they are able to provide

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Farmer and Resource Professional Workshops/Sustainable Agriculture

**Detailed Description of Service:**

Coordinating and hosting educational events for farmers and natural resource professionals that support the agricultural economy and promote BMPs

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Similar services are offered by land grant universities in some areas of the state

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Midlands Local Food Collaborative

**Detailed Description of Service:**

Coordinating the regional network of federal, state, and local agencies and organizations who address farm and food system issues in order to develop synergies and avoid redundancies

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

This program is a joint effort with a large number of federal, state, and local partners

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Environmental Educator/Teacher Workshops and Professional Development Opportunities

**Detailed Description of Service:**

Promoting environmental literacy by providing professional development opportunities for formal and informal educators on topics related to conservation and environmental education

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Similar services are offered by the Richland County Stormwater Management Division

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Conservation Educator of the Year Awards

**Detailed Description of Service:**

Supporting and promoting environmental literacy by recognizing and incentivizing educators

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Class Presentations

**Detailed Description of Service:**

Educating PreK-12 students about a wide range of conservation and natural resources issues through programs and activities that are aligned to SC Academic Standards

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Conservation Education Mini-Grants and Clean Stream Columbia Awards

**Detailed Description of Service:**

Supporting conservation education in schools by providing funding and technical assistance for campus environmental projects

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No (Stormwater Management and Solid Waste/Recycling staff also offer some youth outreach opportunities, but the programs differ in topic and delivery)

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Green Step Schools Mentorship

**Detailed Description of Service:**

Supporting conservation education in schools by providing technical assistance, support, and incentives for campus environmental projects

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No (Stormwater Management and Solid Waste/Recycling staff also serve as mentors, but for different types of projects)

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Arbor Day Programming

**Detailed Description of Service:**

Promoting environmental literacy by hosting youth contests and community outreach events in honor of SC Arbor Day

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No (City of Columbia Tree and Appearance Commission offers some Arbor Day Programming within the City and we are working to coordinate our activities with theirs)

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Conservation Poster Contest/National Stewardship Program

**Detailed Description of Service:**

Promoting environmental literacy by hosting youth contests and community outreach events in honor of the annual National Stewardship Theme

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** SC Envirothon

**Detailed Description of Service:**

Promoting environmental literacy and youth development by supporting and assisting with the coordination of the SC Envirothon competition

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Support for this event is also provided by the USDA-NRCS, SC-DNR, and several SC academic institutions

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** PLT Steering Committee

**Detailed Description of Service:**

Promoting environmental literacy by participating in the SC Project Learning Tree Steering Committee

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

This program is a joint effort with the SC Forestry Commission, SC Department of Education, etc.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Environmental Education Association of SC State and Regional Coordination

**Detailed Description of Service:**

Promoting environmental literacy by participating in the Environmental Education Association of SC state board and regional committees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

This program is a joint effort with a number federal, state, and local partners

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Adopt-A-Stream

**Detailed Description of Service:**

Promoting environmental literacy and public awareness of water quality issues by serving as an Adopt-A-Stream monitor

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

This program is a joint effort with a number federal, state, and local partners

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Community Workshops, Presentations, and Festivals

**Detailed Description of Service:**

Promoting environmental literacy and public awareness of conservation issues by conducting workshops and providing educational exhibits/presentations at community events and festivals

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Richland Countywide Stormwater Consortium

**Detailed Description of Service:**

Protecting and improving water quality by coordinating efforts with partners through the Richland Countywide Stormwater Consortium

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

This program is a joint effort with a number federal, state, and local partners

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** SC Forage and Grazing Lands Coalition

**Detailed Description of Service:**

Promoting and supporting agriculture and resource conservation by participating on the board of the SC Forage and Grazing Lands Coalition

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

This program is a joint effort with a number federal, state, and local partners

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Community Planning & Development**

**Division:** Conservation (Richland County Conservation Commission)

**Service Element:** Administrative Support

**Detailed Description of Service:**

Providing administrative support to the Richland Soil and Water Conservation District and its Commissioners

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

SC Section 48-9

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Section 48-9

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would be proportionally reduced within the County and/or State.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Floodplain

**Service Element:** Community Rating System (CRS)

**Detailed Description of Service:**

By educating citizens, and enforcing the ordinance Richland County offers an automatic 10% reduction in Flood Insurance through the NFIP. Education includes yearly mailers regarding flood areas

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

The program is voluntary

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the program were eliminated, flood insurance owners will no longer receive the 10% insurance reduction

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Richland County has adopted more restrictive requirements than what the State & FEMA model

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Floodplain

**Service Element:** Project and permit reviews - Floodplain regulations set by FEMA and the NFIP

**Detailed Description of Service:**

Enforcing the flood ordinance to ensure that individuals are safe from flooding. To reduce flood losses and to ensure that they are not creating any new risks to the community

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES, 44 CFR parts 59, 60, 65 & 70 of the NFIP & FEMA

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be no protection from creating new hazards. Richland County may no longer be able to participate in the NFIP, we could lose funding opportunities during disasters

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Richland County has adopted more restrictive requirements than what the State & FEMA model

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** **Community Planning & Development**

**Division:** Floodplain

**Service Element:** Project and permit reviews - Floodplain regulations set by FEMA and the NFIP

**Detailed Description of Service:**

Conducts comprehensive inspections of new and existing residential and commercial/ industrial developments sites to ensure compliance with all applicable floodplain management codes and County-approved plans, specifications and standards.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES, 44 CFR parts 59, 60, 65 & 70 of the NFIP & FEMA

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be no protection from creating new hazards. Richland County may no longer be able to participate in the NFIP, we could lose funding opportunities during disasters

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Richland County has adopted more restrictive requirements than what the State & FEMA model

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Floodplain

**Service Element:** Project and permit reviews - Floodplain regulations set by FEMA and the NFIP

**Detailed Description of Service:**

Coordinates floodplain protection and control solutions on development sites with Residential and Commercial Building Inspectors, Deputy Building Officials, the Building Official and relevant external agencies. Maintains organized project files and coordinates with Floodplain Coordinator on all projects.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES, 44 CFR parts 59, 60, 65 & 70 of the NFIP & FEMA

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be no protection from creating new hazards. Richland County may no longer be able to participate in the NFIP, we could lose funding opportunities during disasters

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Richland County has adopted more restrictive requirements than what the State & FEMA model

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Floodplain

**Service Element:** Project and permit reviews - Floodplain regulations set by FEMA and the NFIP

**Detailed Description of Service:**

Refers floodplain management problems, including those involving stormwater management and erosion control, on development sites to the County's Public Works' engineering staff for appropriate intervention

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES, 44 CFR parts 59, 60, 65 & 70 of the NFIP & FEMA

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminanted there would be no protection from creating new hazards. Richland County may no longer be able be able to participate in the NFIP, we could lose funding oportunties during diasters

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Richland County has adopted more restrictive requirements then what the State & FEMA model

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Floodplain

**Service Element:** Customer Service

**Detailed Description of Service:**

Firmly, fairly and courteously enforces floodplain management, erosion control and other County development regulations; discovers conditions of code non-compliance and issues corrective notices to responsible parties; issues summonses and appears in court as necessary to prosecute code violators.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES, 44 CFR parts 59, 60, 65 & 70 of the NFIP & FEMA

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be no protection from creating new hazards. Richland County may no longer be able to participate in the NFIP, we could lose funding opportunities during disasters

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Richland County has adopted more restrictive requirements than what the State & FEMA model

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Floodplain

**Service Element:** Project and permit reviews - Floodplain regulations set by FEMA and the NFIP

**Detailed Description of Service:**

Performs building and property damage assessments after natural or other disasters.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES, 44 CFR parts 59, 60, 65 & 70 of the NFIP & FEMA

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be no protection from creating new hazards. Richland County may no longer be able to participate in the NFIP, we could lose funding opportunities during disasters

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Richland County has adopted more restrictive requirements than what the State & FEMA model

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Floodplain

**Service Element:** Project and permit reviews - Floodplain regulations set by FEMA and the NFIP

**Detailed Description of Service:**

Provides technical assistance, ordinance interpretation and information to contractors, engineers, developers, property owners, local/state/federal agencies and others in the planning of new and existing projects and to help ensure implementation of proper sediment control, stormwater management and floodplain management practices; helps resolve problems at individual sites.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES, 44 CFR parts 59, 60, 65 & 70 of the NFIP & FEMA

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be no protection from creating new hazards. Richland County may no longer be able to participate in the NFIP, we could lose funding opportunities during disasters

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Richland County has adopted more restrictive requirements than what the State & FEMA model

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Floodplain

**Service Element:** Project and permit reviews - Floodplain regulations set by FEMA and the NFIP

**Detailed Description of Service:**

Maintains accurate, up-to-date project files that are easily found and accessible. Implements permitting solutions in a timely manner.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES, 44 CFR parts 59, 60, 65 & 70 of the NFIP & FEMA

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be no protection from creating new hazards. Richland County may no longer be able to participate in the NFIP, we could lose funding opportunities during disasters

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Richland County has adopted more restrictive requirements than what the State & FEMA model

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Community Planning & Development**

**Division:** Floodplain

**Service Element:** Project and permit reviews - Floodplain regulations set by FEMA and the NFIP

**Detailed Description of Service:**

Compiles data for and prepares a variety of studies, reports and related information for decision-making purposes and as required by the department, County or other agencies.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES, 44 CFR parts 59, 60, 65 & 70 of the NFIP & FEMA

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be no protection from creating new hazards. Richland County may no longer be able to participate in the NFIP, we could lose funding opportunities during disasters

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Richland County has adopted more restrictive requirements than what the State & FEMA model

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** **Community Planning & Development**

**Division:** Floodplain

**Service Element:** Project and permit reviews - Floodplain regulations set by FEMA and the NFIP

**Detailed Description of Service:**

Participates in department public relations efforts; makes public presentations to inform the public about division projects and programs.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

YES, 44 CFR parts 59, 60, 65 & 70 of the NFIP & FEMA

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be no protection from creating new hazards. Richland County may no longer be able to participate in the NFIP, we could lose funding opportunities during disasters

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Richland County has adopted more restrictive requirements than what the State & FEMA model

**6. Can the service be provided by the private / nonprofit sectors?:**

No



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

**Department:** **Detention Center**

**FY17 Personnel Budget for these services:** \$12,400,000.00

**FY17 Operational Budget for these services:** \$9,500,000.00

**FY17 Capital Budget for these services:** \$457,000.00

**Number of Authorized FTE's** 336

**Department:** Detention Center

**Division:** Operation

**Service Element:** Intake/Discharge

**Detailed Description of Service:**

Processing the intake and release all persons lawfully arrested in Richland County.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-30

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Detention Center

**Division:** Operation

**Service Element:** Records Maintenance

**Detailed Description of Service:**

To securely maintain all arrest records in accordance with all State and Federal mandates.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-30

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Detention Center

**Division:** Security

**Service Element:** Facility Security

**Detailed Description of Service:**

Safe and secure detainment of all persons lawfully detained.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-30

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Detention Center

**Division:** Support

**Service Element:** Employee Training

**Detailed Description of Service:**

To provide adequate training to all staff, security and civilian.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-30

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Detention Center

**Division:** Operation

**Service Element:** Detainee Transportation

**Detailed Description of Service:**

To provide secure transportation of all detainees.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-30

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Detention Center

**Division:** Programs

**Service Element:** Detainee Programming

**Detailed Description of Service:**

To provide adequate and efficient programs to the detainee population.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-30

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** Detention Center

**Division:** Operation

**Service Element:** Detainee Medical

**Detailed Description of Service:**

To provide adequate healthcare to the Detainee Population

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-30

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Detention Center

**Division:** Operations

**Service Element:** Detainee Meals

**Detailed Description of Service:**

To provide adequate nutrition to the Detainee Population

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-30

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Detention Center

**Division:** Support

**Service Element:** Support Services

**Detailed Description of Service:**

To provide maintenance, logistical supply, laundry and general housekeeping services to the facility.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-30

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Detention Center

**Division:** Support

**Service Element:** Support Services

**Detailed Description of Service:**

To provide logistical supply services to the facility.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-31

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Detention Center

**Division:** Support

**Service Element:** Support Services

**Detailed Description of Service:**

To provide laundry services to the facility.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-32

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Detention Center

**Division:** Support

**Service Element:** Support Services

**Detailed Description of Service:**

To provide general housekeeping services to the facility.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

24-9-10, 24-9-20, and 24-9-33

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, ASGDC is an ACA accredited facility which exceeds state standards

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

N/A

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**RICHLAND COUNTY  
GOVERNMENT**  
Office of the County Administrator

**Department:**

**Economic Development**

**FY17 Personnel Budget for these services:** \$369,421

**FY17 Operational Budget for these services:** \$411,576

**FY17 Capital Budget for these services:** \$49,000

**Number of Authorized FTE's** 5

**Department:** **Economic Development**

**Division:** Economic Development

**Service Element:** Recruit new business to the county

**Detailed Description of Service:**

Recruit new business and industry to the county in order to diversify and increase the Richland County tax base

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without additional tax revenues, other county programs'/services' funding will not exist, be cut or remain flat.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No. The economic development office is the only county department that directly recruits new business and industry and works with existing business and industry to facilitate expansions in Richland County. The SC Department of Commerce focuses on recruit

**6. Can the service be provided by the private / nonprofit sectors?:**

no



**Department:** **Economic Development**

**Division:** Economic Development

**Service Element:** Recruit new industry to the county

**Detailed Description of Service:**

Recruit new industry to the county in order to diversify and increase the Richland County tax base

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without additional tax revenues, other county programs'/services' funding will not exist, be cut or remain flat.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No. The economic development office is the only county department that directly recruits new business and industry and works with existing business and industry to facilitate expansions in Richland County. The SC Department of Commerce focuses on recruit

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Economic Development**

**Division:** Economic Development

**Service Element:** Support existing businesses

**Detailed Description of Service:**

Work with existing businesses to facilitate expansion opportunities in order to diversify and increase the Richland County tax base

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without additional tax revenues, other county programs'/services' funding will not exist, be cut or remain flat.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No. The economic development office is the only county department that directly recruits new business and industry and works with existing business and industry to facilitate expansions in Richland County. The SC Department of Commerce focuses on recruit

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Economic Development**

**Division:** Economic Development

**Service Element:** Support existing industries

**Detailed Description of Service:**

Work with existing industries to facilitate expansion opportunities in order to diversify and increase the Richland County tax base

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without additional tax revenues, other county programs'/services' funding will not exist, be cut or remain flat.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No. The economic development office is the only county department that directly recruits new business and industry and works with existing business and industry to facilitate expansions in Richland County. The SC Department of Commerce focuses on recruit

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Economic Development**

**Division:** Economic Development

**Service Element:** Support County Site Inventory

**Detailed Description of Service:**

Ensure buildings and industrial sites are available for prospects to consider

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without additional tax revenues, other county programs'/services' funding will not exist, be cut or remain flat.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No. The economic development office is the only county department that directly recruits new business and industry and works with existing business and industry to facilitate expansions in Richland County. The SC Department of Commerce focuses on recruit

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Economic Development**

**Division:** Economic Development

**Service Element:** Recruit new businesses

**Detailed Description of Service:**

Recruit new business a to facilitate expansion opportunities in order to create job opportunities within the county

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

no

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

n/a

**3. Does service exceed Legislative requirements? If yes, how so?:**

n/a

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

New jobs in the county create opportunities for citizens to become upwardly mobile; thus, decreasing the need for additional county social and other services that may be required for those that are under- or un-employed.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No. The economic development office is the only county department that directly recruits new business and industry and works with existing business and industry to facilitate expansions in Richland County. The SC Department of Commerce focuses on recruit

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** **Economic Development**

**Division:** Economic Development

**Service Element:** Recruit new industries

**Detailed Description of Service:**

Recruit new business and industry and work with existing business and industry to facilitate expansion opportunities in order to create job opportunities within the county

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

no

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

New jobs in the county create opportunities for citizens to become upwardly mobile; thus, decreasing the need for additional county social and other services that may be required for those that are under- or un-employed.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No. The economic development office is the only county department that directly recruits new business and industry and works with existing business and industry to facilitate expansions in Richland County. The SC Department of Commerce focuses on recruit

**6. Can the service be provided by the private / nonprofit sectors?:**

no

**Department:** Economic Development

**Division:** Economic Development

**Service Element:** Data Collection and Distribution

**Detailed Description of Service:**

Providing updated demographic and workforce data on Richland County and the Columbia MSA

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

no

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Economic Development

**Division:** Economic Development

**Service Element:** Proposal Negotiation

**Detailed Description of Service:**

Negotiating incentive proposals to attract new businesses and industries to the county.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

no

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes





# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

**Department:**

**Emergency Services**

**FY17 Personnel Budget for these services:** \$11.8 million

**FY17 Operational Budget for these services:** \$31 million

**FY17 Capital Budget for these services:** \$9.9 million

**Number of Authorized FTE's** 211

**Department:** **Emergency Services Department**

**Division:** Emergency Management

**Service Element:** Emergency Management EMS, 911- ETS, Hazardous Materials, Fire & Enforcement

**Detailed Description of Service:**

Emergency Planning, Preparedness, Response and Recovery; Emergency Medical call response, 911 system and 911 call processing, Permitting and Inspecting sites that have extremely hazardous materials, Enforce fire codes, county ordinances and cause & origin of fires. Provide fire suppression through IGA with Columbia

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Richland County Ordinance 2027-90 HR dated October 2, 1990 (as amended) - Section 2-227 through 2-231.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the County would not be able to plan for emergencies or disasters, respond to emergencies or disasters, and recover from emergencies or disasters.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Local Emergency Management is required for each county. All essential services provided by the Department are not provided by State or Federal Government.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Emergency Services Department**

**Division:** Emergency Medical Services

**Service Element:** Emergency Medical Service

**Detailed Description of Service:**

Response to 911 emergency calls to provide rescue, emergency medical treatment and transportation to a hospital and to provide standby coverage for high risk events. Through a grant, provide a Mobile Integrated Healthcare program to assist high risk patients. Provide a specialty team of Paramedics to handle high risk situations. Provide public education on emergency topics.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

EMS - South Carolina 44-61-30 and 44-78-65 (Regulation 61-7)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Citizens and visitors would be without high quality pre-hospital emergency care and transportation.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Possibly at a lower level

**Department:** **Emergency Services Department**

**Division:** Emergency 911 Communications

**Service Element:** 911 - ETS

**Detailed Description of Service:**

911 System and 911 call processing. This is the technical systems that allow a citizen to call 911 for services, have the call dispatched to the appropriate first responder, track the incident, record the voice and data, and provide communications capabilities.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Title 23-Chapter 47-10 through 55. County Code 2-135. Richland County Code Section 2-227 through 2-231.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Delay in emergency response

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Emergency Services Department**

**Division:** Hazardous Materials

**Service Element:** Hazardous Material Response and Permitting

**Detailed Description of Service:**

Permitting and inspecting sites that store extremely hazardous materials to insure compliance with local, state and federal laws. Inspections are to insure compliance and eliminate hazardous conditions that could lead to fire, explosions, spills and other emergencies that may harm, people, property and the environment.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Richland County Ordinance 2027-90 HR dated October 2, 1990 (as amended) - Section 2-227 through 2-231. Hazardous Materials - SARA Title III

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, extremely hazardous locations in the county would not be identified and would go unchecked.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Emergency Services Department**

**Division:** Fire

**Service Element:** Fire And Enforcement

**Detailed Description of Service:**

Enforce codes and county ordinances, establish the cause and origin of fires, provide fire suppression services currently through an IGA with Columbia. Columbia hires firefighters and staffs county stations. Richland County pays all expenses Columbia has for this service.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

County Code 2-227 through 2-231 and Fire IGA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, emergency services will be reduced resulting in an increase in loss of life and property.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

**Department:** **Finance**

**FY17 Personnel Budget for these services:** \$1.8 million

**FY17 Operational Budget for these services:** \$207,952

**FY17 Capital Budget for these services:** \$0

**Number of Authorized FTE's** 32

**Department:** Finance

**Division:** Accounting

**Service Element:** Public service employee payroll processing

**Detailed Description of Service:**

Preparation of payroll for Richland County Employees to provide Emergency Management, Law Enforcement and similar services to citizens of Richland County.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, operations would cease.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

partial



**Department:** Finance

**Division:** Accounting

**Service Element:** Payroll Withholdings

**Detailed Description of Service:**

Payroll maintains court mandated withholdings and files

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, court mandated withholdings wouldn't be processed and the County would be in violation

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Accounting

**Service Element:** Public Utility Accounts Receivable processing

**Detailed Description of Service:**

Billing, receiving and recording payment for water/sewer services provided to constituents of Richland County.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, operations would cease.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Accounting

**Service Element:** Public Service Accounts Payable processing

**Detailed Description of Service:**

Processing and disbursing funds for accounts payable to vendors, suppliers, for providing goods and services to taxpayers of Richland County.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, operations would cease.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Accounting

**Service Element:** Financial Reporting of public funds.

**Detailed Description of Service:**

Maintaining and providing proper financial records for distribution to constituents of Richland County.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, Bond financing would cease. Operations would cease.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Budgeting

**Service Element:** Budget

**Detailed Description of Service:**

The Budget department completes monthly reports i.e. expenditure, revenue and utilities. The Budget department completes monthly electronic reports and upload results on the internet.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, the budget may not be alerted to downward trends by county departments as quickly as a monthly monitoring would provide.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Budgeting

**Service Element:** Budget

**Detailed Description of Service:**

The Budget Department completes a Budget Book provided to constituents of Richland County.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If this service is eliminated it would have minimal affect to other programs or services.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Budgeting

**Service Element:** Budget

**Detailed Description of Service:**

The Budget Department coordinate the annual budget process for the county.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

NO

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If this service is eliminated it would have adverse affect to other programs or services.

Although, reduction due to expanding coordination in the annual budget process could result in buyin and efficiency with the process.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Budgeting

**Service Element:** Budget

**Detailed Description of Service:**

The Budget Department completes a Capital Improvement Publication provided to departments within Richland County.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If this service is eliminated it would have minimal affect to other programs or services.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** Finance

**Division:** Budgeting

**Service Element:** Grants

**Detailed Description of Service:**

The Grants group processes approved grants. This concurring includes reviewing , researching, accountable for compliance with grants specific mandates, properly setting up in the financial system, monitoring the life of the grant, ongoing reconciliations to ensure the proper management of all active grants and reporting as required.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, the grants program would cease.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance  
**Division:** Procurement  
**Service Element:** Purchase Card Program

**Detailed Description of Service:**

Purchase Card program for the County

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, the purchase card program for the county would cease and could cause interruptions in the day to day business operations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Procurement

**Service Element:** Purchase of supplies and services

**Detailed Description of Service:**

Purchasing all supplies, materials, equipment, and contractual services required by county agencies and performing the purchasing-related functions

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Yes

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Loss of control over the expenditure of taxpayer dollars. Open the County to risk associated with not following Public Procurement laws and regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, every branch of government

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Procurement

**Service Element:** Surplus Materials

**Detailed Description of Service:**

Transferring between departments- supplies, materials and equipment which are no longer needed by a department but which can be used by the receiving agency; disposition and disposal of items that have ended their useful life

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Yes

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Waste taxpayer dollars buying new materials when surplus may be available, loss of control over how materials are disposed of opening the County to risk due to improper disposal

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, every branch of government

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance  
**Division:** Procurement  
**Service Element:** Negotiating Contracts

**Detailed Description of Service:**

Negotiating contracts for services and submitting them for approval and award

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Yes

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Risk overspending of taxpayer dollars

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, every branch of government

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Procurement

**Service Element:** Oversight of expenditure from penny sales tax

**Detailed Description of Service:**

Review all bid documents ready for solicitation and sign off on Procurement related areas, review all bid submittals and recommendations for Council approval and sign off on our areas

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Yes

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Loss of control over penny tax solicitations, risk of penny tax process differing from County regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Procurement

**Service Element:** Nondiscrimination in Contracting

**Detailed Description of Service:**

Encourage participation and mandate fairness in bidding practices by formulating rules necessary to achieve affirmative actions

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Yes

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Failure to ensure all vendors are receiving opportunities for County business

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Finance

**Division:** Procurement

**Service Element:** Governor's Office of Small & Minority Business Assistance Forum & Trade Fair

**Detailed Description of Service:**

Join the Governor's Office of Small and Minority Business Assistance (OSMBA) to connect minority- and women-owned small businesses to County contracting and procurement opportunities through programs in accordance with applicable policies, laws, and regulations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, a resource for encouraging disadvantaged businesses to do business with County would be diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is similar to state and other local programs.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** Finance

**Division:** Procurement

**Service Element:** SC Salute to Small Business- Procurement Opportunity Matchmaker

**Detailed Description of Service:**

Opportunity for small businesses to connect with procurement resources, during 15-minute one-on-one sessions with buyers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, a resource for encouraging disadvantaged businesses to do business with County would be diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this program is offered by the State and Richland County Procurement has participated.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**RICHLAND COUNTY  
GOVERNMENT**  
Office of the County Administrator

**Department:**

**Human Resources**

**FY17 Personnel Budget for these services:** \$685,462

**FY17 Operational Budget for these services:** \$323,573

**FY17 Capital Budget for these services:** \$0

**Number of Authorized FTE's** 11

**Department:** **Human Resources**

**Division:** Benefits

**Service Element:** Employee Health Insurance

**Detailed Description of Service:**

Provide program development, support and management to Employees and Retirees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Health Insurance - by Federal Regulation; Other benefits - Not Mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Health Insurance - Patient Protection and Affordable Care Act (PPACA); Consolidated Omnibus Benefits Reconciliation Act (COBRA);

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - RCG offers health insurance above the minimum requirements as per PPACA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - could use the State Benefit Plans instead of our current plans

**6. Can the service be provided by the private / nonprofit sectors?:**

Insurance benefits are provided through outside vendors but managed by RCG

**Department:** Human Resources

**Division:** Benefits

**Service Element:** Early Retiree Health Insurance

**Detailed Description of Service:**

Provide program development, support and management to under 65 retirees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Health Insurance - by Federal Regulation; Other benefits - Not Mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Health Insurance - Patient Protection and Affordable Care Act (PPACA); Consolidated Omnibus Benefits Reconciliation Act (COBRA);

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - RCG offers health insurance above the minimum requirements as per PPACA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - could use the State Benefit Plans instead of our current plans

**6. Can the service be provided by the private / nonprofit sectors?:**

Insurance benefits are provided through outside vendors but managed by RCG

**Department:** **Human Resources**

**Division:** Benefits

**Service Element:** Medicare Retiree Health Insurance

**Detailed Description of Service:**

Provide program development, support and management to Medicare retirees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Health Insurance - by Federal Regulation; Other benefits - Not Mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Health Insurance - Patient Protection and Affordable Care Act (PPACA); Consolidated Omnibus Benefits Reconciliation Act (COBRA);

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - RCG offers health insurance above the minimum requirements as per PPACA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - could use the State Benefit Plans instead of our current plans

**6. Can the service be provided by the private / nonprofit sectors?:**

Insurance benefits are provided through outside vendors but managed by RCG

**Department:** **Human Resources**

**Division:** Benefits

**Service Element:** Flexible Spending Accounts

**Detailed Description of Service:**

Provide program development, support and management to Employees and Retirees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Health Insurance - by Federal Regulation; Other benefits - Not Mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Health Insurance - Patient Protection and Affordable Care Act (PPACA); Consolidated Omnibus Benefits Reconciliation Act (COBRA);

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - RCG offers health insurance above the minimum requirements as per PPACA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - could use the State Benefit Plans instead of our current plans

**6. Can the service be provided by the private / nonprofit sectors?:**

Insurance benefits are provided through outside vendors but managed by RCG

**Department:** **Human Resources**

**Division:** Benefits

**Service Element:** Dental Insurance

**Detailed Description of Service:**

Provide program development, support and management to Employees and Retirees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Health Insurance - by Federal Regulation; Other benefits - Not Mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Health Insurance - Patient Protection and Affordable Care Act (PPACA); Consolidated Omnibus Benefits Reconciliation Act (COBRA);

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - RCG offers health insurance above the minimum requirements as per PPACA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - could use the State Benefit Plans instead of our current plans

**6. Can the service be provided by the private / nonprofit sectors?:**

Insurance benefits are provided through outside vendors but managed by RCG

**Department:** **Human Resources**

**Division:** Benefits

**Service Element:** Life Insurance

**Detailed Description of Service:**

Provide program development, support and management to Employees and Retirees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Health Insurance - by Federal Regulation; Other benefits - Not Mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Health Insurance - Patient Protection and Affordable Care Act (PPACA); Consolidated Omnibus Benefits Reconciliation Act (COBRA);

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - RCG offers health insurance above the minimum requirements as per PPACA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - could use the State Benefit Plans instead of our current plans

**6. Can the service be provided by the private / nonprofit sectors?:**

Insurance benefits are provided through outside vendors but managed by RCG



**Department:** **Human Resources**

**Division:** Benefits

**Service Element:** Vision

**Detailed Description of Service:**

Provide program development, support and management to Employees and Retirees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Health Insurance - by Federal Regulation; Other benefits - Not Mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Health Insurance - Patient Protection and Affordable Care Act (PPACA); Consolidated Omnibus Benefits Reconciliation Act (COBRA);

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - RCG offers health insurance above the minimum requirements as per PPACA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - could use the State Benefit Plans instead of our current plans

**6. Can the service be provided by the private / nonprofit sectors?:**

Insurance benefits are provided through outside vendors but managed by RCG

**Department:** Human Resources

**Division:** Benefits

**Service Element:** Voluntary Benefits

**Detailed Description of Service:**

Provide program development, support and management to Employees and Retirees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Health Insurance - by Federal Regulation; Other benefits - Not Mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Health Insurance - Patient Protection and Affordable Care Act (PPACA); Consolidated Omnibus Benefits Reconciliation Act (COBRA);

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - RCG offers health insurance above the minimum requirements as per PPACA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - could use the State Benefit Plans instead of our current plans

**6. Can the service be provided by the private / nonprofit sectors?:**

Insurance benefits are provided through outside vendors but managed by RCG

**Department:** **Human Resources**

**Division:** Benefits

**Service Element:** Supplemental Life Insurance

**Detailed Description of Service:**

Provide program development, support and management to Employees and Retirees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Health Insurance - by Federal Regulation; Other benefits - Not Mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Health Insurance - Patient Protection and Affordable Care Act (PPACA); Consolidated Omnibus Benefits Reconciliation Act (COBRA);

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - RCG offers health insurance above the minimum requirements as per PPACA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - could use the State Benefit Plans instead of our current plans

**6. Can the service be provided by the private / nonprofit sectors?:**

Insurance benefits are provided through outside vendors but managed by RCG

**Department:** **Human Resources**

**Division:** Benefits

**Service Element:** Plan Design & Management

**Detailed Description of Service:**

Manage benefit plans. Make suggestions on plan design changes due to analysis of utilization and trends.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Health Insurance - by Federal Regulation; Other benefits - Not Mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Health Insurance - Patient Protection and Affordable Care Act (PPACA); Consolidated Omnibus Benefits Reconciliation Act (COBRA);

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - RCG offers health insurance above the minimum requirements as per PPACA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - could use the State Benefit Plans instead of our current plans

**6. Can the service be provided by the private / nonprofit sectors?:**

Insurance benefits are provided through outside vendors but managed by RCG

**Department:** **Human Resources**

**Division:** Benefits

**Service Element:** Reconciliation & Billing

**Detailed Description of Service:**

Pay bills to benefit vendors. Perform monthly reconciliation of bills to ensure RCG is paying the appropriate amount to vendors for services.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Health Insurance - by Federal Regulation; Other benefits - Not Mandated

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Health Insurance - Patient Protection and Affordable Care Act (PPACA); Consolidated Omnibus Benefits Reconciliation Act (COBRA);

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes - RCG offers health insurance above the minimum requirements as per PPACA

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes - could use the State Benefit Plans instead of our current plans

**6. Can the service be provided by the private / nonprofit sectors?:**

Insurance benefits are provided through outside vendors but managed by RCG

**Department:** Human Resources

**Division:** Wellness & Work-Life Balance

**Service Element:** Wellness Incentive Program

**Detailed Description of Service:**

Provide program development, support for Under 65 retirees and employees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Wellness & Work-Life Balance

**Service Element:** Wellness Programs & Events

**Detailed Description of Service:**

Provide program development, support for Under 65 retirees and employees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Wellness & Work-Life Balance

**Service Element:** Wellness Committee

**Detailed Description of Service:**

Provide program development, support for Under 65 retirees and employees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks



**Department:** Human Resources

**Division:** Wellness & Work-Life Balance

**Service Element:** Onsite Health Coach

**Detailed Description of Service:**

Provide program development, support for Under 65 retirees and employees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Wellness & Work-Life Balance

**Service Element:** Health Risk Assessments

**Detailed Description of Service:**

Provide program development, support for Under 65 retirees and employees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Wellness & Work-Life Balance

**Service Element:** Telecommuting

**Detailed Description of Service:**

Richland County recognizes the majority of County employees work at County office and facilities during designated work hours, generally 8:30 am – 5:00 p.m. Monday through Friday). However, there may be times when it is beneficial to the County and the employee to have other schedule/work arrangement options. Provide consultation to departments on telecommuting

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Wellness & Work-Life Balance

**Service Element:** Alternative Work Schedules

**Detailed Description of Service:**

To allow those departments that can operate more effectively utilizing an alternative work schedule to do so with written approval from HRD and the County Administrator. Provide consultation to departments on alternative work schedules.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs or services; however RCG would no longer be a competitive employer

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Training & Development

**Service Element:** Employee Training

**Detailed Description of Service:**

Provide training and development opportunities to develop, augment, and encourage continuous improvement of skills for current positions and/or the potential for possible future positions.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Some legislation requires keeping employees trained on various topics such as Safety, Harassment/Discrimination, etc: OSHA, EEOC, Title VI

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would affect areas of compliance and employee relations - Would require personnel to spend more time on finding other ways to maintain compliance with applicable federal laws. Not having performance management could create a need for HR employee relations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Training & Development

**Service Element:** Richland County University

**Detailed Description of Service:**

Work with employees to deliver the highest quality and most cost effective training possible.  
The Training Catalog and yearly schedule identify offered courses.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Some legislation requires keeping employees trained on various topics such as Safety, Harassment/Discrimination, etc: OSHA, EEOC, Title VI

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would affect areas of compliance and employee relations - Would require personnel to spend more time on finding other ways to maintain compliance with applicable federal laws. Not having performance management could create a need for HR employee relations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Training & Development

**Service Element:** Performance Management

**Detailed Description of Service:**

Manage PEP process. Receive performance appraisals from department. Provide advice to departments and supervisors when necessary. Process any associated pay increases, if applicable.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Some legislation requires keeping employees trained on various topics such as Safety, Harassment/Discrimination, etc: OSHA, EEOC, Title VI

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would affect areas of compliance and employee relations - Would require personnel to spend more time on finding other ways to maintain compliance with applicable federal laws. Not having performance management could create a need for HR employee relations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Training & Development

**Service Element:** Tuition Assistance Program

**Detailed Description of Service:**

Process requests for Tuition Assistance Program.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Some legislation requires keeping employees trained on various topics such as Safety, Harassment/Discrimination, etc: OSHA, EEOC, Title VI

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would affect areas of compliance and employee relations - Would require personnel to spend more time on finding other ways to maintain compliance with applicable federal laws. Not having performance management could create a need for HR employee relations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks



**Department:** **Human Resources**

**Division:** Training & Development

**Service Element:** Workforce Planning

**Detailed Description of Service:**

Provide support to departments when needed

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Some legislation requires keeping employees trained on various topics such as Safety, Harassment/Discrimination, etc: OSHA, EEOC, Title VI

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would affect areas of compliance and employee relations - Would require personnel to spend more time on finding other ways to maintain compliance with applicable federal laws. Not having performance management could create a need for HR employee relations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Training & Development

**Service Element:** Career Development

**Detailed Description of Service:**

Provide support to departments and employees when needed

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Some legislation requires keeping employees trained on various topics such as Safety, Harassment/Discrimination, etc: OSHA, EEOC, Title VI

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would affect areas of compliance and employee relations - Would require personnel to spend more time on finding other ways to maintain compliance with applicable federal laws. Not having performance management could create a need for HR employee relations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Training & Development

**Service Element:** HR Team Effectiveness & Training

**Detailed Description of Service:**

Maintain knowledgeable HRD staff by committing to a team environment and supporting continuing education opportunities.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Some legislation requires keeping employees trained on various topics such as Safety, Harassment/Discrimination, etc: OSHA, EEOC, Title VI

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would affect areas of compliance and employee relations - Would require personnel to spend more time on finding other ways to maintain compliance with applicable federal laws. Not having performance management could create a need for HR employee relations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Training & Development

**Service Element:** Leadership Development

**Detailed Description of Service:**

Provide leadership training to employees and provide support to departments when needed

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Some legislation requires keeping employees trained on various topics such as Safety, Harassment/Discrimination, etc: OSHA, EEOC, Title VI

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would affect areas of compliance and employee relations - Would require personnel to spend more time on finding other ways to maintain compliance with applicable federal laws. Not having performance management could create a need for HR employee relations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Class & Comp

**Service Element:** Job Descriptions

**Detailed Description of Service:**

Provide assistance to departments in drafting Job Descriptions. Ensure Job Descriptions are legally compliant.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 41

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Class & Comp

**Service Element:** Job Classifications

**Detailed Description of Service:**

Determine job classifications, including appropriate grade in regard to internal and external equity.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 42

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Class & Comp

**Service Element:** Job Reclassifications

**Detailed Description of Service:**

Determine job reclassifications, including appropriate grade in regard to internal and external equity.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 43

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Class & Comp

**Service Element:** Pay Administration

**Detailed Description of Service:**

Determine if pay complies with Guidelines and/or Pay Plans. Process pay requests.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 44

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks



**Department:** **Human Resources**

**Division:** Class & Comp

**Service Element:** Internal Equity

**Detailed Description of Service:**

Compare and determine internal equity to other Richland County jobs. Recommend grades and/or pay based in internal equity.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 45

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Class & Comp

**Service Element:** Market Pay

**Detailed Description of Service:**

Survey and compare pay based on market surveys.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 46

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Class & Comp

**Service Element:** Classification & Compensation Studies

**Detailed Description of Service:**

Survey market, compare internal equity, and propose changes to grades/pay/ organizational structure.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 47

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Class & Comp

**Service Element:** Reorganizations

**Detailed Description of Service:**

Propose changes to grades/pay/organizational structure based on internal equity.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 48

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Class & Comp

**Service Element:** Compensation management

**Detailed Description of Service:**

Provide resources and/or recommendations on compensation management.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 49

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Class & Comp

**Service Element:** Pay Structure & Plan Design

**Detailed Description of Service:**

Determine appropriate pay plan structure and design to meet compensation strategies.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 50

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Class & Comp

**Service Element:** Survey & Job Evaluation

**Detailed Description of Service:**

Survey market, and evaluate jobs to determine appropriate pay and grades.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 51

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Class & Comp

**Service Element:** Base Wages & Premium Pay

**Detailed Description of Service:**

Determine and/or propose appropriate base pay based on internal equity and/or market pay.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 52

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks



**Department:** **Human Resources**

**Division:** Class & Comp

**Service Element:** Longevity

**Detailed Description of Service:**

Determine pay amounts of eligible participants and provide pay information to Payroll for processing.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 53

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Class & Comp

**Service Element:** Skill Based Pay

**Detailed Description of Service:**

Determine pay amounts based on skill-based pay plans for eligible departments.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 54

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Class & Comp

**Service Element:** Bonus & Recognition Programs

**Detailed Description of Service:**

Draft rules for programs. Determine pay amounts for eligible participants. Provide information to Payroll for processing.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Ensuring employees are paid above the minimum wage - SC Code of Laws Section 55

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Fair Labor Standards Act (FLSA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs. Could potentially create a compliance issue if not monitoring pay based on the state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Strategic Planning

**Service Element:** Consultation with Departments

**Detailed Description of Service:**

Provide support to departments when needed

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would potentially affect all HR programs if HRD is not strategically planning.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Human Resources**

**Division:** Strategic Planning

**Service Element:** Retention Planning

**Detailed Description of Service:**

Provide support to departments when needed

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would potentially affect all HR programs if HRD is not strategically planning.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Human Resources

**Division:** Strategic Planning

**Service Element:** HR SOPs

**Detailed Description of Service:**

Maintain up to date SOP's to ensure consistency with practice of policy and procedure in HRD.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would potentially affect all HR programs if HRD is not strategically planning.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Human Resources

**Division:** Strategic Planning

**Service Element:** Special Projects

**Detailed Description of Service:**

Manage various special projects throughout the year.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would potentially affect all HR programs if HRD is not strategically planning.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Human Resources**

**Division:** Strategic Planning

**Service Element:** Succession Planning

**Detailed Description of Service:**

Provide support to departments when needed

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would potentially affect all HR programs if HRD is not strategically planning.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** **Human Resources**

**Division:** Strategic Planning

**Service Element:** Knowledge Management

**Detailed Description of Service:**

Provide support to departments when needed

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would potentially affect all HR programs if HRD is not strategically planning.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Human Resources

**Division:** Strategic Planning

**Service Element:** HR Metrics/Measurements

**Detailed Description of Service:**

Publish annual HR human capital report - analyze numerous sources of data throughout the year to monitor HR and employee trends

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would potentially affect all HR programs if HRD is not strategically planning.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Human Resources

**Division:** Strategic Planning

**Service Element:** Climate Surveys

**Detailed Description of Service:**

Conduct climate surveys as needed and analyze results.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would potentially affect all HR programs if HRD is not strategically planning.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Human Resources**

**Division:** Leaves

**Service Element:** Advanced Sick Leave

**Detailed Description of Service:**

Provides information to employees regarding Advanced Sick Leave. Administers program to ensure eligible employees are afforded the benefit.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Not by state law

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Family Medical Leave Act (FMLA), Americans with Disabilities Act Amendments Act (ADAAA), Workers Compensation, Uniformed Services Employment and Reemployment Rights Act (USERRA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Leaves

**Service Element:** Catastrophic Leave (Pool)

**Detailed Description of Service:**

Provides information to employees regarding Catastrophic Leave. Administers program to ensure eligible employees are afforded the benefit.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Not by state law

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Family Medical Leave Act (FMLA), Americans with Disabilities Act Amendments Act (ADAAA), Workers Compensation, Uniformed Services Employment and Reemployment Rights Act (USERRA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Leaves

**Service Element:** Annual Leave

**Detailed Description of Service:**

Informs employees of the benefit and responds to questions/concerns.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Not by state law

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Family Medical Leave Act (FMLA), Americans with Disabilities Act Amendments Act (ADAAA), Workers Compensation, Uniformed Services Employment and Reemployment Rights Act (USERRA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Leaves

**Service Element:** Sick Leave

**Detailed Description of Service:**

Informs employees of the benefit and responds to questions/concerns.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Not by state law

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Family Medical Leave Act (FMLA), Americans with Disabilities Act Amendments Act (ADAAA), Workers Compensation, Uniformed Services Employment and Reemployment Rights Act (USERRA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Leaves

**Service Element:** STD

**Detailed Description of Service:**

Educates and enrolls employees in benefit. Provides employees with information to apply for STD.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Not by state law

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Family Medical Leave Act (FMLA), Americans with Disabilities Act Amendments Act (ADAAA), Workers Compensation, Uniformed Services Employment and Reemployment Rights Act (USERRA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks



**Department:** Human Resources

**Division:** Leaves

**Service Element:** LTD

**Detailed Description of Service:**

Educates and enrolls employees in benefit. Provides employees with information to apply for LTD.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Not by state law

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Family Medical Leave Act (FMLA), Americans with Disabilities Act Amendments Act (ADAAA), Workers Compensation, Uniformed Services Employment and Reemployment Rights Act (USERRA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Leaves

**Service Element:** Military Leave

**Detailed Description of Service:**

Assists employees and departments with the administration of those employees

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Not by state law

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Family Medical Leave Act (FMLA), Americans with Disabilities Act Amendments Act (ADAAA), Workers Compensation, Uniformed Services Employment and Reemployment Rights Act (USERRA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Leaves

**Service Element:** Funeral Leave

**Detailed Description of Service:**

Informs employees of the benefit and responds to questions/concerns.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Not by state law

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Family Medical Leave Act (FMLA), Americans with Disabilities Act Amendments Act (ADAAA), Workers Compensation, Uniformed Services Employment and Reemployment Rights Act (USERRA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Leaves

**Service Element:** Administrative Leave

**Detailed Description of Service:**

Processes paperwork to place employees on Administrative Leave per the departments request.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Not by state law

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Family Medical Leave Act (FMLA), Americans with Disabilities Act Amendments Act (ADAAA), Workers Compensation, Uniformed Services Employment and Reemployment Rights Act (USERRA)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Compliance

**Service Element:** Compliance with Employment & Labor Laws

**Detailed Description of Service:**

Ensure HRD and Richland County are compliance with applicable employment and labor laws

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Handbook - SC Code of Laws Section 41-1-110; Records Management - SC Code of Laws Section 30-1-80

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ensuring compliance with all federal employment and labor laws (ADEA, ADAAA, Title VII, CRA, COBRA, DFWA, EPPA, EPA, FCRA, FLSA, FMLA, GINA, HIPAA, IRCA, NLRA, NMHPA, OWBPA, OSH Act, PPACA, PDA, USERRA, VEVRAA, WHCRA, etc)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Human Resources**

**Division:** Compliance

**Service Element:** Guidelines

**Detailed Description of Service:**

Publish, update, and maintain HR Guidelines for use by departments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Handbook - SC Code of Laws Section 41-1-110; Records Management - SC Code of Laws Section 30-1-81

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ensuring compliance with all federal employment and labor laws (ADEA, ADA, Title VII, CRA, COBRA, DFWA, EPPA, EPA, FCRA, FLSA, FMLA, GINA, HIPAA, IRCA, NLRA, NMHPA, OWBPA, OSH Act, PPACA, PDA, USERRA, VEVRAA, WHCRA, etc)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Human Resources

**Division:** Compliance

**Service Element:** Handbook

**Detailed Description of Service:**

Update and maintain Handbook revisions - approved by Council

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Handbook - SC Code of Laws Section 41-1-110; Records Management - SC Code of Laws Section 30-1-82

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ensuring compliance with all federal employment and labor laws (ADEA, ADA, Title VII, CRA, COBRA, DFWA, EPPA, EPA, FCRA, FLSA, FMLA, GINA, HIPAA, IRCA, NLRA, NMHPA, OWBPA, OSH Act, PPACA, PDA, USERRA, VEVRAA, WHCRA, etc)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Human Resources

**Division:** Compliance

**Service Element:** Internal Audits & Reviews

**Detailed Description of Service:**

Conduct internal audits to verify compliance with laws and guidelines

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Handbook - SC Code of Laws Section 41-1-110; Records Management - SC Code of Laws Section 30-1-83

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ensuring compliance with all federal employment and labor laws (ADEA, ADA, Title VII, CRA, COBRA, DFWA, EPPA, EPA, FCRA, FLSA, FMLA, GINA, HIPAA, IRCA, NLRA, NMHPA, OWBPA, OSH Act, PPACA, PDA, USERRA, VEVRAA, WHCRA, etc)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** **Human Resources**

**Division:** Compliance

**Service Element:** Human Capital Report

**Detailed Description of Service:**

Collect and analyze data for the annual HR Human Capital Report

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Handbook - SC Code of Laws Section 41-1-110; Records Management - SC Code of Laws Section 30-1-84

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ensuring compliance with all federal employment and labor laws (ADEA, ADA, Title VII, CRA, COBRA, DFWA, EPPA, EPA, FCRA, FLSA, FMLA, GINA, HIPAA, IRCA, NLRA, NMHPA, OWBPA, OSH Act, PPACA, PDA, USERRA, VEVRAA, WHCRA, etc)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Human Resources

**Division:** Compliance

**Service Element:** Special Projects

**Detailed Description of Service:**

Manage various special projects throughout the year.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Handbook - SC Code of Laws Section 41-1-110; Records Management - SC Code of Laws Section 30-1-85

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ensuring compliance with all federal employment and labor laws (ADEA, ADA, Title VII, CRA, COBRA, DFWA, EPPA, EPA, FCRA, FLSA, FMLA, GINA, HIPAA, IRCA, NLRA, NMHPA, OWBPA, OSH Act, PPACA, PDA, USERRA, VEVRAA, WHCRA, etc)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Human Resources**

**Division:** Compliance

**Service Element:** Reports

**Detailed Description of Service:**

Maintain and update HR reports for use by departments and HRD

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Handbook - SC Code of Laws Section 41-1-110; Records Management - SC Code of Laws Section 30-1-86

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ensuring compliance with all federal employment and labor laws (ADEA, ADAAA, Title VII, CRA, COBRA, DFWA, EPPA, EPA, FCRA, FLSA, FMLA, GINA, HIPAA, IRCA, NLRA, NMHPA, OWBPA, OSH Act, PPACA, PDA, USERRA, VEVRAA, WHCRA, etc)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Human Resources**

**Division:** Compliance

**Service Element:** Records Management

**Detailed Description of Service:**

Maintain various employment files (applicants, employees, retirees, FMLA, Employee Relations, etc) and maintain compliance with state retention schedules

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Handbook - SC Code of Laws Section 41-1-110; Records Management - SC Code of Laws Section 30-1-87

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ensuring compliance with all federal employment and labor laws (ADEA, ADA, Title VII, CRA, COBRA, DFWA, EPPA, EPA, FCRA, FLSA, FMLA, GINA, HIPAA, IRCA, NLRA, NMHPA, OWBPA, OSH Act, PPACA, PDA, USERRA, VEVRAA, WHCRA, etc)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Human Resources**

**Division:** Compliance

**Service Element:** Budget

**Detailed Description of Service:**

Monitor spending in HRD - complete purchase requisitions and budget transfers as necessary.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Handbook - SC Code of Laws Section 41-1-110; Records Management - SC Code of Laws Section 30-1-88

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ensuring compliance with all federal employment and labor laws (ADEA, ADA, Title VII, CRA, COBRA, DFWA, EPPA, EPA, FCRA, FLSA, FMLA, GINA, HIPAA, IRCA, NLRA, NMHPA, OWBPA, OSH Act, PPACA, PDA, USERRA, VEVRAA, WHCRA, etc)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Human Resources**

**Division:** Compliance

**Service Element:** Human Resources Information System (HRIS)

**Detailed Description of Service:**

Maintain integrity of data in HRIS. Data entry of employee information required.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Handbook - SC Code of Laws Section 41-1-110; Records Management - SC Code of Laws Section 30-1-89

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ensuring compliance with all federal employment and labor laws (ADEA, ADA, Title VII, CRA, COBRA, DFWA, EPPA, EPA, FCRA, FLSA, FMLA, GINA, HIPAA, IRCA, NLRA, NMHPA, OWBPA, OSH Act, PPACA, PDA, USERRA, VEVRAA, WHCRA, etc)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Human Resources**

**Division:** Compliance

**Service Element:** Vendor Contract Management

**Detailed Description of Service:**

Manage vendors and hold accountable to terms in contracts

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Handbook - SC Code of Laws Section 41-1-110; Records Management - SC Code of Laws Section 30-1-90

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ensuring compliance with all federal employment and labor laws (ADEA, ADA, Title VII, CRA, COBRA, DFWA, EPPA, EPA, FCRA, FLSA, FMLA, GINA, HIPAA, IRCA, NLRA, NMHPA, OWBPA, OSH Act, PPACA, PDA, USERRA, VEVRAA, WHCRA, etc)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Human Resources

**Division:** Employment

**Service Element:** Exit Interviews

**Detailed Description of Service:**

Provides employees with the options to complete an exit interview that would provide an insight of the employee's reason for leaving and overall experience.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Employment and unemployment- SC Code of Laws Section 41

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

I9 Compliance - Immigration Reform and Control Act (IRCA) and Everify; Drug Free Work Place Act (DFWA); Fair Labor Standards Act (FLSA); Fair Credit Reporting Act (FCRA); Reasonable Accommodations for Applicants - ADA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks



**Department:** **Human Resources**

**Division:** Employment

**Service Element:** New Employee Orientation

**Detailed Description of Service:**

To provide the employee with comprehensive information about the County, its benefits, and policies.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Employment and unemployment- SC Code of Laws Section 42

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

I9 Compliance - Immigration Reform and Control Act (IRCA) and Everify; Drug Free Work Place Act (DFWA); Fair Labor Standards Act (FLSA); Fair Credit Reporting Act (FCRA); Reasonable Accommodations for Applicants - ADA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Employment

**Service Element:** Drug testing

**Detailed Description of Service:**

To ensure County employee's are not working under the influence of alcohol, illegal drugs, or control substances.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Employment and unemployment- SC Code of Laws Section 43

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

I9 Compliance - Immigration Reform and Control Act (IRCA) and Everify; Drug Free Work Place Act (DFWA); Fair Labor Standards Act (FLSA); Fair Credit Reporting Act (FCRA); Reasonable Accommodations for Applicants - ADA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Employment

**Service Element:** Recruiting

**Detailed Description of Service:**

Responsible for securing a sound process that presents the best qualified applicant for a position.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Employment and unemployment- SC Code of Laws Section 44

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

I9 Compliance - Immigration Reform and Control Act (IRCA) and Everify; Drug Free Work Place Act (DFWA); Fair Labor Standards Act (FLSA); Fair Credit Reporting Act (FCRA); Reasonable Accommodations for Applicants - ADAAA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Employment

**Service Element:** Pre-Employment Testing

**Detailed Description of Service:**

To ensure the new hire candidate meets County requirements regarding background history and drug screening.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Employment and unemployment- SC Code of Laws Section 45

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

I9 Compliance - Immigration Reform and Control Act (IRCA) and Everify; Drug Free Work Place Act (DFWA); Fair Labor Standards Act (FLSA); Fair Credit Reporting Act (FCRA); Reasonable Accommodations for Applicants - ADA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Employment

**Service Element:** Applicant Tracking

**Detailed Description of Service:**

Answers the request of departments to post and house applications submitted for consideration.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Employment and unemployment- SC Code of Laws Section 46

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

I9 Compliance - Immigration Reform and Control Act (IRCA) and Everify; Drug Free Work Place Act (DFWA); Fair Labor Standards Act (FLSA); Fair Credit Reporting Act (FCRA); Reasonable Accommodations for Applicants - ADAAA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Employment

**Service Element:** Advertising Jobs & Posting

**Detailed Description of Service:**

To ensure County recruits the most suitable candidate for vacant positions.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Employment and unemployment- SC Code of Laws Section 47

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

I9 Compliance - Immigration Reform and Control Act (IRCA) and Everify; Drug Free Work Place Act (DFWA); Fair Labor Standards Act (FLSA); Fair Credit Reporting Act (FCRA); Reasonable Accommodations for Applicants - ADA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Employment

**Service Element:** Unemployment Insurance & Claims Management

**Detailed Description of Service:**

Monitors and responds to submitted claims to ensure County is in compliance with regulations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Employment and unemployment- SC Code of Laws Section 48

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

I9 Compliance - Immigration Reform and Control Act (IRCA) and Everify; Drug Free Work Place Act (DFWA); Fair Labor Standards Act (FLSA); Fair Credit Reporting Act (FCRA); Reasonable Accommodations for Applicants - ADA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Employment

**Service Element:** Review and Processing DAFs

**Detailed Description of Service:**

Administers disciplinary actions per request of the departments.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Employment and unemployment- SC Code of Laws Section 49

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

I9 Compliance - Immigration Reform and Control Act (IRCA) and Everify; Drug Free Work Place Act (DFWA); Fair Labor Standards Act (FLSA); Fair Credit Reporting Act (FCRA); Reasonable Accommodations for Applicants - ADAAA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks



**Department:** Human Resources

**Division:** Employment

**Service Element:** Onboarding

**Detailed Description of Service:**

Aids in transitioning new hire into the County by familiarizing them with the necessary a comprehensive scope of the organizational.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Employment and unemployment- SC Code of Laws Section 50

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

I9 Compliance - Immigration Reform and Control Act (IRCA) and Everify; Drug Free Work Place Act (DFWA); Fair Labor Standards Act (FLSA); Fair Credit Reporting Act (FCRA); Reasonable Accommodations for Applicants - ADA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Employment

**Service Element:** Review & Processing PAFs

**Detailed Description of Service:**

Administers personnel action request per request of the departments.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Employment and unemployment- SC Code of Laws Section 51

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

I9 Compliance - Immigration Reform and Control Act (IRCA) and Everify; Drug Free Work Place Act (DFWA); Fair Labor Standards Act (FLSA); Fair Credit Reporting Act (FCRA); Reasonable Accommodations for Applicants - ADA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** **Human Resources**

**Division:** Employee Relations

**Service Element:** ADA Reasonable Accommodation Process

**Detailed Description of Service:**

Create process and advise departments through the ADA interactive reasonable accommodation process. Assist departments when agreements cannot be made.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Grievances - SC Code of Laws Section 8-17

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

ADAAA; SCHAC & EEOC - Title VII, CRA, ADEA, PDA, GINA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Not entirely - HRD would still have to provide an outside vendor information to accomplish tasks

**Department:** Human Resources

**Division:** Employee Relations

**Service Element:** Grievances

**Detailed Description of Service:**

Process grievances from employees to the grievance committee

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Grievances - SC Code of Laws Section 8-18

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

ADAAA; SCHAC & EEOC - Title VII, CRA, ADEA, PDA, GINA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Human Resources**

**Division:** Employee Relations

**Service Element:** Employee Complaints

**Detailed Description of Service:**

Receive various employee complaints - determine severity of complaint (if appears to be a violation of a law or an issue the department can solve)

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Grievances - SC Code of Laws Section 8-19

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

ADAAA; SCHAC & EEOC - Title VII, CRA, ADEA, PDA, GINA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** Human Resources

**Division:** Employee Relations

**Service Element:** Civility & Inclusion

**Detailed Description of Service:**

Promote civility and inclusion throughout the county. Provide training to employees.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Grievances - SC Code of Laws Section 8-20

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

ADAAA; SCHAC & EEOC - Title VII, CRA, ADEA, PDA, GINA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** Human Resources

**Division:** Employee Relations

**Service Element:** Mediation

**Detailed Description of Service:**

Coordinate mediation with employee, department, and vendor as necessary.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Grievances - SC Code of Laws Section 8-21

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

ADAAA; SCHAC & EEOC - Title VII, CRA, ADEA, PDA, GINA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Human Resources**

**Division:** Employee Relations

**Service Element:** EPL (Employee Protection Line)

**Detailed Description of Service:**

Receive EPL submissions and address with departments as necessary.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Grievances - SC Code of Laws Section 8-22

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

ADAAA; SCHAC & EEOC - Title VII, CRA, ADEA, PDA, GINA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**



**Department:** Human Resources

**Division:** Employee Relations

**Service Element:** SCHAC & EEOC

**Detailed Description of Service:**

Respond to complaints filed by employees or applicants from SCHAC or EEOC

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Grievances - SC Code of Laws Section 8-23

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

ADAAA; SCHAC & EEOC - Title VII, CRA, ADEA, PDA, GINA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** Human Resources

**Division:** Employee Relations

**Service Element:** Employee Assistance Program

**Detailed Description of Service:**

Work with EAP on mandatory referrals - promote EAP services to employees.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Grievances - SC Code of Laws Section 8-24

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

ADAAA; SCHAC & EEOC - Title VII, CRA, ADEA, PDA, GINA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** Human Resources

**Division:** Employee Relations

**Service Element:** Disciplinary Actions

**Detailed Description of Service:**

Review disciplinary actions and monitor for patterns of behaviors or issues with employees or departments.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Grievances - SC Code of Laws Section 8-25

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

ADAAA; SCHAC & EEOC - Title VII, CRA, ADEA, PDA, GINA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Human Resources**

**Division:** Employee Relations

**Service Element:** Internal Investigations

**Detailed Description of Service:**

Conduct internal investigations as necessary.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Grievances - SC Code of Laws Section 8-26

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

ADAAA; SCHAC & EEOC - Title VII, CRA, ADEA, PDA, GINA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Human Resources**

**Division:** Employee Relations

**Service Element:** Harassment/Discrimination reviews

**Detailed Description of Service:**

Conduct internal investigations and reviews of claims of harassment/discrimination as necessary.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Grievances - SC Code of Laws Section 8-27

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

ADAAA; SCHAC & EEOC - Title VII, CRA, ADEA, PDA, GINA

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but would result in RCG being out of compliance with state and federal regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** Human Resources

**Division:** Communications

**Service Element:** HR Newsline (Employee Newsletter)

**Detailed Description of Service:**

Provides information to employees regarding upcoming events and topics

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but employees would not be informed of any information they need to know from HRD

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Human Resources**

**Division:** Communications

**Service Element:** HR Intranet

**Detailed Description of Service:**

Provides information to employees regarding upcoming events and topics

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but employees would not be informed of any information they need to know from HRD

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Human Resources**

**Division:** Communications

**Service Element:** HR Internet

**Detailed Description of Service:**

Provides information to employees regarding upcoming events and topics

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but employees would not be informed of any information they need to know from HRD

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**



**Department:** **Human Resources**

**Division:** Communications

**Service Element:** HR Contacts

**Detailed Description of Service:**

HRD helps HR Contacts with laws and procedures as well as they help support HRD.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but employees would not be informed of any information they need to know from HRD

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Human Resources**

**Division:** Communications

**Service Element:** Publications

**Detailed Description of Service:**

Provides information to employees regarding upcoming events and topics

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but employees would not be informed of any information they need to know from HRD

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Human Resources**

**Division:** Communications

**Service Element:** Group Text (Retirees)

**Detailed Description of Service:**

Provides information to employees regarding upcoming events and topics

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but employees would not be informed of any information they need to know from HRD

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Human Resources**

**Division:** Communications

**Service Element:** Group Email (Employees and Retirees)

**Detailed Description of Service:**

Provides information to employees regarding upcoming events and topics

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but employees would not be informed of any information they need to know from HRD

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** Human Resources

**Division:** Communications

**Service Element:** Bathroom Banter

**Detailed Description of Service:**

Provides information to employees regarding upcoming events and topics

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but employees would not be informed of any information they need to know from HRD

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Human Resources**

**Division:** Communications

**Service Element:** Supervisor Toolkits

**Detailed Description of Service:**

Provides helpful resources to supervisors

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Would not affect other programs but employees would not be informed of any information they need to know from HRD

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Human Resources**

**Division:** Communications

**Service Element:** Forms

**Detailed Description of Service:**

Provides forms for use on HR functions

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

**6. Can the service be provided by the private / nonprofit sectors?:**



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

## Department:

## Information Technology

**FY17 Personnel Budget for these services:** \$3.8 million

**FY17 Operational Budget for these services:** \$1.3 million

**FY17 Capital Budget for these services:** \$1.2 million

**Number of Authorized FTE's** 49



**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Define project schedule, scope and costs for new website installs and/or upgrades, both software and hardware

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Manage and monitor server access as needed by vendors for website issue resolution and support

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Manage and implement website software version upgrades in conjunction with vendors and internal users

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Manage and coordinate the schedule for upgrades and implementations with appropriate business units and IT teams

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Address support issues as they arise by analyzing causes and determining resolutions with a minimal impact to constituents and internal users.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Coordinate and facilitate user acceptance testing of website pages

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Address support questions on Content Management from county-wide staff and assist them when necessary to make content changes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Log and communicate resolutions of support issues internally as well as with the vendor

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.



**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Manage communications with the vendor among county's business units and IT teams involved with the website, by phone, email and hard copy as needed

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Provide internal consulting for users in designing or redesigning their website pages

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

As needed, develop additional pages in support of new business units

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

When new needs and/or new technologies emerge develop new pages for current business units

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Create interfaces to internal and external systems to extract data for the website, and to push data to other systems and websites.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Assist in business unit and/or citizen training

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Website

**Detailed Description of Service:**

Ensure systems continue to meet architectural and security standards. internally as well as with the vendor.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these support activities are not centrally performed the county website will become a series of unrelated and ineffective pages without a central theme and identity to Richland County. Constituents and staff will not be able to effectively access info

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support County Intranet Website

**Detailed Description of Service:**

Support County Intranet Website using Microsoft SharePoint. See "SharePoint" section for details

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

County would lose an effective and efficient system for communicating with county staff for topics related to HR, Finance, and IT. This includes access to HR forms, HR training, HR announcements, NEO schedules, PEP (performance enhancement program), IT t

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support their organization's Intranet websites.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.



**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Work with customers to perform business analysis for mobile apps and tablets

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Perform feasibility studies for new mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Define project scope for new mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Define project schedule/timeline for new mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Define project costs for new mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Manage project budget for new mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Create new mobile app Project Charter for stakeholders to sign. Signature indicates acceptance and acknowledgment risks, roles, project budgets, etc.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Perform mobile software design

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba



**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Perform responsive design so that mobile apps work across all smart devices including smartphones and tablets

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017,  
everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Perform coding of mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Perform frequent demonstrations to customers

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Train end-users on the new mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017,  
everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Perform database conversions from old systems to new systems

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Implement new mobile apps into different mobile environments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Utilize Xamarin to share code across multiple mobile environments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop mobile apps for smartphones and tablets

**Detailed Description of Service:**

Market mobile apps internally and externally in the constituent community.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device development services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba



**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Work with customers to perform business analysis to modify existing mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology.      \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.      \*\*The county would lose

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop and support mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Perform feasibility studies for modifying existing mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Define project scope for modifying existing mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Define project schedule for modifying existing mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Define project costs for modifying existing mobile apps

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Manage project budget for modifying existing mobile apps to include upgrades and enhancements

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Create mobile app Project Charter to modify existing mobile apps for stakeholders to sign. Signature indicates acknowledgement and acceptance for risks, roles, project budgets, etc.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Code enhancements and upgrades to existing mobile apps per customer directives

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba



**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Manage and implement mobile app changes for hardware upgrades

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology.      \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.      \*\*The county would lose

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Coordinate and facilitate mobile app user acceptance testing.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology.      \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.      \*\*The county would lose

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Manage and coordinate upgrade schedule.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready. \*\*The county would lose

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Manage and monitor mobile app environments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology.      \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.      \*\*The county would lose

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Provide cross-platform mobile app support and assist with issue resolution

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready. \*\*The county would lose

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Log and track mobile app support issues internally as well as with the constituent community

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology. \*\*In 2017, everything needs to be mobile-adapted and mobile-ready. \*\*The county would lose

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support mobile apps for smartphones and tablets

**Detailed Description of Service:**

Communicate resolutions of mobile app issues to stakeholders.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

\*\*If these mobile device support services are not offered internally, it could relegate Richland County to being a laggard in technology.      \*\*In 2017, everything needs to be mobile-adapted and mobile-ready.      \*\*The county would lose

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies develop mobile device applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. If these mobile device services are done by a third party, usually it would be more expensive and service levels would suffer. For mobile devices, the county would move to 100% third party software, or aba

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Create Project Charters for Stakeholders to sign and commit to. This includes acknowledging risks, roles, budgets, timelines, etc.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.



**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Define project schedule, scope and costs for all projects.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Meet with users on a schedule that is mutually predetermined to discuss their projects.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Conduct frequent demos of working code to stakeholders

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Provide for automated and continuous changes into production

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Have team standup meeting every day for 15 minutes with analysts and programmers

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Plan work for programmers and analysts for two week intervals.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Deliver business value rapidly by breaking work into 10-day units.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Provide reflective team improvement through retrospectives.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.



**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Maximize face to face project communication to stakeholders.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Utilize small agile teams of analysts and developers to maximize performance.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Push project decisions from management to the small teams

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Utilize the project management tool "Version One" to track and report project success.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Use Kanban board to track system defects.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide Project Management using Agile Methodology

**Detailed Description of Service:**

Promote PMP and Agile certifications for RCIT staff.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If project management were to be eliminated, all IT projects would be more chaotic, more expensive, project completion would be delayed, and the likelihood of satisfying the customer would be greatly diminished.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies use one or more project management methodologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided. Third-party project managers are very expensive. After the third-party contractors leave, the contractors take with them important project knowledge.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support Microsoft SharePoint as an enterprise solution

**Detailed Description of Service:**

Support county internal Intranet website by supporting SharePoint

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the SharePoint enterprise platform including the Intranet, were to be eliminated, all internal dept websites would cease to exist. This would include HRD, Finance, IT Training, and the new Neighborhood repository for County Council by district.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support SharePoint or an equivalent.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, but it would probably be a cloud-based system hosted by a third party. This is not a bad thing, but the devil is in the details.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Microsoft SharePoint as an enterprise solution

**Detailed Description of Service:**

Create SharePoint websites for internal departments

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the SharePoint enterprise platform including the Intranet, were to be eliminated, all internal dept websites would cease to exist. This would include HRD, Finance, IT Training, and the new Neighborhood repository for County Council by district.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support SharePoint or an equivalent.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, but it would probably be a cloud-based system hosted by a third party. This is not a bad thing, but the devil is in the details.



**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Microsoft SharePoint as an enterprise solution

**Detailed Description of Service:**

Set up security for internal SharePoint websites

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the SharePoint enterprise platform including the Intranet, were to be eliminated, all internal dept websites would cease to exist. This would include HRD, Finance, IT Training, and the new Neighborhood repository for County Council by district.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support SharePoint or an equivalent.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, but it would probably be a cloud-based system hosted by a third party. This is not a bad thing, but the devil is in the details.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Microsoft SharePoint as an enterprise solution

**Detailed Description of Service:**

Train departments on updating their own SharePoint websites

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the SharePoint enterprise platform including the Intranet, were to be eliminated, all internal dept websites would cease to exist. This would include HRD, Finance, IT Training, and the new Neighborhood repository for County Council by district.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support SharePoint or an equivalent.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, but it would probably be a cloud-based system hosted by a third party. This is not a bad thing, but the devil is in the details.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Microsoft SharePoint as an enterprise solution

**Detailed Description of Service:**

Assist departments to make changes to their SharePoint websites

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the SharePoint enterprise platform including the Intranet, were to be eliminated, all internal dept websites would cease to exist. This would include HRD, Finance, IT Training, and the new Neighborhood repository for County Council by district.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support SharePoint or an equivalent.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, but it would probably be a cloud-based system hosted by a third party. This is not a bad thing, but the devil is in the details.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Microsoft SharePoint as an enterprise solution

**Detailed Description of Service:**

Provide upgrades to SharePoint platform for county-wide usage

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the SharePoint enterprise platform including the Intranet, were to be eliminated, all internal dept websites would cease to exist. This would include HRD, Finance, IT Training, and the new Neighborhood repository for County Council by district.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support SharePoint or an equivalent.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, but it would probably be a cloud-based system hosted by a third party. This is not a bad thing, but the devil is in the details.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Microsoft SharePoint as an enterprise solution

**Detailed Description of Service:**

Attend seminars and training to stay current on available SharePoint features .

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the SharePoint enterprise platform including the Intranet, were to be eliminated, all internal dept websites would cease to exist. This would include HRD, Finance, IT Training, and the new Neighborhood repository for County Council by district.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support SharePoint or an equivalent.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, but it would probably be a cloud-based system hosted by a third party. This is not a bad thing, but the devil is in the details.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Work with Vendor to provide quotes for OnBase services

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Help with implementations to save OnBase vendor services dollars

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Provide OnBase training to county employees after implementation.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.



**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Provide overall OnBase administrative support for creating OnBase document types

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Help do business process reengineering to save service dollars.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Provide business process reengineering to provide departmental efficiencies

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Help set up scanners and train on scanning.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Use app enabler to tie legacy applications to integrate with Onbase.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Use the dip process to automate the flow of external documents into Onbase.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Reduce the square footage required to keep paper in file cabinets

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Improve productivity of departments by making digital documents more accessible.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.



**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Provide help in setting up back file conversions to capture historical documents.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Help create capabilities to allow for a future Records Management Department.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support Onbase as an enterprise solution

**Detailed Description of Service:**

Attend OnBase seminars and training sessions to stay current of product features.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If OnBase were to be eliminated, either a different document management system would need to be purchased by the county, or digital document management would cease to exist and document management would be only paper document archives. Additionally, some

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support a digital document management system. OnBase is used by Charleston County, Horry County, and many others in SC.

**6. Can the service be provided by the private / nonprofit sectors?:**

Not normally performed by third parties because the documents must be scanned "on premise". If performed by third parties, it would be more expensive and less efficient.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Technical training for Business Division

**Detailed Description of Service:**

Training for: C#.NET, Cognos, OnBase, SunGard's ERP, CRW, SharePoint, Shared Services, Version One, PMP, Agile, and more.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If training for the Business Division's staff is eliminated, the county's ability to stay on modern state-of-the-art business applications would quickly suffer. The pace of change in technology continues to increase exponentially.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies support the training of their technology staff.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. The RCIT Dept provides internal cross-training to share technical knowledge, but RCIT also uses outside training options, including webinars and offsite vendor training.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Work with customers to perform Business Analysis for the inhouse development of new software systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Perform feasibility studies for the inhouse development of new software systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Perform cost projections for the inhouse development of new software systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Perform time projections for the inhouse development of new software systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o



**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Once development of new inhouse software systems is approved, develop Project Charter for all stakeholders to sign.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Once Project Charter has been accepted by all stakeholders, use Agile Project Management methodology in the development of new inhouse software systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Identify data elements to be captured in the database of the new inhouse software system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Perform software design for the inhouse development of new software systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Perform coding of the new inhouse software systems

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Perform frequent demos to stakeholders of the newly developed inhouse software systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Modify newly developed inhouse software systems per customer directives

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Train end-users on the newly developed inhouse software systems

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o



**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Perform database conversions from old systems to newly developed inhouse software systems

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop new internally developed business software applications

**Detailed Description of Service:**

Implement newly developed inhouse software systems into Production

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If "inhouse" programming is eliminated, then 100% of all county software would be vendor-based. Most if not all programmers would be terminated. This would eliminate RCIT's ability to rapidly respond to business software needs, creating a complete relia

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a software development staff. Some agencies are more heavily dependent on software vendors, some agencies are more heavily dependent on "inhouse" programmers, but most agencies represent a hybri

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Some agencies completely outsource their programming staff. Charleston County, SC is one such agency. The cost is about double that of RCIT, but all of the HR headaches are eliminated. Because of the high cost, MUSC in Charleston terminated its o

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support internally developed business software applications

**Detailed Description of Service:**

Accumulate and compile knowledge about software issues, manage communications, requests and data distribution.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these inhouse support services were eliminated, any software defects that were encountered in the systems would not be documented nor fixed in a timely, efficient manner. There would be no knowledge accumulation to guide future enhancements and citize

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a programming staff that can support "inhouse" applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide support. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. After t

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support internally developed business software applications

**Detailed Description of Service:**

Log support issues to facilitate timely and effective resolution of issues received from business units, citizens and other IT teams.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these inhouse support services were eliminated, any software defects that were encountered in the systems would not be documented nor fixed in a timely, efficient manner. There would be no knowledge accumulation to guide future enhancements and citize

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a programming staff that can support "inhouse" applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide support. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. After t

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support internally developed business software applications

**Detailed Description of Service:**

Log and communicate resolutions of issues.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these inhouse support services were eliminated, any software defects that were encountered in the systems would not be documented nor fixed in a timely, efficient manner. There would be no knowledge accumulation to guide future enhancements and citize

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a programming staff that can support "inhouse" applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide support. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. After t

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support internally developed business software applications

**Detailed Description of Service:**

Cross-train IT staff on all software applications to enhance systems knowledge and provide better customer support.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these inhouse support services were eliminated, any software defects that were encountered in the systems would not be documented nor fixed in a timely, efficient manner. There would be no knowledge accumulation to guide future enhancements and citize

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a programming staff that can support "inhouse" applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide support. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. After t

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support internally developed business software applications

**Detailed Description of Service:**

Evaluate historical issues to identify needed or desired changes and enhancements to systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these inhouse support services were eliminated, any software defects that were encountered in the systems would not be documented nor fixed in a timely, efficient manner. There would be no knowledge accumulation to guide future enhancements and citize

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a programming staff that can support "inhouse" applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide support. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. After t

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support internally developed business software applications

**Detailed Description of Service:**

Manage communications with business unit users, citizens and other IT teams regarding issues by email, phone and hard copy as needed.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these inhouse support services were eliminated, any software defects that were encountered in the systems would not be documented nor fixed in a timely, efficient manner. There would be no knowledge accumulation to guide future enhancements and citize

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a programming staff that can support "inhouse" applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide support. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. After t



**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support internally developed business software applications

**Detailed Description of Service:**

Respond to FOIA requests as it pertains to systems that we support.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these inhouse support services were eliminated, any software defects that were encountered in the systems would not be documented nor fixed in a timely, efficient manner. There would be no knowledge accumulation to guide future enhancements and citize

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a programming staff that can support "inhouse" applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide support. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. After t

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support internally developed business software applications

**Detailed Description of Service:**

Extract and provide data for pre-approved requests.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these inhouse support services were eliminated, any software defects that were encountered in the systems would not be documented nor fixed in a timely, efficient manner. There would be no knowledge accumulation to guide future enhancements and citize

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a programming staff that can support "inhouse" applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide support. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. After t

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support internally developed business software applications

**Detailed Description of Service:**

Assist with production deployments and technical upgrades as needed.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these inhouse support services were eliminated, any software defects that were encountered in the systems would not be documented nor fixed in a timely, efficient manner. There would be no knowledge accumulation to guide future enhancements and citize

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a programming staff that can support "inhouse" applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide support. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. After t

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support internally developed business software applications

**Detailed Description of Service:**

Front-facing communication to citizens for piloted systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these inhouse support services were eliminated, any software defects that were encountered in the systems would not be documented nor fixed in a timely, efficient manner. There would be no knowledge accumulation to guide future enhancements and citize

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a programming staff that can support "inhouse" applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide support. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. After t

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support internally developed business software applications

**Detailed Description of Service:**

Respond to enhancements and changes on the security landscape to better secure the county's data.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these inhouse support services were eliminated, any software defects that were encountered in the systems would not be documented nor fixed in a timely, efficient manner. There would be no knowledge accumulation to guide future enhancements and citize

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have a programming staff that can support "inhouse" applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide support. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. After t

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Assist departments to acquire new “vendor” Business Software Applications

**Detailed Description of Service:**

Work with customers to perform Business Analysis to determine what type of vendor software is needed and desired.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these services were eliminated, all departments would be on their own in acquiring vendor software. Most departments do not have a lot of experience in evaluating software vendors and these software vendors can be very misleading and/or dishonest. RC

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have professional IT staff who assist departments in acquiring new vendor software systems.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Third parties are available to assist organizations to buy vendor software systems.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Assist departments to acquire new “vendor” Business Software Applications

**Detailed Description of Service:**

Assist Departments in writing Requests for Proposals (RFPs).

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these services were eliminated, all departments would be on their own in acquiring vendor software. Most departments do not have a lot of experience in evaluating software vendors and these software vendors can be very misleading and/or dishonest. RC

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have professional IT staff who assist departments in acquiring new vendor software systems.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Third parties are available to assist organizations to buy vendor software systems.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Assist departments to acquire new “vendor” Business Software Applications

**Detailed Description of Service:**

Assist Departments with vendor software selection.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these services were eliminated, all departments would be on their own in acquiring vendor software. Most departments do not have a lot of experience in evaluating software vendors and these software vendors can be very misleading and/or dishonest. RC

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have professional IT staff who assist departments in acquiring new vendor software systems.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Third parties are available to assist organizations to buy vendor software systems.



**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Assist departments to acquire new “vendor” Business Software Applications

**Detailed Description of Service:**

Assist Departments with vendor contract negotiation

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these services were eliminated, all departments would be on their own in acquiring vendor software. Most departments do not have a lot of experience in evaluating software vendors and these software vendors can be very misleading and/or dishonest. RC

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have professional IT staff who assist departments in acquiring new vendor software systems.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Third parties are available to assist organizations to buy vendor software systems.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Assist departments to acquire new “vendor” Business Software Applications

**Detailed Description of Service:**

Assist vendors with database conversions from old systems to new vendor systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these services were eliminated, all departments would be on their own in acquiring vendor software. Most departments do not have a lot of experience in evaluating software vendors and these software vendors can be very misleading and/or dishonest. RC

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have professional IT staff who assist departments in acquiring new vendor software systems.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Third parties are available to assist organizations to buy vendor software systems.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Assist departments to acquire new "vendor" Business Software Applications

**Detailed Description of Service:**

Assist vendors with end-user training on new vendor software.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these services were eliminated, all departments would be on their own in acquiring vendor software. Most departments do not have a lot of experience in evaluating software vendors and these software vendors can be very misleading and/or dishonest. RC

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have professional IT staff who assist departments in acquiring new vendor software systems.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Third parties are available to assist organizations to buy vendor software systems.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Assist departments to acquire new “vendor” Business Software Applications

**Detailed Description of Service:**

Assist vendors and customers with the multitude of distinct steps of vendor software implementation (too many to list here).

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these services were eliminated, all departments would be on their own in acquiring vendor software. Most departments do not have a lot of experience in evaluating software vendors and these software vendors can be very misleading and/or dishonest. RC

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have professional IT staff who assist departments in acquiring new vendor software systems.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Third parties are available to assist organizations to buy vendor software systems.

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Assist departments to acquire new "vendor" Business Software Applications

**Detailed Description of Service:**

Assist vendors and departments deploy new vendor systems into Production.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these services were eliminated, all departments would be on their own in acquiring vendor software. Most departments do not have a lot of experience in evaluating software vendors and these software vendors can be very misleading and/or dishonest. RC

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have professional IT staff who assist departments in acquiring new vendor software systems.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Third parties are available to assist organizations to buy vendor software systems.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Provide Tier-1 support for vendor software applications.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Act as liaison between business units, citizens and the vendor.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Coordinate with the vendor to do planned software upgrades.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on



**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Coordinate with vendor to provide vendor support for software bugs and other unexpected issues.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Oversee general vendor maintenance and support.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Oversee integrations with other county software systems and/or workflows that flow to and from backend systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Define project schedule, scope, and costs for system upgrades, both software and hardware.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Manage and monitor server access as needed for vendors.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Manage and implement hardware upgrades in conjunction with the vendor.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Coordinate and facilitate user acceptance testing.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Manage and coordinate vendor upgrade schedule with business units.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on



**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Assist in business unit training.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Address support issues and assist the vendor and users with resolutions.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Log support issues internally as well as with the vendor.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Communicate resolutions pertaining to vendor software issues.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Manage communications with the vendor among county's business units and IT teams by phone, email and hard copy as needed.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Manage project budget for vendor software upgrades.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Create interfaces to the system to pull data from the vendor system, and to push data to the vendor system to serve business needs.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Ensure vendor systems continue to meet architectural and security standards on an ongoing basis.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on



**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support "vendor" Business Software Applications

**Detailed Description of Service:**

Manage vendor contracts and work with Legal Dept to make contract changes.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these vendor support services are not performed, we run the risk of compromising our network's security and our technology architecture. Eventually the vendor software could become unusable because no central department would be monitoring the need fo

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies have IT staff who support "vendor" Business Software Applications.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Often the vendor support services are not offered by the vendor itself. They are more commonly provided by third-party companies that specialize in that particular vendor's software. These third-party companies are not cheap and are not on-site on

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Work in conjunction with depts to provide online systems that support transactional activity for private citizens and businesses so that they can remotely conduct their business with the county.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

These online systems can be revenue generating, or facilitate collection of money due the County, and/or allow citizens to conduct other non-revenue generating business. Each distinct type of online system requires a unique set of steps to ensure a successful online application.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Work with citizens and the appropriate department to perform business analysis for desired new eGov applications.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Perform feasibility studies for new eGov opportunities.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Perform cost projections for hardware, supporting software, and any 3rd party services that have been defined in the eGov project.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Perform time and schedule projections for eGov projects.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

For approved new eGov applications, create a Project Charter for all stakeholders to sign.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A



**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

For approved new eGov applications, perform Project Management using Agile methodology.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Perform eGov software design.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Perform coding of the new eGov systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Develop interfaces and workflows from online eGov systems to back-end systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Assist business units with establishing pilot group of citizens as stakeholders to test drive new eGov systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Perform frequent eGov demos to business units and/or pilot groups.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Manage eGov project scope and mitigate scope creep.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Manage development and implementation schedule for eGov projects.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A



**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Manage the eGov project budget.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Coordinate/manage eGov project resources from other IT teams and business units as needed.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Coordinate and assist with any hardware or supporting software installations needed by the business unit servicing the eGov online applications and the citizens who are using them.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Train business units and/or pilot citizen groups on the eGov applications.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Log and resolve issues discovered during eGov pilot phase.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Implement new eGov systems into production.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Coordinate with the PIO on how to release information to the public concerning the new eGov applications.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Develop eGovernment online applications for citizens

**Detailed Description of Service:**

Cross-train RCIT product support team on new eGov systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If these online eGov services were discontinued, c

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A



**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support eGovernment online applications for citizens

**Detailed Description of Service:**

Evaluate historical eGov issues to identify needed or desired eGov changes and enhancements.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If support for these online eGov services were dis

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support eGovernment online applications for citizens

**Detailed Description of Service:**

Assist the business units in identifying desired eGov enhancements requested by citizens and county departments.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If support for these online eGov services were dis

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support eGovernment online applications for citizens

**Detailed Description of Service:**

Assist the business units in identifying and prioritizing subsequent eGov phases and enhancements for the various eGov systems.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If support for these online eGov services were dis

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support eGovernment online applications for citizens

**Detailed Description of Service:**

Perform modifications to the various eGov systems as new or different requirements/priorities are discovered.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If support for these online eGov services were dis

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support eGovernment online applications for citizens

**Detailed Description of Service:**

Log eGov support issues to facilitate timely and effective resolution of issues.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If support for these online eGov services were dis

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support eGovernment online applications for citizens

**Detailed Description of Service:**

Log and communicate resolutions of eGov issues to the business units and/or citizens.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If support for these online eGov services were dis

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support eGovernment online applications for citizens

**Detailed Description of Service:**

Manage communications with business units, citizens and other IT teams regarding eGov issues by email, phone and hard copy as needed.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If support for these online eGov services were dis

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Support eGovernment online applications for citizens

**Detailed Description of Service:**

Address needed changes and enhancements to improve cybersecurity for eGov applications.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If support for these online eGov services were dis

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A



**Department:** Information Technology

**Division:** Business Division

**Service Element:** Support eGovernment online applications for citizens

**Detailed Description of Service:**

Assist with production deployment of new eGov features and/or software fixes as needed.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

In 2017, citizens have an expectation that their county will provide online abilities to pay taxes, run real-time queries, and conduct their county business without needing to drive to a county building. If support for these online eGov services were dis

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, almost all counties, states, and federal agencies provide online eGov services.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Contract programmers can be hired to provide eGov services. Their hourly rate is usually between \$125 and \$200. A disadvantage is that contract programmers would not have institutional knowledge of the county so they would need time to ramp up. A

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide County-wide technology training to all departments

**Detailed Description of Service:**

Develop and maintain a curriculum of training classes in essential productivity products for county-wide staff such as Word, PowerPoint, Excel, OnBase, and more.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these county-wide IT training services are not performed centrally and managed, county employees will not have an easily available opportunity to learn and develop technical skills required to efficiently perform their job. Technology rapidly changes

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies provide internal IT training to their employees.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide County-wide technology training to all departments

**Detailed Description of Service:**

Develop and maintain a curriculum of training classes for county-wide staff on subjects important to the security of the county, such as cybersecurity.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these county-wide IT training services are not performed centrally and managed, county employees will not have an easily available opportunity to learn and develop technical skills required to efficiently perform their job. Technology rapidly changes

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies provide internal IT training to their employees.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide County-wide technology training to all departments

**Detailed Description of Service:**

Develop and maintain a curriculum of training classes for county-wide staff on subjects important to the county on management of its employees such as New Employee Orientation and access to employee services.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these county-wide IT training services are not performed centrally and managed, county employees will not have an easily available opportunity to learn and develop technical skills required to efficiently perform their job. Technology rapidly changes

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies provide internal IT training to their employees.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide County-wide technology training to all departments

**Detailed Description of Service:**

Conduct a "training-via-email" program – ASK-IT – to allow county-wide staff the opportunity to learn new techniques and tools to improve their performance in a convenient email environment without the need to attend physical classes.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these county-wide IT training services are not performed centrally and managed, county employees will not have an easily available opportunity to learn and develop technical skills required to efficiently perform their job. Technology rapidly changes

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies provide internal IT training to their employees.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide County-wide technology training to all departments

**Detailed Description of Service:**

As needed and requested, conduct personalized one-on-one training on IT software tools. This service is often requested by department directors and their managers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these county-wide IT training services are not performed centrally and managed, county employees will not have an easily available opportunity to learn and develop technical skills required to efficiently perform their job. Technology rapidly changes

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies provide internal IT training to their employees.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** **Information Technology**

**Division:** Business Division

**Service Element:** Provide County-wide technology training to all departments

**Detailed Description of Service:**

Develop and maintain training material and classes for specific software systems as needed by individual departments, tailored for those departments.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If these county-wide IT training services are not performed centrally and managed, county employees will not have an easily available opportunity to learn and develop technical skills required to efficiently perform their job. Technology rapidly changes

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

It varies. The majority of the LARGER counties, states, and federal agencies provide internal IT training to their employees.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, at a higher cost than internally provided.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Monitor the global threat landscape for new threats.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Monitor our security devices for threat alerts.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Identify or find the problems for new threats.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Resolve problems created by new threats.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Work directly with SLED representatives to ensure that RCIT is supplying secure conduits to meet SLED mandates.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Annually fill out SLED survey with multiple county agencies to ensure compliance.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

Noi

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without completion and adherence to these annual surveys these departments and agencies would have their access to NCIC and CJIS information revoked

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

All employees must complete and maintain security training to remain CJIS compliant.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Monitor the MS-ISAC (Multi-State) security warnings which detail the IP addresses that should be blocked and which common software systems have reported dangerous security holes. There are often about a dozen emails received per day from MS-ISAC, and each email will have many distinct warnings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Follow the daily guidance from MS-ISAC and block all the IP addresses that were recommended to be blocked.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Follow the daily guidance from MS-ISAC and update the security versions in software systems such as Microsoft in order to fix the security holes that MS-ISAC identified in the software.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Apply security patches to servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Apply security updates to PC's, Laptops

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Deploy two-factor authentication.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Support two-factor authentication.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without completion and adherence to these annual surveys these departments and agencies would have their access to NCIC and CJIS information revoked

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Perform Upgrades to two-factor authentication.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without completion and adherence to these annual surveys these departments and agencies would have their access to NCIC and CJIS information revoked

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Install 2 factor authentication on users mobile devices.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without completion and adherence to these annual surveys these departments and agencies would have their access to NCIC and CJIS information revoked

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Deploy end to end encryption for court systems to meet mandates from SLED, FBI, NCIC, CJIS.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.



**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Clean county devices from malware acquired by employees.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Assist IT Training Coordinator in creating curriculum for cybersecurity classes for county employees.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Cybersecurity enforcement all of the County's data would be at a much greater risk from hackers. If SLED mandates were not enforced, the Courts and Law Enforcement would lose access to SLED, CJIS, and NCIC. Richland County receives around 300,0

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some sort of cybersecurity enforcement. Some agencies have strong enforcement, others have weak enforcement. Even with strong enforcement, all agencies remain vulnerable, and are often compromi

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, or 100% inhouse, or a hybrid. RCIT is recommending a hybrid.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Deploy mobile device management on smartphones and tablets

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No and Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's end users mobile devices, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot operate without mobile devices

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Support mobile device management on smartphones and tablets

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for the Courts and Law Enforcement, including SLED, NCIC, CJIS.

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's end users mobile devices, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot operate without mobile devices

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Cybersecurity enforcement

**Detailed Description of Service:**

Complete IT portion of Financial Audit annually.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes and No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

There are some cybersecurity mandates for financial security.

**3. Does service exceed Legislative requirements? If yes, how so?:**

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's financial systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot be without a financial system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Deploy county-wide VOIP phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Support county-wide VOIP phone system approx. 2500 phones

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Perform hardware upgrades to the county-wide VOIP phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Perform operating system upgrades to the county-wide VOIP phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Deploy county-wide voice mail system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county-wide phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Support county wide voice mail system

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county-wide phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Perform hardware upgrades to the county-wide voicemail system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county-wide phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Perform operating system upgrades to the county-wide voice mail system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county-wide phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Install and maintain cabling for county-wide VOIP phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county-wide phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Support Ombudsman's separate "key" phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the county cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Support Ombudsman's phone recording system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the Ombudsman's phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, Ombudsman cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Install and maintain cabling for Ombudsman's phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the Ombudsman's phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, Ombudsman cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Deploy DSS VOIP phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Support DSS VOIP phone system approx. 400 phones

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Perform hardware upgrades to the DSS VOIP phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Perform operating system upgrades to the DSS VOIP phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Deploy DSS voice mail system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Support DSS voice mail system

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Deploy network to support DSS VOIP phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Maintain the network that supports DSS VOIP phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Perform hardware upgrades to the DSS voicemail system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Perform hardware upgrades to the network that supports DSS VOIP phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Perform operating system upgrades to the DSS voice mail system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Install and maintain cabling for DSS phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the DSS' phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, DSS cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Deploy Hamilton Airport phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the Hamilton Airport's phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the Hamilton Airport cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Support Hamilton Airport phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the Hamilton Airport's phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the Hamilton Airport cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy and support county-wide phone systems

**Detailed Description of Service:**

Install and maintain cabling for Airport phone system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the Hamilton Airport's phone systems, a vendor would need to be hired. Third party support would be more expensive. One way or another, the Hamilton Airport cannot be without a phone system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of phone system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide telecommunications

**Detailed Description of Service:**

Deploy two county-wide Internet lines: 100gb and 30gb

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying county-wide telecommunications, none of the county departments could access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide telecommunications

**Detailed Description of Service:**

Deploy county-wide interconnectivity, i.e. Wide-Area-Network (WAN). The WAN includes many connections using fiber, copper, and wireless.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying county-wide telecommunications, none of the county departments could access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide telecommunications

**Detailed Description of Service:**

Deploy county-wide VoIP telephone lines running on county WAN.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying county-wide telecommunications, none of the county departments could access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide telecommunications

**Detailed Description of Service:**

Install CAT6 data cables for computer and VoIP phones

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying county-wide telecommunications, none of the county departments could access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide telecommunications

**Detailed Description of Service:**

Deploy wireless networks for short distances.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying short distance wireless links, several of the county departments could not access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide telecommunications

**Detailed Description of Service:**

Deploy mobile device wireless networks for smaller locations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying mobile wireless links, several of the county departments could not access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide telecommunications

**Detailed Description of Service:**

Deploy the connectivity at the county-owned 250 foot tower at Fort Jackson.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting county-wide telecommunications, none of the county departments could access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide telecommunications

**Detailed Description of Service:**

Support two county-wide Internet lines: 100mb and 30gb

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting county-wide telecommunications, none of the county departments could access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide telecommunications

**Detailed Description of Service:**

Support county-wide interconnectivity, i.e. Wide-Area-Network (WAN). The WAN includes many connections using fiber, copper, and wireless.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting county-wide telecommunications, none of the county departments could access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide telecommunications

**Detailed Description of Service:**

Support county-wide VoIP telephone lines running on county WAN.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting county-wide telecommunications, none of the county departments could access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide telecommunications

**Detailed Description of Service:**

Support CAT6 data cables for computer and VoIP phones

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting county-wide telecommunications, none of the county departments could access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide telecommunications

**Detailed Description of Service:**

Support fiber data cabling for high-speed backbone

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting county-wide telecommunications, none of the county departments could access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide telecommunications

**Detailed Description of Service:**

Support wireless networks for short distances.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting short distance wireless links, several of the county departments could not access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide telecommunications

**Detailed Description of Service:**

Support mobile device wireless networks for smaller locations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting mobile wireless links, several of the county departments could not access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide telecommunications

**Detailed Description of Service:**

Manage the connectivity at the county-owned 250 foot tower at Fort Jackson.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting county-wide telecommunications, none of the county departments could access the Internet, have email, communicate between buildings, or communicate between floors in the same building.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need support for telecom.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy large core switches.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy smaller switches at various county locations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy routers at every county location.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy independent servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy independent file servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy independent print servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy independent application servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy independent database servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy virtualized servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy virtualized file servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy virtualized print servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy virtualized application servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy virtualized database servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy SAS/SCSI SAN drives for daily us storage.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Deploy SATA SAN drives for non-daily use storage.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support large core switches.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support smaller switches at various county locations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support routers at every county location.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support independent servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support independent file servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support independent print servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support independent application servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support independent database servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support virtualized servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support virtualized file servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support virtualized print servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support virtualized application servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support virtualized database servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support SAS/SCSI SAN drives for daily us storage.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support SATA SAN drives for non-daily use storage.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Support SATA SAN drives for non-daily use storage.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Perform nightly backups of servers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors. Without backups, the county's mission critical data would

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Monitor and ensure backups are working correctly.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped monitoring and supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors. If backups fail, the county's mission criti

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Maintain offsite backups for Disaster Recovery.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors. Without backups, the county's mission critical data would

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Perform restores from tape backups.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped restoring data backups of the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors. If backups restorations can't be done, the

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Assist the Sheriff with his independent network.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support county-wide network infrastructure and enterprise architecture

**Detailed Description of Service:**

Perform Database Administration (DBA) duties to support mission critical databases.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the county's enterprise architecture and network infrastructure, either the county's network would cease to exist, or it would need to be supported by vendors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies need to deploy and support a network infrastructure and enterprise architecture.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' smartphones.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying smart phones, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without smart phones.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' email on smartphones.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the email capability on smart phones, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without a email capability on their smart phones.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' vpn on smartphones.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the VPN capability on smart phones, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without a VPN connections on smart phones.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy mobile device management smartphones.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped managing and supporting smart phones, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without managed smart phones.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' applications and installations on smartphones.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped managing and supporting applications on smart phones, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without managed applications on smart phones.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' remote desktop on smartphones.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped managing and supporting remote desktop applications on smart phones, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without managed remote desktop

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' billing smartphones.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped managing and supporting the billing of smart phones, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without smart phones.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' ordering smartphones.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped managing and supporting ordering of smart phones, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without the ability to order smart phones.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' tablets.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped deploying and supporting tablets, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without managed tablets

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' email on tablets.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the email capability on tablets, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without a email capability on their tablets.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' vpn on tablets.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the VPN capability on tablets, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without a VPN connections on their tablets.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy mobile device management tablets.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped managing and supporting smart phones, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without managed smart phones.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' applications and installations on tablets.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped managing and supporting applications on smart phones, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without managed applications on tablets.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' remote desktop on tablets.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped managing and supporting remote desktop applications on smart phones, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without managed remote desktop

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' billing tablets.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped managing and supporting the billing of tablets, a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without tablets.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy county-wide mobile devices

**Detailed Description of Service:**

Deploy departments' ordering tablets.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped managing and supporting ordering of tablets a vendor would need to be hired. Third party support would be more expensive. One way or another, some departments cannot be without the ability to order tablets.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all county, state, and federal agencies have some type of VPN connectivity on smart phones.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Assist the Elections Department prior to county elections

**Detailed Description of Service:**

Assist with securing all servers/laptops/desktops used in Elections/Voters Registration

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Probably there exists legislation but I do not know the legislation section.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped assisting with Elections, then a vendor should probably be hired to perform these services.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties need technical assistance with Elections.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Assist the Elections Department prior to county elections

**Detailed Description of Service:**

Deploy updates from SC Elections Commission on 400+ laptops.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Probably there exists legislation but I do not know the legislation section.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped assisting with Elections, then a vendor should probably be hired to perform these services.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties need to provide technical assistance for Elections.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the unique platform for the Assessor

**Detailed Description of Service:**

Support the Unisys hardware and operating system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the Assessor's unique platform, a vendor would need to be hired to perform these services. The Assessor runs a mission critical operation.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties need to provide technical assistance for the Assessor

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the unique platform for the Assessor

**Detailed Description of Service:**

Perform backups of the Unisys hardware and operating system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Probably there exists legislation but I do not know the legislation section.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped performing the backups of the Assessor's unique platform, a vendor would need to be hired to perform these services. The Assessor runs a mission critical operation and they would stand the risk of losing critical information.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties need to provide technical assistance for the Assessor

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy the unique platform that runs Family Court, Probate, Marriage License

**Detailed Description of Service:**

Deploy the AS/400 hardware and operating system for Family Court, Probate, Marriage License

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Probably there exists legislation but I do not know the legislation section.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the unique platform for Family Court, Probate, Marriage License, a vendor would need to be hired to perform these services.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties need to provide technical assistance for Family Court, Probate, Marriage License

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the unique platform that runs Family Court, Probate, Marriage License

**Detailed Description of Service:**

Support the AS/400 hardware and operating system for Family Court, Probate, Marriage License

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the unique platform for Family Court, Probate, Marriage License, a vendor would need to be hired to perform these services.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties need to provide technical assistance for Family Court, Probate, Marriage License

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the platform that runs the City of Columbia's Court Management System (CMS)

**Detailed Description of Service:**

The City of Columbia pays Richland County \$120K per year to host their CMS system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by SCJD

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Not sure

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the City of Columbia's CMS, the City would need to find another host. The current benefit is that RCIT already is an expert in CMS and we are very skilled to perform these services to the City.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Many counties in SC host the Court Management Systems for their municipalities. For example, Greenville, Horry, Charleston, others.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% hosted by others, but there is good synergy with the City and the County on the same platform.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Deploy the platform that runs the City of Columbia's Court Management System (CMS)

**Detailed Description of Service:**

Deploy the network infrastructure to support this.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by SCJD

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Not sure

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the City of Columbia's CMS, the City would need to find another host. The current benefit is that RCIT already is an expert in CMS and we are very skilled to perform these services to the City.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Many counties in SC host the Court Management Systems for their municipalities. For example, Greenville, Horry, Charleston, others.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% hosted by others, but there is good synergy with the City and the County on the same platform.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the platform that runs the City of Columbia's Court Management System (CMS)

**Detailed Description of Service:**

Support the network infrastructure to support this.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by SCJD

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Not sure

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the City of Columbia's CMS, the City would need to find another host. The current benefit is that RCIT already is an expert in CMS and we are very skilled to perform these services to the City.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Many counties in SC host the Court Management Systems for their municipalities. For example, Greenville, Horry, Charleston, others.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% hosted by others, but there is good synergy with the City and the County on the same platform.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the platform that runs Richland County's Court Management System (CMS)

**Detailed Description of Service:**

RCIT has become an expert in the Court Management System mandated by the South Carolina Judicial Department.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Mandated by SCJD

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Not sure

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the County's CMS platform, the County would be at risk for the Courts' mission critical software to stop functioning correctly.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Many counties in SC host the Court Management Systems for their municipalities. For example, Greenville, Horry, Charleston, others.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% hosted by others, but there is good synergy with the City and the County on the same platform.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Support Microsoft Team Foundation Server (TFS)

**Detailed Description of Service:**

Support the RCIT Business Division to securely and accurately upload fully tested application software into production.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting TFS, a huge efficiency tool would be lost and many additional manual hours would be added to the upload process.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Many public sector (and private sector) organizations use this efficiency tool.

**6. Can the service be provided by the private / nonprofit sectors?:**

Probably not. This tool is used "on premise".

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support 24x7x365 call-outs

**Detailed Description of Service:**

Purchase an answering service that uses the RCIT call-out list for off-hour emergencies.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped using the answering service, it would be much more onerous trying to fulfill call-outs.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Many organizations use an answering service.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. We are already using a vendor to provide the answering service.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support 24x7x365 call-outs

**Detailed Description of Service:**

Respond to call-outs, including evenings, weekends, and holidays.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped responding to call-outs, there would be many ramifications. Bond Court would not be supported after-hours. Servers would overheat when the air conditioning fails. Too many risks to list here.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT must support call-outs.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This could be vendor supported, but the vendor would need to be very familiar with the county's enterprise architecture.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Budget

**Detailed Description of Service:**

Create Budget for IT Department

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not continually work to identify different and sufficient technological needs and the required budget for these technologies departments would not be able to meet the demands of county residents

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create budgets

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can work to identify new efficient technologies or assist. RCIT researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Budget

**Detailed Description of Service:**

Work with Facilities and other departments to identify any upcoming costs for hardware, data lines, or phone services for new locations.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create a telephone budget by department, county employees would be at risk of having critical telephone service and data services interrupted or cut off.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create telephone budgets

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the budgets or assist. RCIT also researched budget best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Budget

**Detailed Description of Service:**

Work with All county departments to gain additional information and make recommendations for all capital technology purchases.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create computer policies, county employees would be uneducated about what is acceptable computer behavior and what is not.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT work with supported agencies to identify new technologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can work to identify new efficient technologies or assist. RCIT researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Budget

**Detailed Description of Service:**

Work with other departments to identify their technology needs and approximate costs.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not work with other departments to identify different and sufficient technological needs the departments would not be able to meet the demands of county residents

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT work with supported agencies to identify new technologies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can work to identify new efficient technologies or assist. RCIT researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Budget

**Detailed Description of Service:**

Create a telephone budget county wide by department.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create a telephone budget by department, county employees would be at risk of having critical telephone service interrupted or cut off.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create telephone budgets

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the budgets or assist. RCIT also researched budget best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Budget

**Detailed Description of Service:**

Create Infrastructure Configuration-Operation Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create computer policies, county employees would be uneducated about what is acceptable computer behavior and what is not.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create General Computer Usage Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create computer policies, county employees would be uneducated about what is acceptable computer behavior and what is not.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.



**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Email Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create computer policies, county employees would be uneducated about what is acceptable computer behavior and what is not.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Work with Legal Department for proposed new policies. For example, a planned new policy would be email retention and destruction.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not work with the Legal Department on planned new policies, there would be risk of new policies not conforming to state law or to local ordinances.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT work with their Legal Departments on planned new IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Legal Departments can work with vendors instead of working with their IT shops.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create General Information Security Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Employee User Account Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Service Account Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Telephone Systems Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Systems Monitoring Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as policies help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Infrastructure Configuration-Operation Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.



**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Remote Network Access Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Untrusted Network Communications Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Asset Classification and Control Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Network Security & Vulnerability Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Physical Security Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Wireless LAN-WIFI Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Media Handling & Security Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Virus Software Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Business Continuity Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Internet Acceptable Use Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Centralized Computer Distribution Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Basic Password Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Create IT policies

**Detailed Description of Service:**

Create Exception Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not create IT policies, there would be no rules in place as polices help reinforce and clarify county-wide standards.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT create IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update General Computer Usage Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Email Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update General Information Security Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Employee User Account Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Service Account Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Telephone Systems Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Systems Monitoring Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Infrastructure Configuration-Operation Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Remote Network Access Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Untrusted Network Communications Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Asset Classification and Control Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.



**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Network Security & Vulnerability Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Physical Security Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Wireless LAN-WIFI Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Media Handling & Security Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Virus Software Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Business Continuity Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Internet Acceptable Use Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Centralized Computer Distribution Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Basic Password Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Update IT policies

**Detailed Description of Service:**

Update Exception Policy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not update IT policies, the policies would eventually become obsolete because of the rapid pace of technology changes.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT update IT policies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. Vendors can write the policies or assist. RCIT worked with vendors to create policies and RCIT also researched best practices.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Work with external auditor

**Detailed Description of Service:**

Meet with external auditor on an annual basis to ensure that IT policies and procedures are adequate to pass the technology part of the audit.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not meet and work with the external auditor, the auditor would not be able to complete the technology section of the audit.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT meet and work with their external auditor.

**6. Can the service be provided by the private / nonprofit sectors?:**

Probably not.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Assist with Legal matters

**Detailed Description of Service:**

Assist with FOIAs by extracting emails, digital documents, voice mails, etc.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

FOIA legislation

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not respond to FOIAs, the County could be in violation of state FOIA legislation.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT must respond to FOIAs.

**6. Can the service be provided by the private / nonprofit sectors?:**

Probably not.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Assist with Legal matters

**Detailed Description of Service:**

Assist Departments in writing RFPs

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not assist departments in writing RFPs, those departments would probably not consider cybersecurity needs or the enterprise architecture used at Richland County.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT will assist departments in writing RFPs.

**6. Can the service be provided by the private / nonprofit sectors?:**

This could be partially outsourced to a vendor who would NOT be responding to the RFP. But the vendor would need to be very familiar with our enterprise architecture.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Assist with Legal matters

**Detailed Description of Service:**

Assist Departments with Vendor Selection

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not assist departments in vendor selection, those departments would probably not recognize when the vendors were being misleading or untruthful.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT will assist departments in vendor selection

**6. Can the service be provided by the private / nonprofit sectors?:**

This could be partially outsourced to a vendor who would NOT be responding to the RFP. But the vendor would need to be very familiar with our enterprise architecture.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Assist with Legal matters

**Detailed Description of Service:**

Assist Departments with Vendor Contract Negotiation

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not assist departments with vendor contract negotiation, those departments would not benefit from the years of experience RCIT can offer during negotiations.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT will assist departments with vendor contract negotiation.

**6. Can the service be provided by the private / nonprofit sectors?:**

This could be outsourced to a vendor who would NOT be responding to the RFP.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Assist with Procurement matters

**Detailed Description of Service:**

Assist Procurement with verifying technology purchases

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not assist Procurement with verifying technology purchases, Procurement would probably not consider cybersecurity needs or the enterprise architecture used at Richland County.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT will assist Procurement with verifying technology purchases.

**6. Can the service be provided by the private / nonprofit sectors?:**

Probably not.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the City/County E911 Center

**Detailed Description of Service:**

Support the E911 network infrastructure.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. SC Code of Laws "Title 23 Chapter 47" was created in 1991 for any local government seeking funding for 911.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the city/county E911 Center, either the City of Columbia would need to provide these services, or a vendor would need to provide these services. But not supporting the E911 Center is not an option. An efficient E911 C

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties must support E911.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the City/County E911 Center

**Detailed Description of Service:**

Support the E911 nsystem for both wireline and wireless devices.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. In 1999, the Wireless Communications and Public Safety Act mandated the use of E911.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the city/county E911 Center, either the City of Columbia would need to provide these services, or a vendor would need to provide these services. But not supporting the E911 Center is not an option. An efficient E911 C

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties must support E911.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the City/County E911 Center

**Detailed Description of Service:**

Ensure compliance for Wireless E911 phase I

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. In 1999, the Wireless Communications and Public Safety Act mandated the use of E911.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the city/county E911 Center, either the City of Columbia would need to provide these services, or a vendor would need to provide these services. But not supporting the E911 Center is not an option. An efficient E911 C

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties must support E911.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the City/County E911 Center

**Detailed Description of Service:**

Ensure compliance for Wireless E911 phase II

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. In 1999, the Wireless Communications and Public Safety Act mandated the use of E911.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the city/county E911 Center, either the City of Columbia would need to provide these services, or a vendor would need to provide these services. But not supporting the E911 Center is not an option. An efficient E911 C

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties must support E911.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the City/County E911 Center

**Detailed Description of Service:**

Work towards compliance for the E911 next generation phone system (NG911). We will be upgrading towards that end over the next 2 to 4 yrs in phases beginning with text to 911. The state of SC is working on a 5yr plan currently.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Next Generation 911 Advancement Act of 2012.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the city/county E911 Center, either the City of Columbia would need to provide these services, or a vendor would need to provide these services. But not supporting the E911 Center is not an option. An efficient E911 C

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties must support E911.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Support the City/County E911 Center

**Detailed Description of Service:**

Support the E911 GIS capabilities.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Next Generation 911 Advancement Act of 2012.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the city/county E911 Center, either the City of Columbia would need to provide these services, or a vendor would need to provide these services. But not supporting the E911 Center is not an option. An efficient E911 C

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties must support E911.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the City/County E911 Center

**Detailed Description of Service:**

Monitor state legislation that may impact the E911 Center. For example, In September 2014, a legislative subcommittee was formed to look at possible legislative changes to modernize the longstanding legislation. Their recommendation was for a 5 year strategic plan with help from a consultant. o Strategic Plan Timeline. The RFP for a consultant was issued January 20, 2015; reviewed by a panel consisting of RFA staff, the CMRS Advisory Committee, and local 911 officials. It was awarded on April 17, 2015 to L.R. Kimball Consultants.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped monitoring state legislation, the E911 Center would run the risk that its network infrastructure would fall behind state mandates.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties must support E911.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes and no. Vendors can assist with monitoring legislation, but the accountability would always lie with the E911 Center.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Support the City/County E911 Center

**Detailed Description of Service:**

Recruit and hire IT professionals for the E911 Center. These IT professionals must have advanced skills.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff stopped supporting the city/county E911 Center, either the City of Columbia would need to provide these services, or a vendor would need to provide these services. But not supporting the E911 Center is not an option. An efficient E911 C

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Probably all counties must support E911.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. This service can be 100% vendor provided, at a higher cost. The vendor must include its profit margin.



**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Operate the IT Helpdesk

**Detailed Description of Service:**

Create IT work orders from phone calls and emails received from county employees.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not operate an IT Helpdesk, county employees would need to use a vendor to support their PCs, tablets, smartphones, cleaning malware, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT operate an IT Helpdesk.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. The IT Helpdesk could be 100% outsourced to a vendor. RCIT tried a pilot project to outsource a small piece of the IT Helpdesk, but it became too expensive and we had to cancel the contract.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Operate the IT Helpdesk

**Detailed Description of Service:**

Dispatch field technicians to all county locations and all county departments.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not operate an IT Helpdesk, county employees would need to use a vendor to support their PCs, tablets, smartphones, cleaning malware, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT operate an IT Helpdesk.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. The IT Helpdesk could be 100% outsourced to a vendor. RCIT tried a pilot project to outsource a small piece of the IT Helpdesk, but it became too expensive and we had to cancel the contract.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Operate the IT Helpdesk

**Detailed Description of Service:**

Field technicians will complete the work orders and resolve hardware and software problems ... county-wide.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not operate an IT Helpdesk, county employees would need to use a vendor to support their PCs, tablets, smartphones, cleaning malware, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT operate an IT Helpdesk.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. The IT Helpdesk could be 100% outsourced to a vendor. RCIT tried a pilot project to outsource a small piece of the IT Helpdesk, but it became too expensive and we had to cancel the contract.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Operate the IT Helpdesk

**Detailed Description of Service:**

Maintain a software system to log and track the status of county-wide work orders.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not operate an IT Helpdesk, county employees would need to use a vendor to support their PCs, tablets, smartphones, cleaning malware, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT operate an IT Helpdesk.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. The IT Helpdesk could be 100% outsourced to a vendor. RCIT tried a pilot project to outsource a small piece of the IT Helpdesk, but it became too expensive and we had to cancel the contract.

**Department:** Information Technology

**Division:** Network & Telecom Division

**Service Element:** Operate the IT Helpdesk

**Detailed Description of Service:**

Create aging reports for management to ensure that work orders are being completed in a timely fashion and are not being dropped.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not operate an IT Helpdesk, county employees would need to use a vendor to support their PCs, tablets, smartphones, cleaning malware, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT operate an IT Helpdesk.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. The IT Helpdesk could be 100% outsourced to a vendor. RCIT tried a pilot project to outsource a small piece of the IT Helpdesk, but it became too expensive and we had to cancel the contract.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Operate the IT Helpdesk

**Detailed Description of Service:**

Maintain internal procedures for the IT Helpdesk and for the field technicians.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not operate an IT Helpdesk, county employees would need to use a vendor to support their PCs, tablets, smartphones, cleaning malware, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT operate an IT Helpdesk.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. The IT Helpdesk could be 100% outsourced to a vendor. RCIT tried a pilot project to outsource a small piece of the IT Helpdesk, but it became too expensive and we had to cancel the contract.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Operate the IT Helpdesk

**Detailed Description of Service:**

Perform randomized follow-up calls to survey the satisfaction of our customers.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not operate an IT Helpdesk, county employees would need to use a vendor to support their PCs, tablets, smartphones, cleaning malware, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT operate an IT Helpdesk.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. The IT Helpdesk could be 100% outsourced to a vendor. RCIT tried a pilot project to outsource a small piece of the IT Helpdesk, but it became too expensive and we had to cancel the contract.

**Department:** **Information Technology**

**Division:** Network & Telecom Division

**Service Element:** Operate the IT Helpdesk

**Detailed Description of Service:**

Conduct weekly Helpdesk meetings with field technicians to discuss technical problems, share solutions, and explore best practices.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If the N&T staff did not operate an IT Helpdesk, county employees would need to use a vendor to support their PCs, tablets, smartphones, cleaning malware, etc.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. Most IT shops the size of RCIT operate an IT Helpdesk.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. The IT Helpdesk could be 100% outsourced to a vendor. RCIT tried a pilot project to outsource a small piece of the IT Helpdesk, but it became too expensive and we had to cancel the contract.



**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Manage RC Automated Vehicle Location (AVL) System

**Detailed Description of Service:**

Act as the system 'super administrator' in the Azuga viewing application.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Location, tracking, and reporting for all non-emergency County vehicles would be eliminated. Associated information will not be available to department managers, Ombudsman, Legal, Rick Management, HR, and Administration.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. AVL is beginning to be rolled out in more governments as a management and risk tool.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. The current RC AVL system is based on a corporate cloud software-as-a-service (SaaS) model.

**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** Manage RC Automated Vehicle Location (AVL) System

**Detailed Description of Service:**

System configuration: vehicles, managers, drivers, groups (departments & divisions)

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Vehicle managers could be assigned more priviledges to manage a larger portion of the sytsem. There is a mandatory 'super admin.' role that is required in the system though - that would have to be filled by someone else if this function was eliminated as

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. AVL is beginning to be rolled out in more governments as a management and risk tool.

**6. Can the service be provided by the private / nonprofit sectors?:**

I don't believe so. The viewer is set up to be administered by users within the organization.

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Manage RC Automated Vehicle Location (AVL) System

**Detailed Description of Service:**

Monitor Azuga system for bugs or issues & report said issues to Azuga for resolution

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Vehicle managers would need to monitor the system themselves & contact Azuga for the resolution of any discovered bugs or system errors in addition to their vehicle management responsibilities. Centralized monitoring and bug resolution would cease.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes. AVL is beginning to be rolled out in more governments as a management and risk tool.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes, Azuga customer support could be utilized by individual vehicle managers.

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** AVL (automated Vehicle Location) Training

**Detailed Description of Service:**

Train vehicle managers to effectively use the Azuga AVL viewing application to monitor their fleet, generate reports, schedule reports, add system alerts for specific vehicle activity, and lookup vehicle activity based on time or location.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Managers could seek assistance and training directly from Azuga. The downside of doing so is that there may be a longer wait for assistance and Azuga does not have the same institutional knowledge as an internal employee.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Citizen Support

**Detailed Description of Service:**

Phone and Email inquiries regarding GIS website functionality

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Citizens would need to obtain GIS website support from another source.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Citizen Support

**Detailed Description of Service:**

Phone and Email inquiries regarding GIS data requests

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Citizens would need to obtain GIS data support from another source.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Citizen Support

**Detailed Description of Service:**

Process data licensing/map orders

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Citizens and vendors would have to obtain GIS data and cartographic resources from other sources

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes/no - some information can be obtained elsewhere, some cannot.

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** County-wide Staff Support

**Detailed Description of Service:**

Provide internal GIS solutions to county departments maintain efficiency and accuracy

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

County staff would need to obtain GIS solutions from another source.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** Information Technology

**Division:** GIS Division

**Service Element:** County-wide Staff Support

**Detailed Description of Service:**

Installation of GIS Software

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

County staff would need to obtain GIS software installations and support from another source.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** County-wide Staff Support

**Detailed Description of Service:**

Process data licensing/map orders

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

County staff would need to obtain GIS data licensing and map orders from another source.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes/no - some information can be obtained elsewhere, some cannot.

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** ArcMap (GIS) Training

**Detailed Description of Service:**

Develop training materials for in-person training sessions and for the internal portion of our division website

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

County staff would need to obtain GIS ArcMap training/training materials from another source.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** ArcMap (GIS) Training

**Detailed Description of Service:**

In-person training classes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

County staff would need to obtain group GIS training/training classes and materials from another source.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** ArcMap (GIS) Training

**Detailed Description of Service:**

One-on-one assistance provided to county staff

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

County staff would need to obtain one-on-one GIS training/training materials from another source.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Street Addressing Function Management

**Detailed Description of Service:**

Q/A, Q/C Address layer in GIS

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code of Laws 23-47-40(A)(1), Section 23-47-10(7), Section 23-47-40(B)(1), Section 23-47-60

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Elimination of this function would result in significant property damage and injury or death to citizens.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Street Addressing Function Management

**Detailed Description of Service:**

Maintain & support TheAddresser (vendor addressing application) - ArcMap extension

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code of Laws 23-47-60

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Addressing & street network maintenance would suffer without the use of an application designed to enforce proper addressing/road segment rules.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

TheAddresser itself is a vendor application; an outside entity would not be able to actually assign addresses or street names/ranges.

**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** Street Addressing Function Management

**Detailed Description of Service:**

Maintain & support TheAddresser (vendor addressing application) - ArcServer web application

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code of Laws 23-47-60

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Addressing & street network maintenance would suffer without the use of an application designed to enforce proper addressing/road segment rules.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

TheAddresser itself is a vendor application; an outside entity would not be able to actually assign addresses or street names/ranges.



**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Road Centerlines Function Management

**Detailed Description of Service:**

Q/A, Q/C Roads layer in GIS

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code of Laws 23-47-60

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Addressing & street network maintenance would suffer without the use of an application designed to enforce proper addressing/road segment rules.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Not by SC Code

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Cadastral Map Function Management

**Detailed Description of Service:**

Q/A, Q/C Parcel layer in GIS

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code 12-37-90(a)

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Foundation of property assesment would not be available for taxation or real property ownership locations.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Not by SC Code

**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** TRAKiT9 Support - geospatial elements

**Detailed Description of Service:**

Generate and maintain spatial rules.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Spatial rules are largely in place at this point, but these do sometimes require adjustment. If not an IT/GIS staff member, someone in another department would need to assume this administrative responsibility

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

**6. Can the service be provided by the private / nonprofit sectors?:**

Possibly, as a billable customization. It is my understanding that spatial rules are intended to be handled by TRAKiT system administrators.

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** TRAKIT9 Support - geospatial elements

**Detailed Description of Service:**

GIS module support: troubleshoot issues pertaining to GIS, QA/QC GIS module updates & functionality, maintain/update the dynamic map service that TRAKIT9 utilizes.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The dynamic map service is critical to the functioning of TRAKIT and eTRAKIT. This would require monitoring/maintenance by another entity.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** TRAKIT9 Support - geospatial elements

**Detailed Description of Service:**

GeoTRAK module support: assist with addressing/geotype questions and issues that arise, monitor the nightly address point and weekly complete GeoTRAK update routine, edit inspection zone GIS layers as requested by department heads.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Another entity would have to provide support for managing the update routines, editing the GIS layers that are utilized by GeoTRAK, and for supporting county staff.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Maintain GIS Division Website

**Detailed Description of Service:**

Create and publish GIS/Richland County GIS related content

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Richland County staff and citizens utilize this website to access county GIS resources including our mapping applications, links to printable maps, information about GIS throughout the county, training materials (internal version), and news about our divi

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Maintain GIS Division Website

**Detailed Description of Service:**

Update Drupal (open source CMS) as needed

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Eventually the IT/GIS website would become obsolete without the appropriate updates.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Emergency Operations Center Support

**Detailed Description of Service:**

Provide GIS/mapping support for Emergency Services Staff when the EOC is activated

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Emergency response would lose mapping resources that they have deemed critical in the past.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes/No - outside entities have, in the past, provided some mapping resources, but there is no guarantee of support, institutional knowledge, or the customization of resources (i.e. map requests, mapping applications streamlined to display only the most cr



**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Emergency Operations Center Support

**Detailed Description of Service:**

Provide GIS/mapping support during the bi-annual VC Summers Drill

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Mapping/GIS would be limited as a part of this FEMA exercise.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

???

**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** Emergency Operations Center Support

**Detailed Description of Service:**

Create and maintain online mapping resources designed to aid in distaster response/recovery

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The public and county staff would lose an extrememly valuable asset in disaster response/recovery efforts.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

These were developed in part as a response to the need for such resources in the wake of the 2015 flood. Information was out there, but it wasn't easily viewable or compiled into one place.

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Internal Map Viewer

**Detailed Description of Service:**

Maintain JavaScript internal map viewer on GIS webpage

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Departments and users would be challenged to quickly get current county and other pertinet geographic information quickly and easily

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** Internal Map Viewer

**Detailed Description of Service:**

Maintain all geographic layers in the viewer including rendering, behavior and hyperlinks to other county databases

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Departments and users would be challenged to quickly get current county and other pertinent geographic information quickly and easily

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Internal Map Viewer

**Detailed Description of Service:**

Create and maintain development and specialty map viewers for testing, debugging and specific program needs

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Departments and users would be challenged to quickly get current county and other pertinent geographic information quickly and easily

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Digital Geographic Map Services

**Detailed Description of Service:**

Maintain various geographic map services on internal servers incorporated and used in other software programs

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Users and services would be encumbered

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Digital Geographic Map Services

**Detailed Description of Service:**

Edit, configure and transform geographic entities within services

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Users and services would be encumbered

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Digital Geographic Map Services

**Detailed Description of Service:**

Support users on use, limitations and capabilities of published map services

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Users and services would be encumbered

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Satellite and aerial imagery

**Detailed Description of Service:**

Acquire and maintain multitudes of satellite and aerial imagery sources for users and programs

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code of Reg 117-1740.2 (3)(1)

**3. Does service exceed Legislative requirements? If yes, how so?:**

Yes, Imagery is collected more frequently than every 10 years for departmental use.

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Users and services would be encumbered

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Not by SC Code

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Satellite and aerial imagery

**Detailed Description of Service:**

sUAS project development. At this point staff has completed training exercises as they prepare for the FAA part 107 certification process. Future plans include: Supporting real estate promotion for Economic Development, documenting Penny Tax infrastructure improvement projects, documenting Conservation Planning projects, and completing volume analysis for Solid Waste.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Users and services would be encumbered

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Satellite and aerial imagery

**Detailed Description of Service:**

Backup, publish and cache all imagery for quick and ease of use

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Users and services would be encumbered

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Satellite and aerial imagery

**Detailed Description of Service:**

Support users on all aspects of county imagery

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Users and services would be encumbered

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Internal GIS Server Support

**Detailed Description of Service:**

Data structure design, modification, and maintenance using proper data accuracy and standards

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Users, internally and externally, could experience anything from software failure to implied false precision; dynamic response to newly arising needs could be hampered

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can perform this action, but likely at higher cost, slower rollout timeframes, and minimal knowledge of actual user necessities

**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** Internal GIS Server Support

**Detailed Description of Service:**

Monitor and ensure system services, licenses, and permissions are operational and available

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Users could have greater difficulty in managing data, affecting timelines, efficiency, or outcomes of projects or be wholly unable to use third-party software upon which they are reliant

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can perform this action, but likely at higher cost and slower response times

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Internal GIS Server Support

**Detailed Description of Service:**

Develop and maintain procedures to propagate data throughout GIS structure to ensure consistency

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Fractured datasets can lead to the creation of data confusion or inaccurate results

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can perform this action, but likely at higher cost, slower rollout timeframes, and minimal knowledge of actual user necessities

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Internet Map Application Development

**Detailed Description of Service:**

Group coordination to define scope of projects and ongoing analysis of user needs

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Webmaps that provide rich data retrieval to users in intuitive interfaces, a greater workload will be placed on employees and an opportunity to provide an easier, inclusive experience to users may be lost

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can develop applications, but likely at higher cost and slower rollout timeframes while potentially using products with minimal benefit to the county



**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** Internet Map Application Development

**Detailed Description of Service:**

Code development and coordination using latest tools and development languages (ie. Javascript, PHP, HTML) and endpoint services available (ie. Google Imagery, StreetView)

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Webmaps that provide rich data retrieval to users in intuitive interfaces, a greater workload will be placed on employees and an opportunity to provide an easier, inclusive experience to users may be lost

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can develop applications, but likely at higher cost and slower rollout timeframes while potentially using products with minimal benefit to the county

**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** Internet Map Application Development

**Detailed Description of Service:**

User feedback and dialog, feasibility analysis and incorporation of suggestions

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Webmaps that provide rich data retrieval to users in intuitive interfaces, a greater workload will be placed on employees and an opportunity to provide an easier, inclusive experience to users may be lost

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can develop applications, but likely at higher cost and slower rollout timeframes while potentially using products with minimal benefit to the county

**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** Internet Map Application Development

**Detailed Description of Service:**

Research and testing of new open-source tools and concepts that could improve data delivery and/or user experience

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without Webmaps that provide rich data retrieval to users in intuitive interfaces, a greater workload will be placed on employees and an opportunity to provide an easier, inclusive experience to users may be lost

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can develop applications, but likely at higher cost and slower rollout timeframes while potentially using products with minimal benefit to the county

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** 911 Mapping

**Detailed Description of Service:**

Maintain and update all layers needed for GIS-based 911 CAD at City/County dispatch

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code of Laws 23-47-40(A)(1)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

City/County 911 System is based on GIS. The 911 system would not function.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Not by SC Code

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** 911 Mapping

**Detailed Description of Service:**

Establish and execute transaction and data storage procedures for 911 Geo data

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code of Laws 23-47-40(A)(1)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

City/County 911 System is based on GIS. The 911 system would not function.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Not by SC Code

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** 911 Addressing

**Detailed Description of Service:**

Provide and support software and procedures for 911 addressing by Planning staff

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code of Laws 23-47-60

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

City/County 911 System is based on GIS. The 911 system would not function.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Not by SC Code

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** 911 Addressing

**Detailed Description of Service:**

Establish and execute transaction and data storage procedures for addressing within 911 CAD system

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code of Laws 23-47-60

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

City/County 911 System is based on GIS. The 911 system would not function.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Not by SC Code

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Cloud Database Administration

**Detailed Description of Service:**

Documentation of system configurations, important files and directories, complex maintenance procedures, and troubleshooting strategies

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Abandoning system configuration and procedure documentation would negatively impact troubleshooting and maintenance in many respects, making some tasks extremely difficult or even impossible

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can develop applications, but likely at higher cost and slower rollout timeframes while potentially using products with minimal benefit to the county



**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** Cloud Database Administration

**Detailed Description of Service:**

PostGRESql 8.x: Platform tuning, monitoring, troubleshooting, and maintenance

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Systems accrue new applications and are repurposed as an organization's needs change, so neglecting platform monitoring and tuning would eventually result in slower system response times and more frequent downtime

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can develop applications, but likely at higher cost and slower rollout timeframes while potentially using products with minimal benefit to the county

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Cloud Database Administration

**Detailed Description of Service:**

PostGRESql 9.x: Platform tuning, monitoring, troubleshooting, and maintenance

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Systems accrue new applications and are repurposed as an organization's needs change, so neglecting platform monitoring and tuning would eventually result in slower system response times and more frequent downtime

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can develop applications, but likely at higher cost and slower rollout timeframes while potentially using products with minimal benefit to the county

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Cloud Database Administration

**Detailed Description of Service:**

Update Automation: Developing and scheduling data ingestion scripts for ETL

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Eliminating ETL automation would require update tasks to be performed manually, otherwise temporal datasets (notably parcel state) would become untrustworthy

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can develop applications, but likely at higher cost and slower rollout timeframes while potentially using products with minimal benefit to the county

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Cloud Database Administration

**Detailed Description of Service:**

Update Automation: Monitoring, troubleshooting, and maintaining data ingestion scripts for ETL

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Datasets are periodically changed, which necessitates adjusting their ETL treatment, so eliminating ETL maintenance would be equivalent to eliminating ETL automation at an unscheduled time in the future

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can develop applications, but likely at higher cost and slower rollout timeframes while potentially using products with minimal benefit to the county

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Cloud Database Administration

**Detailed Description of Service:**

Backup Automation (Drupal / richlandmaps.com): Developing and scheduling backup scripts to archive a MySQL snapshot and site files for rapid recovery scenarios

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Site backups allow for rapid recovery in the event of untimely reversals (i.e. hacking, database corruption, etc.); without such backups, site code and content would have to be recreated at potentially great expense

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can develop applications, but likely at higher cost and slower rollout timeframes while potentially using products with minimal benefit to the county

**Department:** **Information Technology**

**Division:** GIS Division

**Service Element:** Cloud Database Administration

**Detailed Description of Service:**

Backup Automation (Drupal / flykcub.com): Developing and scheduling backup scripts to archive the PostGRESql snapshot and site files for rapid recovery scenarios

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Site backups allow for rapid recovery in the event of untimely reversals (i.e. hacking, database corruption, etc.); without such backups, site code and content would have to be recreated at potentially great expense

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes. A third-party vendor can develop applications, but likely at higher cost and slower rollout timeframes while potentially using products with minimal benefit to the county

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Cadastral Mapping

**Detailed Description of Service:**

Establish and maintain software and hardware platform for cadastral mapping as required by law

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code 12-37-90(a)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Foundation of property assesment would not be available for taxation or real property ownership locations.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Not by SC Code

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Cadastral Mapping

**Detailed Description of Service:**

Provide training to Assessor staff for GIS software for cadastral maintenance

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code 12-37-90(a)

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Foundation of property assesment would not be available for taxation or real property ownership locations.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Not by SC Code



**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Cadastral Mapping

**Detailed Description of Service:**

Maintain and assure departmental maintenance of all GIS is SC SP Coordinates as required by law

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code of Reg 117-1740.2

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Foundation of property assesment would not be available for taxation or real property ownership locations.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Not by SC Code

**Department:** Information Technology

**Division:** GIS Division

**Service Element:** Cadastral Mapping

**Detailed Description of Service:**

Provide methods and QA of GIS PIN for real property

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SC Code of Reg 117-1740.2

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Foundation of property assesment would not be available for taxation or real property ownership locations.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes

**6. Can the service be provided by the private / nonprofit sectors?:**

Not by SC Code



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

## Department:

## Operational Services

**FY17 Personnel Budget for these services:** \$2.2 million

**FY17 Operational Budget for these services:** \$4.5 million

**FY17 Capital Budget for these services:** \$6 million

**Number of Authorized FTE's** 61

**Department:** **Operational Services**

**Division:** Facilities & Grounds Maintenance Division

**Service Element:** Countywide Facility Maintenance

**Detailed Description of Service:**

Provides maintenance related plumbing services to (85) County owed facilities.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, County owned facilities would fall into various conditions of disrepair where replacement cost for vital infrastructure/operational systems would increase on a yearly basis. Also, Employees and citizens of the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Operational Services**

**Division:** Facilities & Grounds Maintenance Division

**Service Element:** Countywide Facility Maintenance

**Detailed Description of Service:**

Provides maintenance related electrical services to (85) County owned facilities.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, County owned facilities would fall into various conditions of disrepair where replacement cost for vital infrastructure/operational systems would increase on a yearly basis. Also, Employees and citizens of the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Operational Services**

**Division:** Facilities & Grounds Maintenance Division

**Service Element:** Countywide Facility Maintenance

**Detailed Description of Service:**

Provides maintenance related carpentry services to (85) County owned facilities.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, County owned facilities would fall into various conditions of disrepair where replacement cost for vital infrastructure/operational systems would increase on a yearly basis. Also, Employees and citizens of the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Operational Services**

**Division:** Facilities & Grounds Maintenance Division

**Service Element:** Countywide Facility Maintenance

**Detailed Description of Service:**

Provides maintenance related locksmith services to (85) County owned facilities.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, County owned facilities would fall into various conditions of disrepair where replacement cost for vital infrastructure/operational systems would increase on a yearly basis. Also, Employees and citizens of the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Operational Services**

**Division:** Facilities & Grounds Maintenance Division

**Service Element:** Countywide Facility Maintenance

**Detailed Description of Service:**

Provides maintenance related HVAC services to (85) County owed facilities.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, County owned facilities would fall into various conditions of disrepair where replacement cost for vital infrastructure/operational systems would increase on a yearly basis. Also, Employees and citizens of the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** **Operational Services**

**Division:** Facilities & Grounds Maintenance Division

**Service Element:** Countywide Facility Maintenance

**Detailed Description of Service:**

Provides maintenance related painting and in-house construction projects for (85) County owned facilities.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, County owned facilities would fall into various conditions of disrepair where replacement cost for vital infrastructure/operational systems would increase on a yearly basis. Also, Employees and citizens of the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Operational Services**

**Division:** Facilities & Grounds Maintenance Division

**Service Element:** Capital Improvement Projects

**Detailed Description of Service:**

Execution of the Countywide CIP to include but not be limited to; construction projects, facility improvements, equipment replacements/upgrades, and Department expansion.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, County owned facilities would fall into various conditions of disrepair where replacement cost for vital infrastructure/operational systems would increase on a yearly basis. Also, Employees and citizens of the County

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Operational Services**

**Division:** Facilities & Grounds Custodial Division

**Service Element:** Countywide Custodial Maintenance

**Detailed Description of Service:**

Provides custodial services to over (30) County owned facilities. Services provided include but are not limited to; cleaning all bathroom twice a day, vacuuming, cleaning and waxing of floors, glass cleaning, trash removal, and dusting in designated areas.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, Employees and citizens of the County would be subjected to an unsafe and unhealthy environment within the County owned facilities.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Operational Services**

**Division:** Facilities & Grounds Custodial Division

**Service Element:** Countywide Grounds Maintenance

**Detailed Description of Service:**

Provides grounds/landscaping services for over (35) County owned facilities. Services provided include but are not limited to; mowing/weed eating/manicuring of grounds, landscaping, trimming & edging, irrigation system installation & maintenance

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, facility grounds would become unkept and overgrown posing an eyesore to the employees and citizen patronizing the County owned facilities.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Operational Services**

**Division:** Facilities & Grounds Custodial Division

**Service Element:** Countywide Grounds Maintenance

**Detailed Description of Service:**

Provides trash pickup/removal services for over (35) County owned facilities

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If service is eliminated or reduced, facility grounds would become unkept and overgrown posing an eyesore to the employees and citizen patronizing the County owned facilities.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Operational Services**

**Division:** Administration

**Service Element:** Department administration - Finance, Human Resources, etc.

**Detailed Description of Service:**

Provide centralized support to the divisions of the Department of Support Services and the employees in the areas of human resources, finance, procurement, material management and technical areas.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other employees would have added responsibilities that may cause a reduction in efficiency in their job duties.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

N/A

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Operational Services**

**Division:** Central Services

**Service Element:** Mailing and printing services

**Detailed Description of Service:**

Provide all Richland County departments with efficient and accurate handling, distribution and processing of Mail, Printing and Delivery Service, while utilizing all resources, including staff, in an efficient and cost effective manner.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Elimination would require the use of outside vendors for all County printing and mailing services, at an increased rate.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

N/A

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

**Department:**

**Public Works**

<b>FY17 Personnel Budget for these services:</b>	\$5.9 million
<b>FY17 Operational Budget for these services:</b>	\$33.2 million
<b>FY17 Capital Budget for these services:</b>	\$2.8 million
<b>Number of Authorized FTE's</b>	127



**Department:** **Public Works**

**Division:** Airport Division

**Service Element:** General Aviation Services for based aircraft

**Detailed Description of Service:**

Hangar leasing, tug services, fueling aircraft by Eagle Aviation staff

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

South Carolina Code of Laws, Title 55 - Aeronautics

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Richland County Code of Ordinances, Chapter 3

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Elimination of these basic airport services would negatively impact regional transportation, economic development, and public safety. Service reduction would have a proportional negative impact.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

These services are provided by a private business engaged by the airport sponsor.

**Department:** **Public Works**

**Division:** Airport Division

**Service Element:** General Aviation Services for transient aircraft

**Detailed Description of Service:**

Parking / tie-down, fueling aircraft by Eagle Aviation staff

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

South Carolina Code of Laws, Title 55 - Aeronautics

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Richland County Code of Ordinances, Chapter 3

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Elimination of these basic airport services would negatively impact regional transportation, economic development, and public safety. Service reduction would have a proportional negative impact.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

These services are provided by a private business engaged by the airport sponsor.

**Department:** **Public Works**

**Division:** Airport Division

**Service Element:** General Aviation Aircraft maintenance and repair

**Detailed Description of Service:**

Maintenance and repair of general aviation aircraft by Aircraft Maintenance Services staff

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

South Carolina Code of Laws, Title 55 - Aeronautics

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Richland County Code of Ordinances, Chapter 3

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The presence of a certificated FAA aircraft repair station on the airport promotes airport use and revenue generation.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

These services are provided by a private business engaged by the airport sponsor.

**Department:** **Public Works**

**Division:** Airport Division

**Service Element:** Facility development and maintenance

**Detailed Description of Service:**

Facility, grounds, and pavement maintenance and airside, landside, and terminal capital development

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

South Carolina Code of Laws, Title 55 - Aeronautics

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Federal Aviation Administration Airport Improvement Program Grant Assurances

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Failure to maintain capital investment

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Many of the associated services are obtained through private businesses engaged by the airport sponsor.

**Department:** **Public Works**

**Division:** Airport Division

**Service Element:** Conduct of airport and public special events

**Detailed Description of Service:**

Periodic public and airport tenant events to promote awareness of aviation and the airport and to promote their use

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Lessen awareness and appreciation by the general public and area leaders of the benefits of aviation and the airport

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Public Works**

**Division:** Engineering

**Service Element:** Traffic Calming

**Detailed Description of Service:**

As a response to OneStop service requests, evaluate locations for installing new stop signs, traffic signals, and speed humps.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other County departments / divisions would have to perform the studies

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

PW performs traffic studies for speed hump requests in County and SCDOT ROWs, but SCDOT performs their own studies for new stop signs and traffic signals in their ROWs

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Engineering

**Service Element:** Dust Suppression

**Detailed Description of Service:**

As a response to OneStop service requests, gather list of dirt roads to supply to contractor for dust suppression

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other County departments / divisions would have to perform this project management.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Engineering

**Service Element:** ROW Ownership/Easements

**Detailed Description of Service:**

As a response to OneStop service requests, research the current ownership of roadways for the existence of drainage easements. Prepares roadway deeds and drainage easements as necessary.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other County departments / divisions would have to verify ROW ownership or existing of easements and prepare deeds and easements.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No other County departments offer this service. SCDOT performs this service only in regard to their ROWs.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** **Public Works**

**Division:** Engineering

**Service Element:** Capital Improvement Projects

**Detailed Description of Service:**

As a response to OneStop service requests, perform project management for larger roadway, drainage/flooding and sidewalk projects that cannot be designed or constructed in-house.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other County departments / divisions would have to perform this project management.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

PW/Stormwater Management performs project management for larger water quality/erosion control projects that cannot be completed in-house. SCDOT performs this service only in regard to their ROWs.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Engineering

**Service Element:** In-House Project Design

**Detailed Description of Service:**

As a response to OneStop service requests, perform Engineering analysis/design in response to service requests regarding roadways, drainage/flooding, and sidewalks. Provide plans for our in-house project crew to complete the work.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other County departments / divisions would have to perform the analysis/design

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No other County departments offer this in-house analysis/design. SCDOT performs these designs only for their ROWs

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Engineering

**Service Element:** Sidewalk Grinding

**Detailed Description of Service:**

As a response to OneStop service requests, gather list of sidewalk trip hazards and provide to contractor for removal.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other County departments / divisions would have to perform this.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No other County departments offer this. SCDOT performs this only for their sidewalks.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Roads and Drainage

**Service Element:** Construction / Road Maintenance

**Detailed Description of Service:**

Mobilize and manage Roads and Drainage personnel in support of county operations, such as drainage repairs, blowouts, sinkholes, carcass on roadway, catch basin repair, clean/ cut back ditch, crusher run request, curb/gutter damage, cut overgrown lot, cut /mow shoulder of road, driveway apron repair, Emergency Maintenance, Emergency Maintenance e Private Road, flooding in yard, flooding in road, leaning sign, manhole lid problem, paving/ resurfacing road, pothole, replace sign, road scrape, sign request, speed limit sign request, stop sign replace, stop sign request, street name sign request, tree hazard, tree in road along the road right of ways and beautifying the communities countywide

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would shift to contractors.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No, these services are all unique, road repairs could be contracted by Penny Tax Program. However, dirt road maintenance and the remaining tasks would need to be contracted.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Roads and Drainage

**Service Element:** OneStop Citizen Services

**Detailed Description of Service:**

Respond to OneStop service requests related to a variety of topics, such as filling potholes, drainage repairs, blowouts, sinkholes, carcass on roadway, catch basin repair, clean/ cut back ditch, crusher run request, curb/gutter damage, cut overgrown lot, cut /mow shoulder of road, driveway apron repair, Emergency Maintenance, Emergency Maintenance e Private Road, flooding in yard, flooding in road, leaning sign, manhole lid problem, paving/ resurfacing road, pothole, replace sign, road scrape, sign request, speed limit sign request, stop sign replace, stop sign request, street name sign request, tree hazard, tree in road along the road right of ways and beautifying the communities countywide

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated, State agency will have to seek jurisdiction to provide services on County roads.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Public Works**

**Division:** Roads and Drainage

**Service Element:** Participate in Community Outreach Programs

**Detailed Description of Service:**

Assisting communities by educating students on the importance of having knowledge on the maintenance of road and drainage issues.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other County departments / division would have to attend the community / school events.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, the State and other County departments / divisions Storm Water or Engineering would facilitate community /school events.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Roads and Drainage

**Service Element:** Community forums

**Detailed Description of Service:**

Attending community forums to address participants' questions about the maintenance issues in their community. Issues such as Roads , Ditches , Right of Ways and Signs.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would shift to the County's Neighborhood Improvement Program

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, many County Departments / Divisions hold community forums; however, the Solid Waste staff would be most informed about this service.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Enforce Chapter 12 RC Code of Ordinance

**Detailed Description of Service:**

Issue summons to individuals found in violation of the enforceable sections of Chapter 12.  
Present evidence in magistrate court.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes, S.C Code Section 4-9-145

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Chapter 12 Richland County Code of Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other County law enforcement agencies would be responsible for enforcing these codes. Probable increase in debris and litter removal services needed throughout Richland County.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, the Richland County Sheriffs Department enforces a number of these codes.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Respond to citizen concerns through our One-Stop System

**Detailed Description of Service:**

Investigate citizen request and determine if there has been a violation of County Ordinance.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

S.C Code Section 4-9-145

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Chapter 12 Richland County Code of Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other County law enforcement agencies would be responsible for investigating these concerns.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, the Richland County Sheriffs Department could investigate select concerns through this system.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Patrol Assigned Area

**Detailed Description of Service:**

Patrolling assigned areas in an effort to make contact with individuals in the act of violating County Codes.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

S.C Code Section 4-9-145

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Chapter 12 Richland County Code of Ordinance

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other County law enforcement agencies would be responsible conducting these patrols.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, Richland county Sheriffs Department could conduct these patrols.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Recycling Centers

**Detailed Description of Service:**

the department shall provide its residents with the opportunity to recycle the categories of solid waste materials designated in the county or regional solid waste management plan.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

44-96-10

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

YES

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would shift to privatization increasing costs

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** C&D Landfill Operations

**Detailed Description of Service:**

Provide federal, state and local regulated disposal facility for residential and commercial customers of Richland County

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Title 44 Health Chapter 96 - 10 SC Solid Waste Policy and Management Act

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

YES

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the cost of disposal and recycling services to citizens could increase

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, disposal service is offered by L&L and Waste Management Landfills thru the county

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Waste Tire Collection Facility

**Detailed Description of Service:**

Provide federal, state and local regulated collection facility for waste tires

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

44-96-10

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

YES

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other State/County departments would have to organize the cleanups.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No, but the State does provide funding to cover collection costs

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Recycling Centers

**Detailed Description of Service:**

the department shall provide its residents with the opportunity to recycle the categories of solid waste materials designated in the county or regional solid waste management plan.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

44-96-10

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

YES

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would shift to privatization increasing costs

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Closure Division

**Detailed Description of Service:**

Maintaining Closed portions of the Landfill for a state regulated time

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

SCDHEC Regulation 61-107.19

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service could shift to the County's Roads and Drainage

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

N/A

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Curbside Collection Contracts

**Detailed Description of Service:**

Ensure that contractors perform within the guidelines of the established contracts and meet County specifications

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

44-96-10 et seq. Chap 12 Sec 12-11.

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

by making sure the residents have access to a way of disposing of garbage & recycling

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

There would be no contracted solid waste services for the residents and would cause health issues for residents in Richland County.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes it is



**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Deliver/repair/replace damaged, stolen recycling/roll carts

**Detailed Description of Service:**

Delivering containers to new residences to ensure the resident have equipment needed to dispose of their waste. Replacing/repairing damaged stolen recycling/roll carts at residences in Richland County

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Without recycling/roll carts the haulers would have to handle recycling and garbage by hand causing health issues. Without containers, residents would be throwing garbage into ditches, around their homes and illegally dumping causing other health issues.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Community forums

**Detailed Description of Service:**

Holding community forums to address participants questions and to inform and educate neighborhoods/residents

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

N/A

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated there would be more items placed curbside that are out of compliance and a less educated public as to what can be recycled and what can be disposed of and in what manner.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Billing/invoicing/tracking households

**Detailed Description of Service:**

Notify Auditor's Office of fees to be added and/or deleted from tax bills. Invoice residents for fees until added to tax bill. Account for number of households to pay contracted haulers for services provided.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Richland County Code of Ordinance 2-648

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Department of Solid Waste is funded by the fees collected on the tax bills as well as paying the haulers for services rendered accurately.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Invoicing is sub-contracted out

**Department:** **Public Works**

**Division:** Solid Waste & Recycling Refuse Control & Management

**Service Element:** Recycling Education/ Recycling collection at the C&D Landfill Drop-off Center and the Lower Richland Drop Off Center

**Detailed Description of Service:**

Educate residents and businesses about how to reduce items going into landfills, teaching them about composting, recycling and food waste recovery. The goal is to reduce landfilling and increase the recycling rate to 40% by 2020

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Sec.44-96-60 of SC Code

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Solid Waste Policy and Management Act of 1991

**3. Does service exceed Legislative requirements? If yes, how so?:**

no

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Exhaust landfill capacity quicker. Several materials are prohibited from landfilling and are required to be recycled.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

per the Solid Waste Policy and Management Act, the County has to provide a recycling coordinator

**Department:** **Public Works**

**Division:** Special Services

**Service Element:** Clean Sweep Program

**Detailed Description of Service:**

Mobilize and manage a labor pool of community service and inmate labor personnel in support of county operations, such as picking up trash along the road right of ways and beautifying the communities countywide

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would shift to the County's Solid Waste Office.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, this service is similar to the curbside trash pickup provided by the Solid Waste Division.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Special Services

**Service Element:** Sponsor community cleanups

**Detailed Description of Service:**

Assisting communities in becoming self-sufficient through sponsoring community cleanups

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, other County departments / division would have to organize the community cleanups.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, the State and other County departments / divisions facilitate community cleanups with Special Services or the Solid Waste Division.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Special Services

**Service Element:** Community forums

**Detailed Description of Service:**

Holding community forums to address participants' questions about the clean sweep program and neighborhood cleanups

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the provision of this service would shift to the County's Solid Waste Office, or the County's Neighborhood Improvement Program

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, many County Departments / Divisions hold community forums; however, the Solid Waste staff would be most informed about this service.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Special Services

**Service Element:** Assisting to the Election Commission

**Detailed Description of Service:**

Deliver and Set up Voting Machines for Elections in Municipalities, Counties and State

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

This service can not be eliminated or reduced but can be shifted to another department.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, it is similar to County and other State agencies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** **Public Works**

**Division:** Special Services

**Service Element:** Up Keep of Interchanges

**Detailed Description of Service:**

Landscaping, grass cutting and beautification

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, it will be the responsibility of other agencies or the private sector

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, it is offered by other governmental agencies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Special Services

**Service Element:** Provides service to county and other agencies department

**Detailed Description of Service:**

Office Move, Store surplus and any other services requested

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The service will be shifted to other county departments

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, it is offered by other governmental agencies.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Special Services

**Service Element:** Community Service Program

**Detailed Description of Service:**

It provide offenders the opportunity to do community service in lieu of going to jail

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Over crowd jail

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, it is offered by county and state government

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** **Public Works**

**Division:** Stormwater Division

**Service Element:** Structural Controls & Stormwater Collection System Operation

**Detailed Description of Service:**

Maintain a record keeping system to track inspections and maintenance activities on the storm drainage system, develop and implement a maintenance program to reduce storm water pollution from municipal activities including storm water system maintenance and provide oversight of contractors hired to perform maintenance on the county's storm drainage system.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Section 402(p)(3)(B) of the Clean Water Act; SC Water Pollution Control Permits Regulation 61-9; SC Water Classifications Standards (SC Regulation 61-68); SC Classified Waters Sections 48-1-10 and Stormwater Management and Sediment Reduction Act (SC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The County would be considered non-compliant with the requirements of its NPDES MS4 Permit and the regulations cited earlier. Fines and enforcement would ensue.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes through contracting.

**Department:** **Public Works**

**Division:** Stormwater Division

**Service Element:** New Development & Redevelopment Planning

**Detailed Description of Service:**

Develop, implement and enforce controls to reduce the discharge of pollutants from the municipal separate storm sewer system (MS4) that receive discharges from areas of new development and significant redevelopment after construction is completed by establishing requirements necessary to ensure improvement, or at least, maintenance of existing quality of water bodies or watersheds will be attained through the use of post-construction storm water management controls through the use of site performance standards, plan review, maintenance, inspections and enforcement.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Section 402(p)(3)(B) of the Clean Water Act;  
SC Water Pollution Control Permits Regulation 61-9; SC Water Classifications Standards (SC Regulation 61-68); SC Classified Waters Sections 48-1-10 and Stormwater Management and Sediment Reduction Act (SC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The County would be considered non-compliant with the requirements of it's NPDES MS4 Permit and the regulations cited earlier. Fines and enforcement would ensue.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes through contracting.

**Department:** **Public Works**

**Division:** Stormwater Division

**Service Element:** Existing Roadways

**Detailed Description of Service:**

A road maintenance program aimed to reduce the discharge of pollutants to the maximum extent possible through the development of construction and repair standard operating procedures.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Section 402(p)(3)(B) of the Clean Water Act;  
SC Water Pollution Control Permits Regulation 61-9; SC Water Classifications Standards (SC Regulation 61-68); SC Classified Waters Sections 48-1-10 and Stormwater Management and Sediment Reduction Act (S

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The County would be considered non-compliant with the requirements of it's NPDES MS4 Permit and the regulations cited earlier. Fines and enforcement would ensue.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes through contracting.

**Department:** **Public Works**

**Division:** Stormwater Division

**Service Element:** Flood Control Projects

**Detailed Description of Service:**

Assess flood control projects for water quality which includes the evaluation of

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Section 402(p)(3)(B) of the Clean Water Act;  
SC Water Pollution Control Permits Regulation 61-9; SC Water Classifications Standards (SC Regulation 61-68); SC Classified Waters Sections 48-1-10 and Stormwater Management and Sediment Reduction Act (SC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The County would be considered non-compliant with the requirements of it's NPDES MS4 Permit and the regulations cited earlier. Fines and enforcement would ensue.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes through contracting.

**Department:** **Public Works**

**Division:** Stormwater Division

**Service Element:** Municipal Facilities

**Detailed Description of Service:**

Implement a pollution prevention/good housekeeping program for municipal operations by identifying priorities and procedures for inspecting and implementing controls for storm water discharges from county owned landfills, hazardous waste treatment, storage and disposal facilities.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Section 402(p)(3)(B) of the Clean Water Act;  
SC Water Pollution Control Permits Regulation 61-9; SC Water Classifications Standards (SC Regulation 61-68); SC Classified Waters Sections 48-1-10 and Stormwater Management and Sediment Reduction Act (SC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The County would be considered non-compliant with the requirements of it's NPDES MS4 Permit and the regulations cited earlier. Fines and enforcement would ensue.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes through contracting.



**Department:** **Public Works**

**Division:** Stormwater Division

**Service Element:** Applications of Pesticide, Herbicide and Fertilizers

**Detailed Description of Service:**

Reduce to the maximum extent practicable pollutants in discharges from the MS4 associated with the application of pesticides, herbicides and fertilizer.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Section 402(p)(3)(B) of the Clean Water Act;  
SC Water Pollution Control Permits Regulation 61-9; SC Water Classifications Standards (SC Regulation 61-68); SC Classified Waters Sections 48-1-10 and Stormwater Management and Sediment Reduction Act (SC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The County would be considered non-compliant with the requirements of it's NPDES MS4 Permit and the regulations cited earlier. Fines and enforcement would ensue.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes through contracting.

**Department:** **Public Works**

**Division:** Stormwater Division

**Service Element:** Illicit Discharges and Improper Disposal

**Detailed Description of Service:**

An ongoing program to detect and eliminate illicit discharges (aka non-stormwater discharges) and improper disposal into the storm sewer system through dry weather field screening, investigation of illicit discharge complaints, spill prevention and response procedures and limitation of sanitary sewer and septic seepage.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Section 402(p)(3)(B) of the Clean Water Act;  
SC Water Pollution Control Permits Regulation 61-9; SC Water Classifications Standards (SC Regulation 61-68); SC Classified Waters Sections 48-1-10 and Stormwater Management and Sediment Reduction Act (SC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The County would be considered non-compliant with the requirements of it's NPDES MS4 Permit and the regulations cited earlier. Fines and enforcement would ensue.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes through contracting.

**Department:** **Public Works**

**Division:** Stormwater Division

**Service Element:** Industrial Runoff

**Detailed Description of Service:**

Implantation and enforcement of a program to identify, monitor and control pollutants in stormwater discharges to the MS4 from landfills, hazardous waste treatment, storage, disposal and recovery facilities, facilities that have reported under the requirements of the Emergency Planning and Community Right to Know Act, the eleven categories of industrial activity as defined in the November 1990 regulations under SC Reg 61-9 122.26(b)14) and other industrial or commercial discharges identified to be contributing or having the potential to contribute substantial pollutant loadings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Section 402(p)(3)(B) of the Clean Water Act;  
SC Water Pollution Control Permits Regulation 61-9; SC Water Classifications Standards (SC Regulation 61-68); SC Classified Waters Sections 48-1-10 and Stormwater Management and Sediment Reduction Act (SC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The County would be considered non-compliant with the requirements of it's NPDES MS4 Permit and the regulations cited earlier. Fines and enforcement would ensue.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes through contracting.

**Department:** **Public Works**

**Division:** Stormwater Division

**Service Element:** Construction Site Runoff

**Detailed Description of Service:**

A program to reduce erosion and sedimentation at construction sites to achieve the "effective prohibition" and "MEP" standards from Section 402(p)(3)(B) of the Clean Water Act and to be consistent with SC Pollution Control Act, Title 48, Chapter 1 of the SC Code of Laws.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

**6. Can the service be provided by the private / nonprofit sectors?:**

**Department:** **Public Works**

**Division:** Stormwater Division

**Service Element:** Public Education & Public Participation

**Detailed Description of Service:**

A public education program that distributes educational materials or conduct equivalent activities about the impacts of stormwater discharges on water bodies and the steps the public can take to reduce pollutants in stormwater runoff.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Section 402(p)(3)(B) of the Clean Water Act;  
SC Water Pollution Control Permits Regulation 61-9; SC Water Classifications Standards (SC Regulation 61-68); SC Classified Waters Sections 48-1-10 and Stormwater Management and Sediment Reduction Act (SC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The County would be considered non-compliant with the requirements of it's NPDES MS4 Permit and the regulations cited earlier. Fines and enforcement would ensue.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes through contracting.

**Department:** **Public Works**

**Division:** Stormwater Division

**Service Element:** Monitoring Program

**Detailed Description of Service:**

The water quality monitoring program goals are to reduce pollutants in stormwater runoff MS4-wide to the maximum extent practicable, progress toward the waste load allocation of an approved Total Maximum Daily Load, water quality improvements in impaired water quality monitoring stations and attainment of intended uses and maintenance of water quality standards.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes. Section 402(p)(3)(B) of the Clean Water Act;  
SC Water Pollution Control Permits Regulation 61-9; SC Water Classifications Standards (SC Regulation 61-68); SC Classified Waters Sections 48-1-10 and Stormwater Management and Sediment Reduction Act (SC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The County would be considered non-compliant with the requirements of it's NPDES MS4 Permit and the regulations cited earlier. Fines and enforcement would ensue.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes through contracting.

**Department:** **Public Works**

**Division:** Stormwater

**Service Element:** Customer Service

**Detailed Description of Service:**

The Stormwater Division responds to service requests and complaints forwarded to it via the OneStop System. These complaints can be related to the stormwater program, drainage maintenance, flooding and water quality, wetlands inquiries, and a variety of other topics.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

Citizens would have to call other departments that may not be familiar with some of the surface water questions they call stormwater for.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Public Works**

**Division:** Stormwater

**Service Element:** Backup disaster recovery assistance

**Detailed Description of Service:**

The Stormwater Division Staff helps with disaster recovery by operating the Public Works Command Center during disasters, assisting with inventory and inspection of infrastructure, and participating in long range disaster recovery efforts.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

There would be fewer people available to assist with recovery efforts who are familiar with the County's roads, drainage and waterways.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes





# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

**Department:**

**Transportation**

<b>FY17 Personnel Budget for these services:</b>	\$589,503
<b>FY17 Operational Budget for these services:</b>	\$2.1 million
<b>FY17 Capital Budget for these services:</b>	\$130 million
<b>Number of Authorized FTE's</b>	8

**Department:** **Transportation**

**Division:** Transportation

**Service Element:** Road Widening Projects

**Detailed Description of Service:**

The Transportation Program includes 14 road widening projects. Managing them entails overseeing design, coordinating reviews with SCDOT as all of these projects are on the SCDOT network of roads, acquiring right of way necessary to build these projects, overseeing construction of these projects, coordinating with utility companies, municipalities, and with citizens through public information meetings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ordinance 039-12HR

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated it would be SCDOT's responsibility to widen the roads listed in the referendum.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, but with limited funding.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Transportation**

**Division:** Transportation

**Service Element:** Intersection Improvement Projects

**Detailed Description of Service:**

The Transportation Program includes 15 road widening projects, 14 of which are SCDOT network routes.. Managing them entails overseeing design, coordinating reviews with SCDOT, acquiring right of way necessary to build these projects, overseeing construction of these projects, coordinating with utility companies, municipalities, and with citizens through public information meetings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ordinance 039-12HR

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated it would be SCDOT's responsibility to improve the intersections listed in the referendum.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, but with limited funding.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Transportation**

**Division:** Transportation

**Service Element:** Special Projects

**Detailed Description of Service:**

The Transportation Program includes the special projects category that include Shop Road Extension, Innovista, and Neighborhood Improvement Projects. Managing this category entails overseeing individual project design, coordination with SCDOT where applicable, right of way acquisition, and overseeing construction contractors. These projects also include coordination with utility companies, the County Planning Department, municipalities, and citizens through public information meetings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ordinance 039-12HR

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated it would be at SCDOT's discretion to build Shop Road Extension as it extends a road they maintain. In addition, the neighborhood improvement projects would have no funding towards construction nor Innovista Project.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, but with limited funding.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Transportation**

**Division:** Transportation

**Service Element:** Sidewalks Projects

**Detailed Description of Service:**

The Transportation Program includes 56 sidewalk projects throughout the County. Managing this category entails overseeing individual project design, coordination with SCDOT where applicable, right of way acquisition, and overseeing construction contractors. These projects also include coordination with utility companies, municipalities, and citizens through public information meetings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ordinance 039-12HR

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated it would be SCDOT's responsibility to build the sidewalks listed in the referendum or the County could build some of those listed if approved SCDOT Transportation Alternatives Program (TAP) grant funding.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, but with limited funding.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Transportation**

**Division:** Transportation

**Service Element:** Bikeways Projects

**Detailed Description of Service:**

The Transportation Program includes 87 bikeway projects throughout the County. Managing this category entails overseeing individual project design, coordination with SCDOT where applicable, right of way acquisition, and overseeing construction contractors. These projects also include coordination with utility companies, municipalities, and citizens through public information meetings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ordinance 039-12HR

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated it would be SCDOT's responsibility to build the bikeways listed in the referendum or the County could build some of those listed if approved SCDOT Transportation Alternatives Program (TAP) grant funding.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, but with limited funding.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Transportation**

**Division:** Transportation

**Service Element:** Greenway Projects

**Detailed Description of Service:**

The Transportation Program includes 15 greenway projects throughout the County. Managing this category entails overseeing individual project design, coordination with SCDOT where applicable, right of way acquisition, and overseeing construction contractors. These projects also include coordination with utility companies, municipalities, and citizens through public information meetings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ordinance 039-12HR

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

SCDOT does not currently fund Greenway Projects, but other grants such as federal TIGER may be eligible for these projects if this service were eliminated by the County.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, but with limited funding.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Transportation**

**Division:** Transportation

**Service Element:** County Road Resurfacing

**Detailed Description of Service:**

The Transportation Program includes funding for County Road Resurfacing throughout the County. Managing this category entails overseeing individual project design, coordination with SCDOT for encroachment permits, and overseeing construction contractors. These projects also include coordination with the County Public Works Department, municipalities, and the CTC.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ordinance 039-12HR

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated it would be extremely difficult for the County to maintain a reasonable overall condition rating of paved roads included in the County maintenance system.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

The County CTC has approximately \$3.5 million in funding annually, but 20% must be dedicated to resurfacing state secondary roads.

**6. Can the service be provided by the private / nonprofit sectors?:**

No



**Department:** **Transportation**

**Division:** Transportation

**Service Element:** Dirt Road Paving

**Detailed Description of Service:**

The Transportation Program includes funding for Dirt Road Paving throughout the County. Managing this category entails overseeing individual project design, right of way acquisition, coordination with SCDOT for encroachment permits, and overseeing construction contractors. These projects also include coordination with the County Public Works Department, municipalities, and the CTC.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ordinance 039-12HR

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated the Dirt Road Paving Program would be severely limited in funding. There are some roads and drainage maintenance fees that could be applied or the County could seek some CTC funding.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

The County CTC has approximately \$3.5 million in funding annually, but 20% must be dedicated to resurfacing state secondary roads.

**6. Can the service be provided by the private / nonprofit sectors?:**

No

**Department:** **Transportation**

**Division:** Transportation

**Service Element:** Mass Transit

**Detailed Description of Service:**

The Transportation Program includes \$300,991 million in funding for the CMRTA during the life of the program. The County not only provides this funding, but also coordinates with CMRTA on transportation projects to acquire right of way for bus shelters, and constructs bus shelter pads if they fall within the footprint of major projects such as road widenings.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

Ordinance 039-12HR

**3. Does service exceed Legislative requirements? If yes, how so?:**

No

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

The CMRTA does receive state and federal funding, but it is limited, and elimination of the County funding would require CMRTA to reduce their current level of service.

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, but with limited funding.

**6. Can the service be provided by the private / nonprofit sectors?:**

No



# RICHLAND COUNTY GOVERNMENT

Office of the County Administrator

<b>Department:</b>	<b>Utilities</b>
<b>FY17 Personnel Budget for these services:</b>	\$2 million
<b>FY17 Operational Budget for these services:</b>	\$5 million
<b>FY17 Capital Budget for these services:</b>	\$550,000
<b>Number of Authorized FTE's</b>	31

**Department:** Utilities

**Division:** Operations

**Service Element:** Operations of BRWWTP

**Detailed Description of Service:**

Operates Broad River Wastewater Treatment Plant, a 6,000,000 GPD wastewater treatment facility. The operations require licensed and trained professional and are expected to ensure the regulatory compliance of DHEC standards

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
NPDES Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Maintenance

**Service Element:** Maintenance of BRWWTP

**Detailed Description of Service:**

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
NPDES Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Operations

**Service Element:** Operation and Maintenance Gravity Sewer System

**Detailed Description of Service:**

Operates and maintains the Broad River Service Area sewer collection system, comprising of approximately 768,121 lineal feet of gravity sewer, and over 5000 manholes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
NPDES Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Operations

**Service Element:** Operation and Maintenance of Force Main Sewer System

**Detailed Description of Service:**

Operates and maintains the Broad River Service Area sewer FM (pressurized WWCS) collection comprising of approximately 293,922 lineal feet of sewer force main, and numerous appurtenances (valves etc.)

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
NPDES Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Operations

**Service Element:** System wide Operation and Maintenance of more than 40 Pump Stations

**Detailed Description of Service:**

RCU Operates 40 sewer pump stations of varying capacity and sizes. The pump stations and FM system is the backbone of utility operation and expects extensive monitoring, O&M

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
NPDES Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** Utilities

**Division:** Operations

**Service Element:** Operations

**Detailed Description of Service:**

Operates the Eastover Wastewater Treatment Plant, a 750,000 GPD wastewater treatment facility

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
NPDES Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Operations

**Service Element:** Operations

**Detailed Description of Service:**

Operates the Southeast Richland County Service Area sewer collection system comprised of Franklin Park & Hopkins, a localized WWTP and sewer collection system serving 50+ customers; and pending is the Lower Richland Sanitary System (12,000+ customers)

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
NPDES Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Operations

**Service Element:** Operations

**Detailed Description of Service:**

Operates the water systems for Hopkins, Murray Point Pond Drive Schools (Hopkins Middle, Hopkins & Gadsden Elementary)

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Maintenance

**Service Element:** Maintenance

**Detailed Description of Service:**

Maintains the Broad River Service Area sewer collection system, comprising of approximately 768,121 lineal feet of gravity sewer, and over 5000 manholes

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Maintenance

**Service Element:** Maintenance

**Detailed Description of Service:**

Maintains the Eastover Wastewater Treatment Plant, a 750,000 GPD wastewater treatment facility

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Maintenance

**Service Element:** Maintenance

**Detailed Description of Service:**

Maintains the Southeast Richland County Service Area sewer collection system comprised of Franklin Park & Hopkins, a localized WWTP and sewer collection system serving 50+ customers; and pending is the Lower Richland Sanitary System (12,000+ customers)

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Maintenance

**Service Element:** Maintenance

**Detailed Description of Service:**

Maintains the water systems for Hopkins, Murray Point Pond Drive Schools (Hopkins Middle, Hopkins & Gadsden Elementary)

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Maintenance

**Service Element:** Maintenance

**Detailed Description of Service:**

Perform / coordinate Preventive and Reactive maintenance of Broad River Wastewater Treatment Plant, a 6,000,000 GPD wastewater treatment facility. Plant comprises of complex EM components including, SBR, Diffusers, Digesters and UV disinfection process. Considering the complexity of the equipment involved, several components require specialized expertise and Vendor maintenance.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** Utilities

**Division:** Maintenance

**Service Element:** Maintenance

**Detailed Description of Service:**

maintains 40 sewer pump stations of varying capacity and sizes. The pump stations and FM system is the backbone of utility operation and expects extensive monitoring, O&M

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC  
Permit

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Operations

**Service Element:** Management

**Detailed Description of Service:**

Manages Fats, Oils and Grease Program to help prevent sanitary sewer overflows from occurring in RCU's sewer system

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Operations

**Service Element:** Laboratory analysis's

**Detailed Description of Service:**

Provides laboratory services for water and wastewater compliance

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Engineering

**Service Element:** Delegated Wastewater Plan Review for Developers

**Detailed Description of Service:**

Reviews developers' sanitary sewer design for compliance and to expedite project schedule

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, potentially could hinder developers' overall schedule for project completion

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Engineering

**Service Element:** Delegated Water Plan Review for Developers

**Detailed Description of Service:**

Reviews developers' water design for compliance and to expedite project schedule

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, potentially could hinder developers' overall schedule for project completion

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Engineering

**Service Element:** Construction inspection

**Detailed Description of Service:**

Provides construction inspection services to ensure workmanship and materials are in compliance with RCU/SCDHEC plans and specifications

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

Yes,  
SCDHEC

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, EPA/SCDHEC enforcement actions could be imposed for violating regulations

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

No

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Administration

**Service Element:** Customer Service

**Detailed Description of Service:**

Advise on service availability, Receives and review connection plans, easements and grant approval for acceptance of service application

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the responsibility of this service would shift to another department, i.e. Ombudsman, Finance, Development Services. Untimely responses can result in overflows and SCDHEC fines and enforcement actions

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes; Utilities routinely gets service complaints/inquiries through the Ombudsmans Office

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Administration

**Service Element:** Customer Service

**Detailed Description of Service:**

Receives customer complaints relating to the existing services, assign task, perform investigations /ensure completion of the work order

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the responsibility of this service would shift to another department, i.e. Ombudsman, Finance, Development Services. Untimely responses can result in overflows and SCDHEC fines and enforcement actions

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes; Utilities routinely gets service complaints/inquiries through the Ombudsmans Office

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes



**Department:** Utilities

**Division:** Administration

**Service Element:** Customer Service

**Detailed Description of Service:**

Receives incoming service requests and inquiries for dispatch/route appropriate personnel for timely responsiveness

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the responsibility of this service would shift to another department, i.e. Ombudsman, Finance, Development Services. Untimely responses can result in overflows and SCDHEC fines and enforcement actions

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes; Utilities routinely gets service complaints/inquiries through the Ombudsmans Office

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Administration

**Service Element:** Customer Service

**Detailed Description of Service:**

Receives incoming service requests and inquiries for dispatch/route appropriate personnel for timely responsiveness

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the responsibility of this service would shift to another department, i.e. Ombudsman, Finance, Development Services. Untimely responses can result in overflows and SCDHEC fines and enforcement actions

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes; Utilities routinely gets service complaints/inquiries through the Ombudsmans Office

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Administration

**Service Element:** Customer Service / Application Intake

**Detailed Description of Service:**

Receives and processes water/sewer customers with the physical application process

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the responsibility of this service would shift to another department, i.e. Ombudsman, Finance, Development Services

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes; the State and other County departments / have an application process by which citizens apply for various services rendered by the respective areas

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes

**Department:** Utilities

**Division:** Administration

**Service Element:** Community forums

**Detailed Description of Service:**

Holds community forums to inform, outline and explain various projects to community members and prospective participant.

**1. Is Service mandated? If so, please include the appropriate section(s) of the SC Code of Laws?:**

No

**2. Enabling/Enacting Legislation (Answer "N/A", if none applies):**

N/A

**3. Does service exceed Legislative requirements? If yes, how so?:**

N/A

**4. If service is eliminated or reduced, how would it affect other programs or services?:**

If eliminated or reduced, the responsibility of this service would shift to another department, i.e. Ombudsman, Finance, Development Services, Public Information Office

**5. Is this service or a similar service offered by the County or the State / Federal Government?:**

Yes, many County Departments / Divisions hold community forums; however, Utilities staff would be most informed about the project details and other similar projects.

**6. Can the service be provided by the private / nonprofit sectors?:**

Yes