



COLLIN COUNTY

Budget & Finance
2300 Bloomdale Rd.
Suite 4100
McKinney, Texas 75071
www.collincountytx.gov

To: Judge Keith Self
Commissioner Fletcher
Commissioner Williams
Commissioner Hill
Commissioner Webb
Bill Bilyeu

From: Monika Arris, Budget and Finance Director

Date: May 8, 2017

Re: Agenda Item No. 43162 for the Upgrade of Nagios Project and Budget Amendment

The Budget and Finance Department has researched this request through the FY 2018 Budget Process. Included below are additional questions from Budget and responses from Information Technology.

Questions & Answers:

1. Why did the County choose to go with the Open Source version of Nagios if it didn't include support?
A. Because it was free and the county didn't have money to purchase the tool needed for alerts.
2. How long have we been using this system?
A. The county has been using this tool for 8 to 9 years.
3. What has changed since that decision that is causing the need to upgrade it now?
A. Previous vendors installed a custom Nagios to monitor the voice systems. We no longer use that vendor to maintain the original custom setup.
4. How does the addition of the support relate to the ability of more administrators using the product?
A. The paid version will simplify the administration of Nagios allowing more IT personnel to work on Nagios alerts. Currently only one person has the skill set to operate this system.
5. With the upgrade will the County now need to start budgeting maintenance for this system?
A. Yes, with the upgrade the county will need to budget for yearly maintenance.
6. Is this a one-time purchase or is this re-occurring each year?
A. It will be a one-time purchase with yearly maintenance.

Additional Comments from IT:

IT hopes to improve outage time by using the full capabilities of the Nagios system. It will allow us to add more systems to remote monitor, provide maintenance and support when the product has issues, and provides upgrades to the newer releases of Nagios. Since IT does not have staff onsite 24/7 we depend on this tool to let us know when we experience systems that go down. That will allow IT to respond quicker to the outage instead of finding a system down when we come into work at 8 am in the morning. On Saturday 4/1/17 we had an outage of a system on the website servicing the public but did not find until Monday morning when we came into work.

Additional Comments from B&F:

Maintenance would start 1 year after purchase and maintenance cost is unknown at this time.