



October 20, 2016

VIA EMAIL

William Schweiss

RE: Public Records Act Request Received October 12, 2016

Dear Mr. Schweiss:

This letter responds to your request for records under the California Public Records Act (Gov. Code §§ 6250 – 6276.48), received via email on October 12, 2016. You requested the following information:

“For the Computer Options’ Invoice#21723, serial#154934: all records; data; instructions; work order; all emails exchanged or sent from july2,16 to present day.”

In response to your request, the District is providing, as attachments to this letter, a copy of all of the existing email correspondence related to *“Computer Options Invoice # 21723, serial #154934”* and an unredacted copy of Invoice #21723. The District did not create a *“work order,”* so there is no existing document responsive to your request for *“work order.”* The attached documents are the only responsive records the District has regarding your request for: *“...records; data; instructions...all emails exchanged or sent from july2,16 to present day”* for Invoice #21723, serial #154934.

Sincerely,

Kathleen Field

Kathleen Field
Executive Assistant

Attachments

From: Bryan Sanders
To: [Natalie Potter - 7112](mailto:Natalie.Potter-7112@lakearrowheadcsd.com)
Subject: RE: Video
Date: Tuesday, July 26, 2016 11:31:34 AM

Natalie.

I went through each camera and there are not any other recordings. The cameras record motion. They left the site at 3:56 pm and the next recording is 4:41 coming in the gate, after confronting them outside the gate.

Let me know if you have any questions.

Thanks,
Bryan

From: Natalie Potter - 7112 [mailto:npotter@lakearrowheadcsd.com]
Sent: Tuesday, July 26, 2016 7:50 AM
To: Bryan Sanders <bryan@computeroptions.net>
Subject: RE: Video

Okay no hurry.

Thank you

Natalie Potter

Human Resources Manager
Lake Arrowhead Community Services District
Phone: 909.336.7112
Email: NPotter@lakearrowheadcsd.com



From: Bryan Sanders [mailto:bryan@computeroptions.net]
Sent: Tuesday, July 26, 2016 7:48 AM
To: Natalie Potter - 7112 <npotter@lakearrowheadcsd.com>
Subject: RE: Video

I will send you and email when I have it completed. Was having Internet issues at my house

last night. I will get it done as soon as I get back to my office. Should be around 10

Sent from my Mobile Office.
Have a great rest of your day!

----- Original message -----

From: Natalie Potter - 7112 <npotter@lakearrowheadcsd.com>
Date: 7/26/16 7:45 AM (GMT-08:00)
To: Bryan Sanders <bryan@computeroptions.net>
Subject: Video

Just want to make sure I am not missing it. Didn't see in folder that you created but no worries.

Natalie Potter

Human Resources Manager
Lake Arrowhead Community Services District
Phone: 909.336.7112
Email: NPotter@lakearrowheadcsd.com



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California Computer Options, Inc.

Invoice

447 Missouri Court
 Redlands, CA 92373
 Bus. 909-793-6338
 Fax 909-793-6644

Date	Invoice #
7/31/2016	21723

Bill To
Lake Arrowhead Community Services District P.O. Box 700 Lake Arrowhead, CA 92352

Tech	P.O. No.	Terms	Project
		Due on receipt	

Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Installed all remaining Dell and Microsoft updates. - Prepped PCs for shipment and placed in Bryan's office. Tech: Rick/David	6/29/2016	0.00	153893	0.00
	Contract Labor - Called and spoke to Natalie and she said she was able to use IE without issue - problem is no longer occurring. - Emailed Bryan, with copies to Bridget and Natalie, as requested, letting him know that the issue is not occurring at this time. - Advised Natalie to call in if this issue arises again. Tech: Michael	7/5/2016	0.00	154079	0.00

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LIC# E77596- Thank you for your business.	Total
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Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Connected remotely - Installed TeamViewer - Configured TeamViewer for remote access and to auto start with Windows - Emailed Andrew at Caselle support to inform him of TeamViewer and to request that he give me a call when he is ready to connect. - Reconnected - Started opening session for Andrew using their LogMeIn page, but the machine just stopped responding - Tried disconnecting and reconnecting, changing to full screen or windowed mode, clicks just didn't seem to be applying correctly - Dialog box popped up about a Firefox update at which time everything resumed as expected - Got Andrew connected - Had him verify he had required access - Andrew said he would just be running a SQL script and would then disconnect. Should he need further access he will call. Tech: Michael	7/6/2016	0.00	154114	0.00

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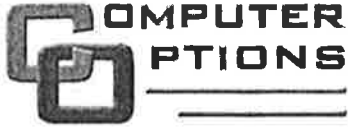
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		Due on receipt	

Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Onsite User Administration - Delivered parts from SO 154176 - Addressed user list - Installed Marc's 2nd Monitor - Saved recorded video from 7-2-16 - Install POE switch - Installed 5 power controllers - Installed Adobe Acrobat DC on Haley's - Addressed malware issues. - Installed Jen's printer - Addressed other Misc issues Tech: Bryan	7/7/2016	0.00	153906	0.00
1	3' HDMI to HDMI cable		39.00	153906	39.00T
	Contract Labor - Called Mica back and left a message. - Per Mica, frequent issues accessing server. - Files saying they're open when they are not on his PC. - Access to calendars in Outlook saying it can't connect to the server. - Called Mica and discussed his issues. - He's mentioned all to Bryan previously. - Emailed Bryan to check status and find out if I should address remotely or if he'd like to address at next on-site. - Email from Mica. - Rick was on site yesterday and installed Dell BIOS and driver updates. - Mica says the issues appear to be fixed for now. Tech: David	7/11/2016	0.00	154302	0.00

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Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Called Andrew but had to leave a voicemail - Connected remotely - Started up a request for a support session - Andrew called back and connected to the remote session Tech: Michael	7/12/2016	0.00	154353	0.00
	Contract Labor - Setup an email forward for mobiledigalert - Called for Tony but they were not in the office. Left a message - Remoted into the PC and setup the sub folder for the email to be redirected - Configured mobiledigalert to forward to Tony in Eclipse - Created rule in OWA so it'd be a server rule to send all emails from mobiledigalert to the proper sub folder - Tested by sending an email and it was functioning properly - Emailed Tony to go over everything - Tony let us know he was getting email from digalert@ still in the Inbox - Researched and found that digalert was being forwarded to mobiledigalert. Edited the rule to include digalert as well - Emailed Tony to let them know Tech: Matt	7/12/2016	0.00	154362	0.00

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Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Setup an out of office reply for Myletta. - Remoted into Myletta's PC and setup the auto reply for internal and external email in Outlook Tech: Matt	7/12/2016	0.00	154363	0.00
	Contract Labor Regular network maintenance - See attached worksheet. Tech: Matt	7/19/2016	0.00	154515	0.00
	Contract Labor - Natalie is having problems loading two web pages - Spoke with Natalie - https://www.shrm.org/ and http://www.pihra.org/login.aspx - Spoke with Natalie: Currently unable to reproduce the problem. Advised I will leave the SO open for a few days - Reopen if client reports an issue Tech: Rick	7/20/2016	0.00	154728	0.00
	Contract Labor - Onsite User Administration - Addressed use list - Malware scans - Installed scanner on Steve's computer, worked with support - Verified recordings on 4 NVR's - Addressed Caselle issue's - Trained on use of Caselle through terminal services at Bernina, willow Creek and Grass Valley. - Meeting with Tim Tech: Bryan	7/21/2016	0.00	154455	0.00

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Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Alert DVR drive almost full - Got OK to purge old data - Remoted into server - Purged oldest week - Recovered 10% of disk - Will look into more permanent solution Tech: Chris	7/21/2016	0.00	154762	0.00
	Contract Labor - HyperV OS, not sure if an agent is available to be installed in this OS. Will discuss with Bryan - Removed agent checkbox, re-initiated agent installation - Discussed with Bryan, Agent cannot be put on machine, edited name in n-central to hyperv no agent Tech: Will	7/22/2016	0.00	154813	0.00
	Contract Labor - Natalie is unable to access a site. - Addressed while onsite. 07/21/2016 - Natalie can get to that website now. Tech: Garron	7/22/2016	0.00	154824	0.00
	Contract Labor - Look at LACSD DVR drive retention on WC NVR - Free'd space and set delete day for 60 days. Tech: Bryan	7/25/2016	0.00	154907	0.00

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Quantity	Description	Serviced	Rate	Serial #	Amount
1	Remote Administration ***Non-contract** - Retrieve recorded video - Went through all of the cameras for video on 7-2-2016 between 4:30 - 4:45 pm. - No other video was recorded other than from the cameras I previously provided. - Notified Natalie by email Tech: Bryan	7/26/2016	139.00	154934	139.00
	Contract Labor - Remote to server - Checked version, Openmanage 7.4, Downloaded 8.3 and installed - Dell Openmanage now working properly Tech: Will	7/27/2016	0.00	154994	0.00
	Contract Labor - Mica having issues with Caselle - Called and left a message for Mica on his voicemail. - Advised I would only be available until 1:40 pm today. - Advised to call support after that if he still needs assistance. - Sent Bridget an update by email. - Mica said the issue he was having with Caselle, is a license issue and that there is nothing he needs us to do. I will close this ticket. Tech: Bryan	7/28/2016	0.00	155064	0.00

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RECEIVED 8-8-16
 Date _____
 ENTERED 8-17-16
 Date _____

Tech	P.O. No.	Terms	Project
	14	Due on receipt	

Quantity	Description	Serviced	Rate	Serial #	Amount
5	Remote Administration - Setup and configure CO Mail Security as a Service. - Setup Mail Security as a service for lakearrowheadcsd.com Tech: Jonathan San Bernardino County Sales Tax		139.00	155390	695.00
			8.00%		3.12
100					
200	2000	5400			834.00
300		5300			42.12
400					

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 AUG 17 2016

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LIC# E77596- Thank you for your business.

Total \$876.12