



October 26, 2016

VIA EMAIL

Gail Fry

RE: Public Records Act Request Received October 17, 2016

Dear Ms. Fry:

This letter responds to your request for records under the California Public Records Act (Gov. Code §§ 6250 – 6276.48), received via email on October 17, 2016. You requested the following information:

1. *“A copy of the work order submitted to Computer Options by LACSD whereby they produced and provided The Alpenhorn News with the three videos depicting an interaction between an LACSD employee and Gail Fry, staff writer for The Alpenhorn News and William Schweiss at the Bernina Water Treatment Plant.”*

The District did not create a “work order,” so there is no existing document responsive to your request for “work order.” However, the District will provide to you a copy of the Computer Options Invoice #21723, which shows the following statement: “saved recorded video from 7-2-16.”

The District is providing, as an attachment to this letter, a copy of the invoice referenced above.

Sincerely,

A handwritten signature in cursive script that reads "Kathleen Field".

Kathleen Field
Executive Assistant

Attachments

Water/Wastewater Systems
P.O. Box 700
Lake Arrowhead, CA 92352
(909) 336-7100
(909) 337-3145 Fax



California Computer Options, Inc.

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

Invoice

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

P A I D
 AUG 17 2016
 LACSD

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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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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	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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	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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ACSD

LIC# E77596- Thank you for your business.	Total	\$876.12
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