

APPENDIX A

Services and Benefits	Director-Level	Client-Level
Seat on Board of Directors	X	
• Develop/Adopt Annual Operating Budget	X	Public Input
• Approve System Upgrades & Enhancements	X	User Group Input
• Brown Act Organization (Public)	X	X
• Organizational Stability (JPA)	X	X
• Software Source Code Beneficiary (Owner)	X	
• Full-Time, Dedicated Support (Helpdesk)	Unlimited	Limited
Support Service Level Agreement (Response)	2 business hours	4 business hours
Access to National Submitters (Bulk Submission)	X	X
Access to Local Submitters (Digitized Submission)	X	X
Technical Standards Committee	Voting	Member
Certification Policies and Procedures Committee	Voting	Member
Access to Documentation Library	X	X
• User Guides	X	X
• Administrator Guides	X	X
• Resolution/MOU Templates	X	X
CeRTNAcademy Training Library	Unlimited	Limited
• Submitter Training	Unlimited	Limited
• Administrator Training	Unlimited	Limited
CeRTNAccess List Server and Support Board	X	X
DOJ Certification Support	X	County Paid
Recorder Vendor Interface Support/Training	X	X
Submission Vendor Interface Support/Training	X	X
Submitter/County MOU Administration & Support	X	Limited
Free Web-based Submission Client	X	X
Full County-Level Administrative Access	X	X
Security Provisioning and Management Support	X	X
ACH Support	X	X
Established Vendor Interfaces	X	X
Fully Redundant System Infrastructure (ERDS)	X	X