

INFORMATION TECHNOLOGIES DEPARTMENT

2021 Annual Update



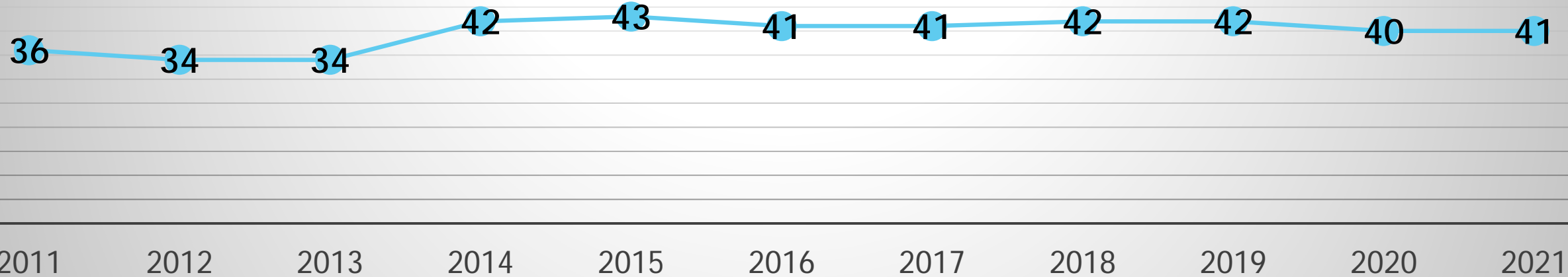
ABOUT US

MISSION

The Information Technology Department is committed to provide secure, reliable, sustainable, modern and flexible solutions in support of the County's business objectives.

BUDGET/STAFFING 20/21

of Staff



SUPPORT FUNCTION	APPROPRIATIONS	# of STAFF
Administrative	\$1,700,800	3.5
Application & Web Support	\$1,995,900	17.00
Records Management	\$36,000	0.5
Network/Server/Desktop Support	\$5,927,400	18.75
Communications	\$945,000	1.25
TOTAL Net County Cost** rounded numbers	\$10,605,100	41.00

OUR SERVICES

- Service Desk
- Infrastructure Support
- Telecommunications
- Project Management & Business Analysis
- Application Development and Support
- Records Management ***

SERVICE DESK

Intake, Assign & Track all IT Requests

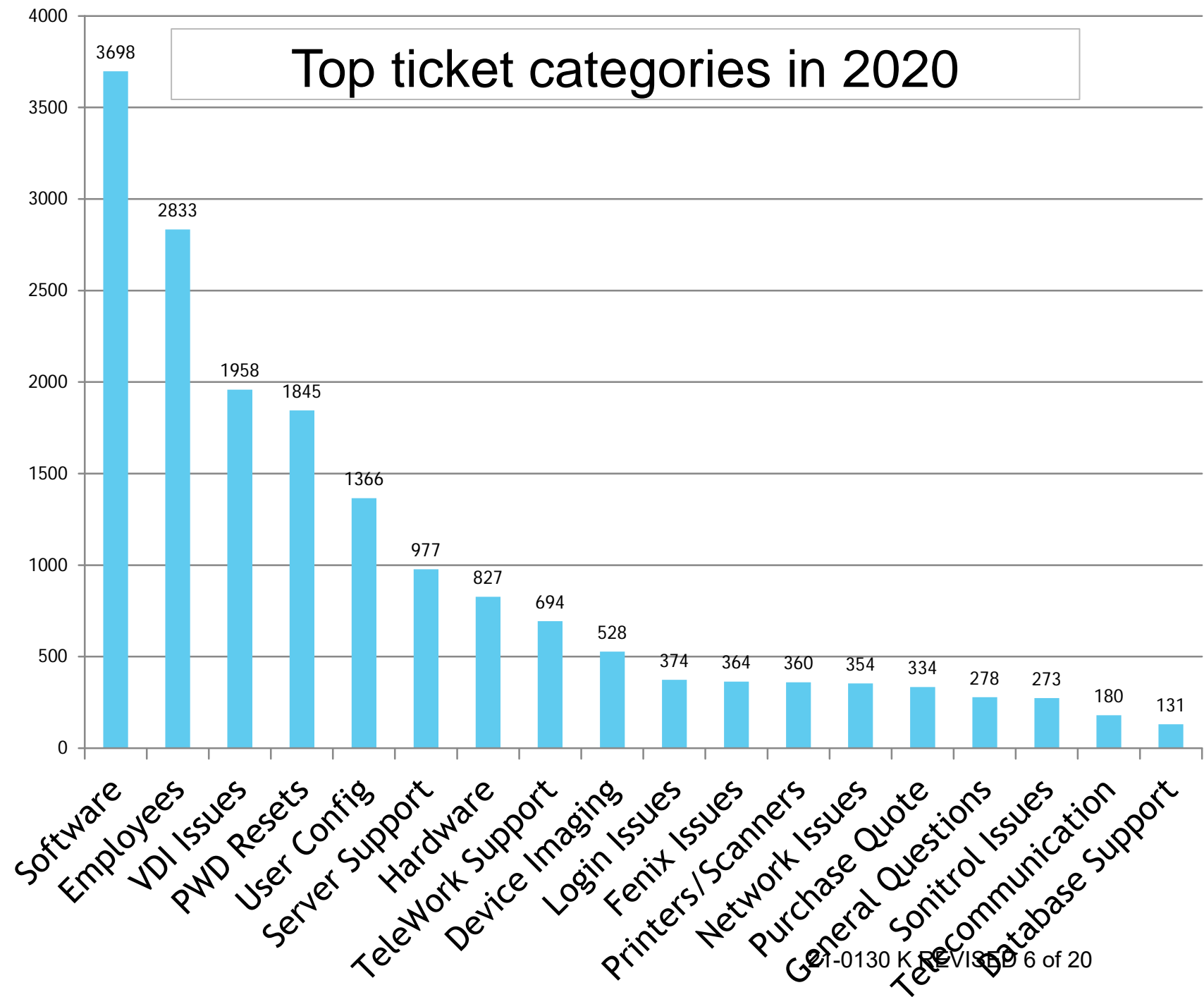
- Virtual Desktop Infrastructure (VDI), Desktop computers and mobile devices
- Applications and Systems Support
- Administrative Services
- Telecommunications
- IT Purchase Requests



CUSTOMER SUPPORT

2020 Statistics:

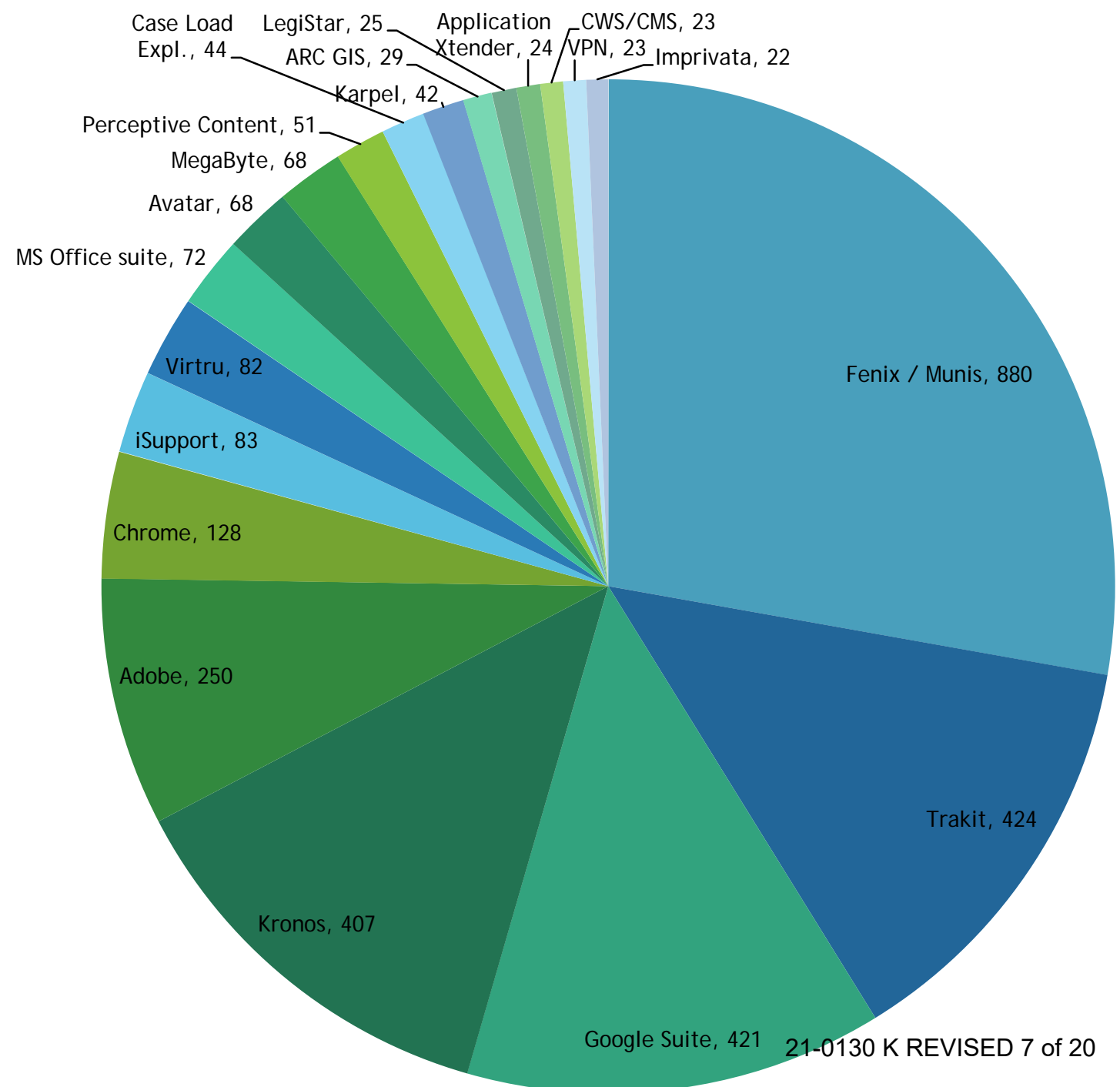
- 19,560 Help Tickets
- 19,121 Tickets Closed
- 98% Closure Rate
- 25% Increase from 2019



CUSTOMER SUPPORT

Software Support:

- 3,698 Software support tickets
 - 41% related to FENIX and TRAKiT
- 19% of all tickets related to software support



INFRASTRUCTURE SUPPORT

Supports/Maintains County Infrastructure

- 300+ Servers
- Upwards of 150 Terabytes of data
- 325 Network Routers and Switches
- Database support



TELECOMMUNICATIONS

Supports/Maintains County Phones

- 2200 phone extensions
- Voice over Internet Protocol (VOIP)
- Interconnect Services (Outside Calls)
- Voicemail to audio email service
- Plain Old Telephone Services (POTS)
- NEW Enterprise Softphone solution



APPLICATION DEVELOPMENT & SUPPORT

- Develop custom solutions
- Maintain vendor supported solutions
- Troubleshoot and resolve issues



CONTINUOUS TRAINING

- ← Career Path Training on-demand
 - ← In 2020:
 - ← 192 unique courses
 - ← Approximately 500 hours of training
- ← Annual Security Awareness Training
- ← IT Policy Implementation/Socialization/Education

RIGHT SIZE ORGANIZATION

- ← Fill Vacancies/Additional Positions
- ← Expert Level Augmentation
- ← Extra Help/Temp Help (Students and Interns)
- ← Transition non-IT functions

LOOKING AHEAD TO 2021

- Establish IT Steering Committee/Governance
 - Decision Making Body/Project Prioritization
 - Dashboard Views of IT Initiatives and Progress
- Security Strategy 3-year Action Plan
- Policy Development and Updates
- Asset Management
- transition to steady-state operations
- Business Continuity and Disaster Recovery



Questions

Service Desk 2020 ACCOMPLISHMENTS

- Deployed over 700 of 900+ mobile devices
- 98% response rate to the 19,000+ requests
- Upgraded Audio/Video Conference Rooms
- Upgraded Adobe cloud solution
- Support Emergency Operations Center related to the Pandemic
- 2020 Elections
- Elections Video Surveillance

Telecommunications, Server, Networking 2020 ACCOMPLISHMENTS

- Telephone System Upgrade & Expansion
- Firewall Upgrades
- Completed planning for SoftPhone implementation
- Video Surveillance Upgrades
- Internet Circuit Upgrade - 1Gb to 10 Gb
- Data Recovery Services
- VDI Enhancements

Application Development & Project Management 2020 ACCOMPLISHMENTS

Project Portfolio Management

- Microsoft/Google Analysis
- Adobe Sign - Digital Signatures
- Kronos Upgrades
- FENIX Enhancements
- Managed Mobile device Deployment

Recorder Clerk

- Tyler Eagle Project - Electronic Recording system

Assessor

- Low Value Assessment
- Assessment Appeals
- HERO/Parcel Phase 2

Developmental Services

- CIP Management Reports
- TRAKiT implementation- permitting system
- TRAKiT Test Plans
- Road Reports
- TrackSoft solution
- Cemetery Management System

Human Resources

- Perform - Performance evaluations

Health and Human Services

- Contract workflow
- Data Repository
- C-IV State Updates

Tax Collector

- Bids4Assets
- TOT and Cannabis Point for Sales
- Point and Pay
- TCU Tax Sales Data
- TCC archiving
- Cashiering
- Sympro
- Suspense

Emergency Management

- Employee Management System
- EMS Patient Data

SOLUTIONS SUPPORT

- FENIX-MUNIS
- Kronos
- Virtual Desktops
- RORI/RCDW (public)
- TRAKiT
- Intranet/Internet
- Megabyte
- Envision
- AppExtender
- FENIX-EBS Interfaces
- HERO
- PATS
- PDA
- PRIMA
- Recorder Clerk Maps
- Contract/Bids (public)
- STARS (public)
- TCU
- Parcel (public)
- FENIX: CIV Interface
- FENIX: District Reports
- CDS-Financial/Billings Systems
- Capital Improvement Program (CIP)
- DA Cold Case
- PLN/BLD Callback Log
- Online Mileage System
- CDS HR Database
- Tax Sales/Auction
- DOT Complaint Log
- CDS Contracts
- Agreement Management System (AMS)

ACRONYMS

1. AMS - Agreement Management System
2. AQMD - Air Quality Management Division
3. CDS - Community Development Services
4. CIP - Capital Improvement Program
5. CWS - Child Welfare Services
6. DA - District Attorney
7. DOT - Department of Transportation
8. EBS - Employee Benefits System
9. ESS - Employee Self Service
10. GIS - Geographical Information Services
11. HERO - Historical Electronic Reporting Online
12. HHSA - Health and Human Services Agency
13. HR - Human Resources
14. IT - Information Technology
15. PATS - Paramedics Accreditation Training System
16. PC - Personal Computer
17. PDA - Program Disbursement Authorization
18. POTS – Plain Old Telephone Services
19. RC Maps - Recorder Clerk Maps
20. RCDW - Recorder Clerk Document Works
21. RORI -Recorder Official Record Index
22. STARS - StoryTime Attendance Recording System
23. TASC - Technology, Applications, & Services Catalog
24. TCU - Tax Collector Utilities
25. VDI - Virtual Desktop Infrastructure
26. VOIP - Voice over Internet Protocol
27. WAN - Wide Area Network
28. WIC - Women, Infant, Children