

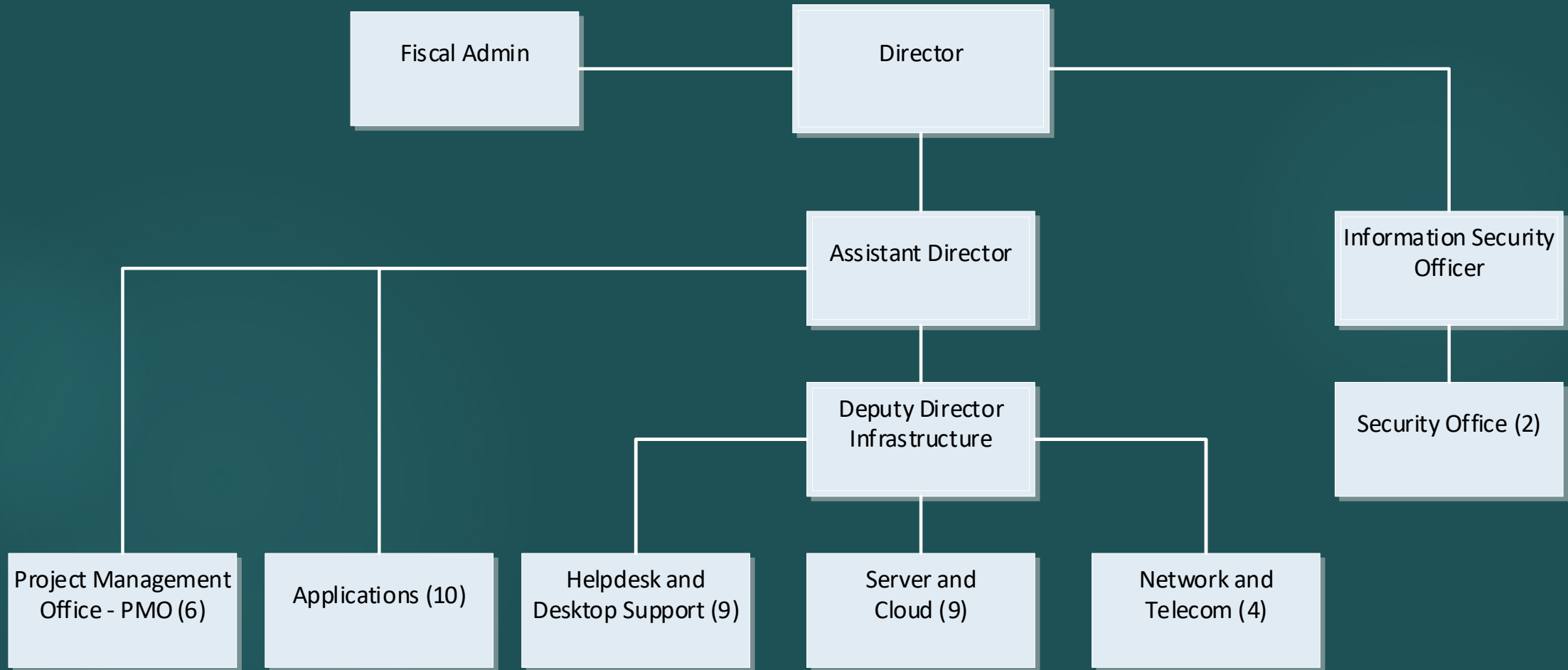
# Information Technology Overview 2025

PRESENTED TO THE BOARD OF SUPERVISORS ON  
FEBRUARY 05, 2025

# Mission Statement

<b>Mission</b>	The El Dorado County IT Department helps provide secure, reliable, sustainable, modern, flexible, and effective information technology infrastructure to support the business objectives of County departments.			
<b>Guiding Principles</b>	Focus on user needs and experiences	Prioritize security in all aspects of IT	Empowering the County to achieve more together	Maintain a long-term focus
<b>Goals</b>	<b>SERVICE</b>	<b>SECURITY</b>	<b>EFFICIENCY</b>	<b>GOVERNANCE</b>
	Listen to business needs and find effective solutions	Maintain a secure infrastructure and enhance security awareness	Make the most of our resources and find cost value	Establish policies and procedures to ensure management of IT resources and data

# Organizational Chart



# What do we do?



## SECURITY

- Vendor Risk Analysis
- Security Awareness Training
- Vulnerability Management
- Email Protection
- Compliance Guidance
- Incidence Response



# What do we do?



## PROJECT MANAGEMENT (PMO)

- Works with departments to find technical solutions for their business needs
- Leverage current investments
- Supports departments through the Request for Proposal (RFP) process
- Offers technical guidance through department implementations
- Project Management (PM) for Countywide solutions

# What do we do?



HELPDESK & DESKTOP  
SUPPORT

- First-Line technical support
- Device management and support
  - 2000+ Devices (Desktops/Laptops)
  - County Mobile Devices
  - Printer & Scanner
  - Video Conference Systems
- Replace end of life devices
- Test device and software updates prior to County users for impacts
- Countywide training for M365

# What do we do?



## SERVER & CLOUD ADMINISTRATION

- Configures user accounts and grants network access
- Build, Administer and Maintain
  - 200+ Servers
  - 450+ Databases
  - County M365 Cloud Tenant
- Maintain backup data upwards of 400 terabytes daily/weekly
- Send security and software updates to all County devices
- Coordinates vendor server support

# What do we do?

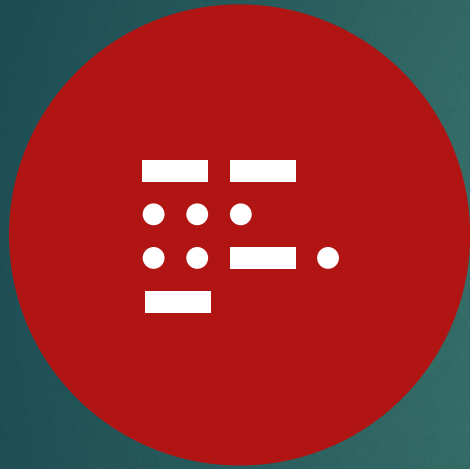


## NETWORK AND TELECOM

- Network
  - Network and Internet Security
  - Build, Administer and Maintain 400+ Network Devices
  - Support for Wide-Area Network (WAN) & Local Area Networks (LAN's)
- Telecommunications
  - Administer and Maintain Telecommunications Infrastructure
  - Support 2,300+ phones in over 35 locations
  - Voicemail Services
  - Soft Phones
  - E-fax Support



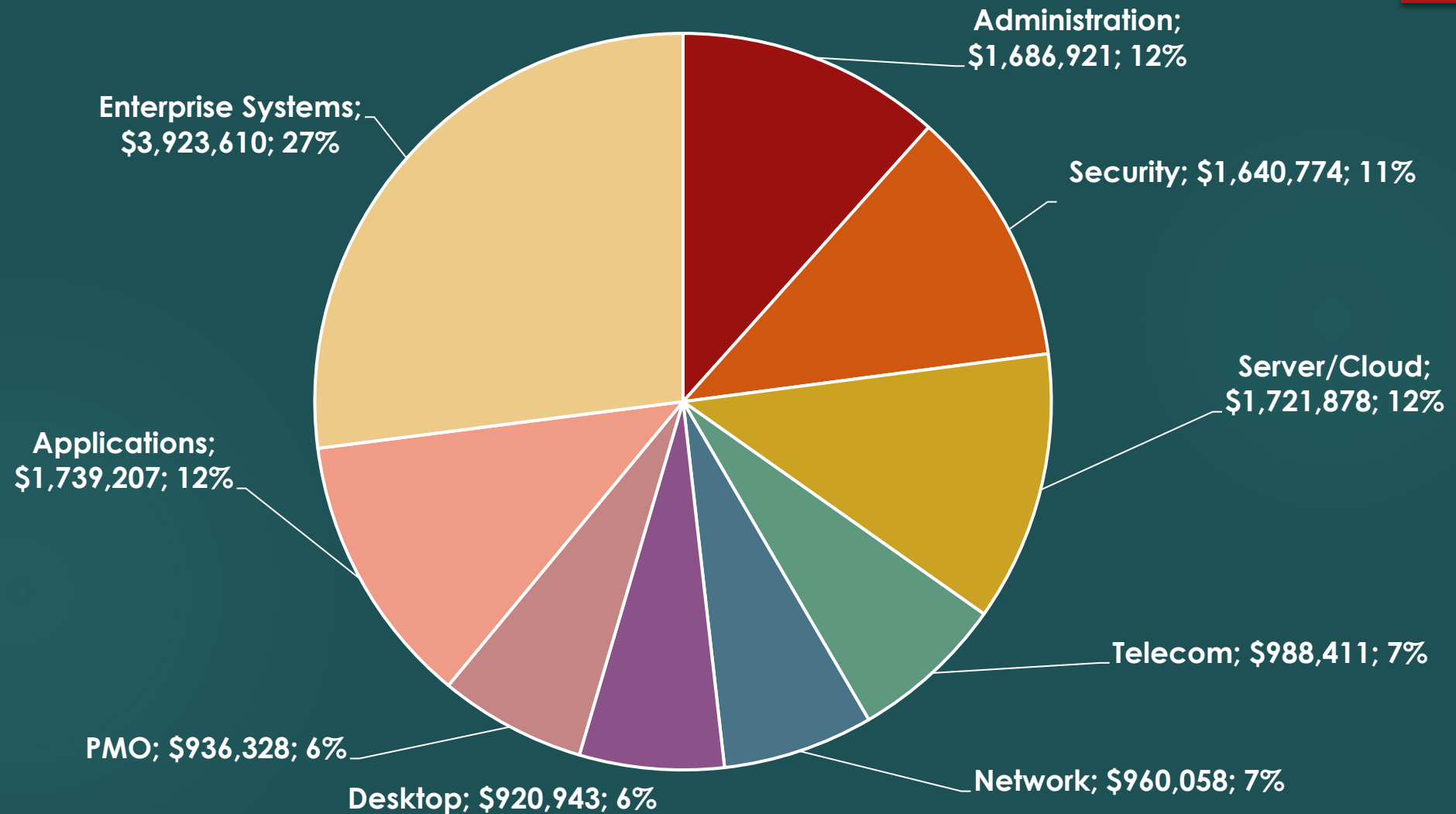
# What do we do?



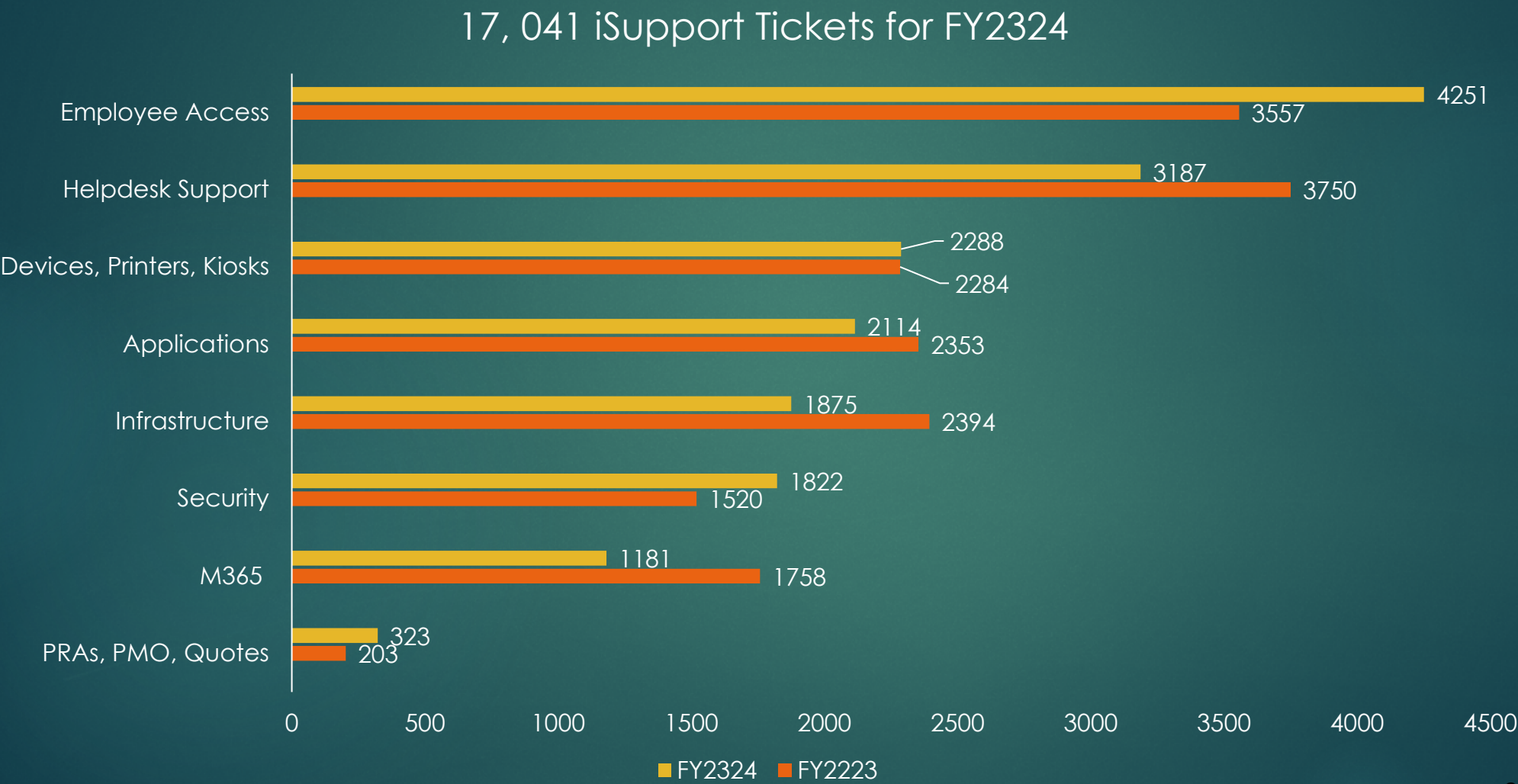
## APPLICATION DEVELOPMENT & SUPPORT

- Custom Development & Support
  - Applications
  - Interfaces
  - Reports
  - Dashboards
- Countywide System Support
  - MUNIS
  - Kronos
  - M365
  - TRAKiT
  - Adobe Sign
  - AppXtender
  - EDCGOV and EDCNET

# Net County Cost of \$14,518,130



# Service and Performance Indicators FY2324





# Service and Performance Indicators 2324

- ▶ Started an Internal Training Program for Employees (over 40 classes)
- ▶ Project Management Office (94 project intakes)
- ▶ Server Migration to New Hardware (217 servers, over two years)
- ▶ Started a Countywide Device Replacement Program (242 devices funded, 373 total)
- ▶ Complete Telephone Upgrade (over 2000 phones, over two years)
- ▶ New El Dorado County Website (1568 pages migrated, over 2500 archived)
- ▶ Implemented Email Security Gateway (blocked 6.8M emails out of 10.2M – 67%)



# Upcoming Policy and Programmatic Changes

**ADA Compliance:** Title II of the Americans with Disabilities Act, government agencies' public web content must comply with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA by April 24, 2026

**CJIS Security Policy v5-9-5:** Updated security framework established by the Federal Bureau of Investigation (FBI). V5-9-5 was a major revision with impacts to IT and CJIS departments.

**Cyber Insurance Health Check:** The IT department undergoes an annual health check for our cyber insurance. We are committed to continuously improving our security infrastructure to reduce risks to the County.

# Key IT Initiatives

**Windows Update:** Our current device operating system will reach its end of life in October 2025. We will be upgrading over 2,000 devices to Windows 11 over the next 8 months.

**Kronos Upgrade:** Our current timecard system will reach its end of life in December 2025. The ERP project is a collaborative effort involving the Auditors, CAO, and IT departments.

**Asset Inventory:** New physical asset management system. Phase 1 will focus on technical assets. Phase 2 will expand the system to all departments, enabling the tracking of various types of assets.