


INFORMATION TECHNOLOGY DEPARTMENT

2021 Annual Update



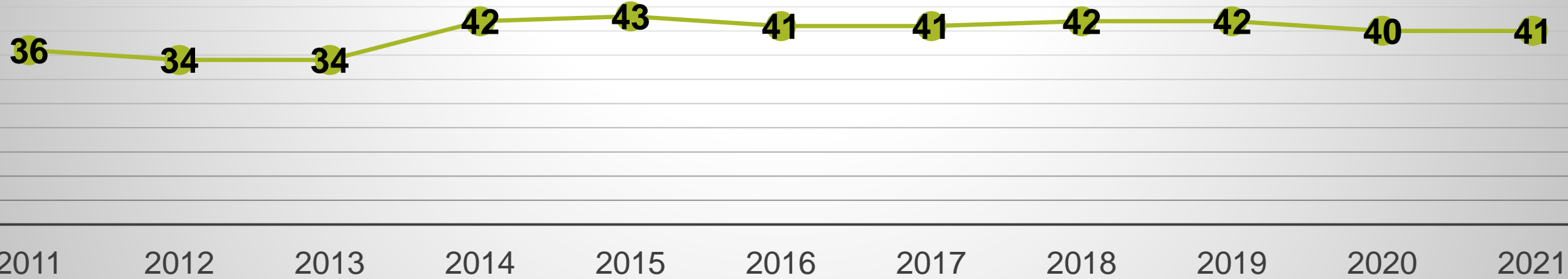
ABOUT US

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

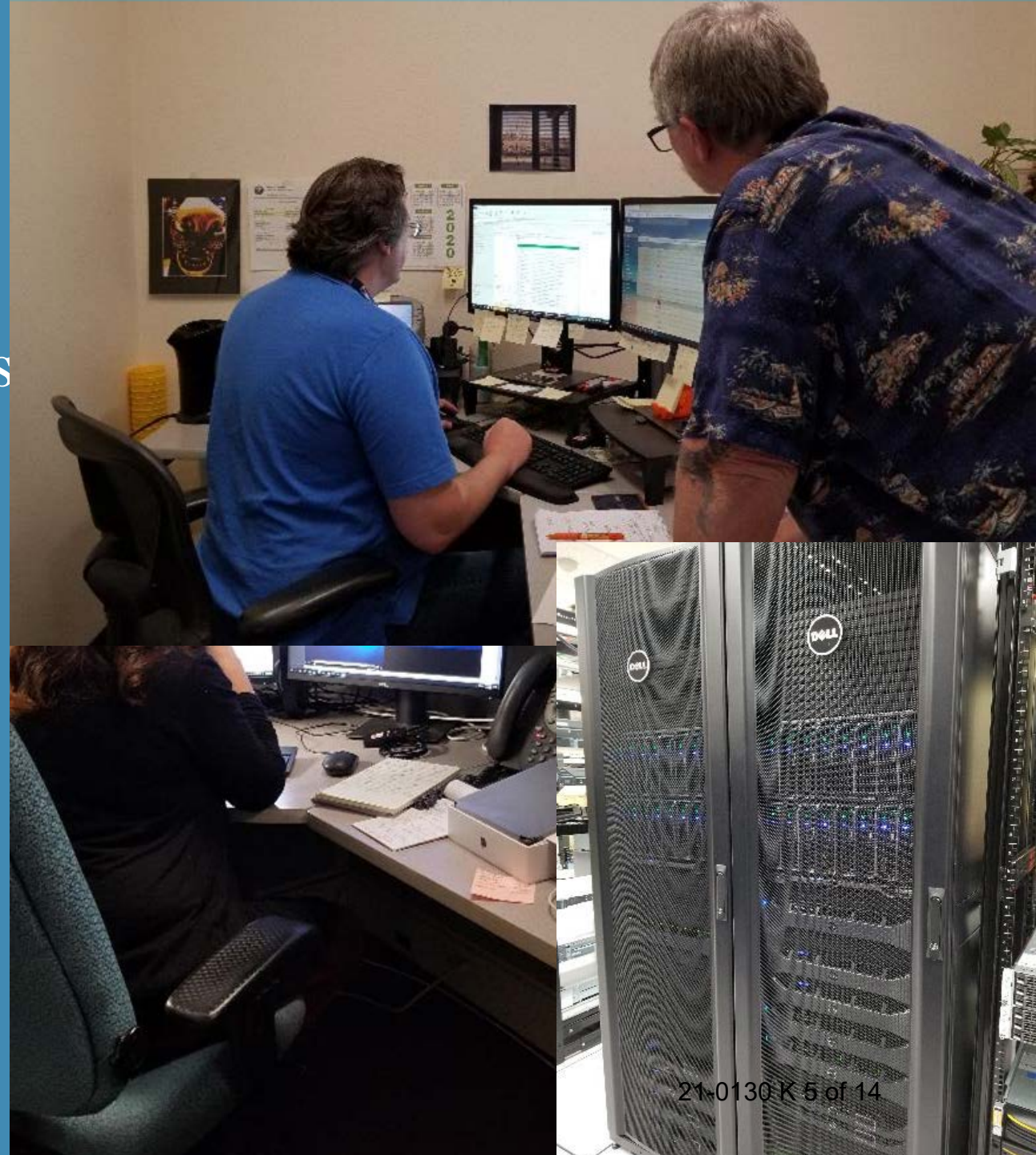
OUR SERVICES

- Service Desk
- 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

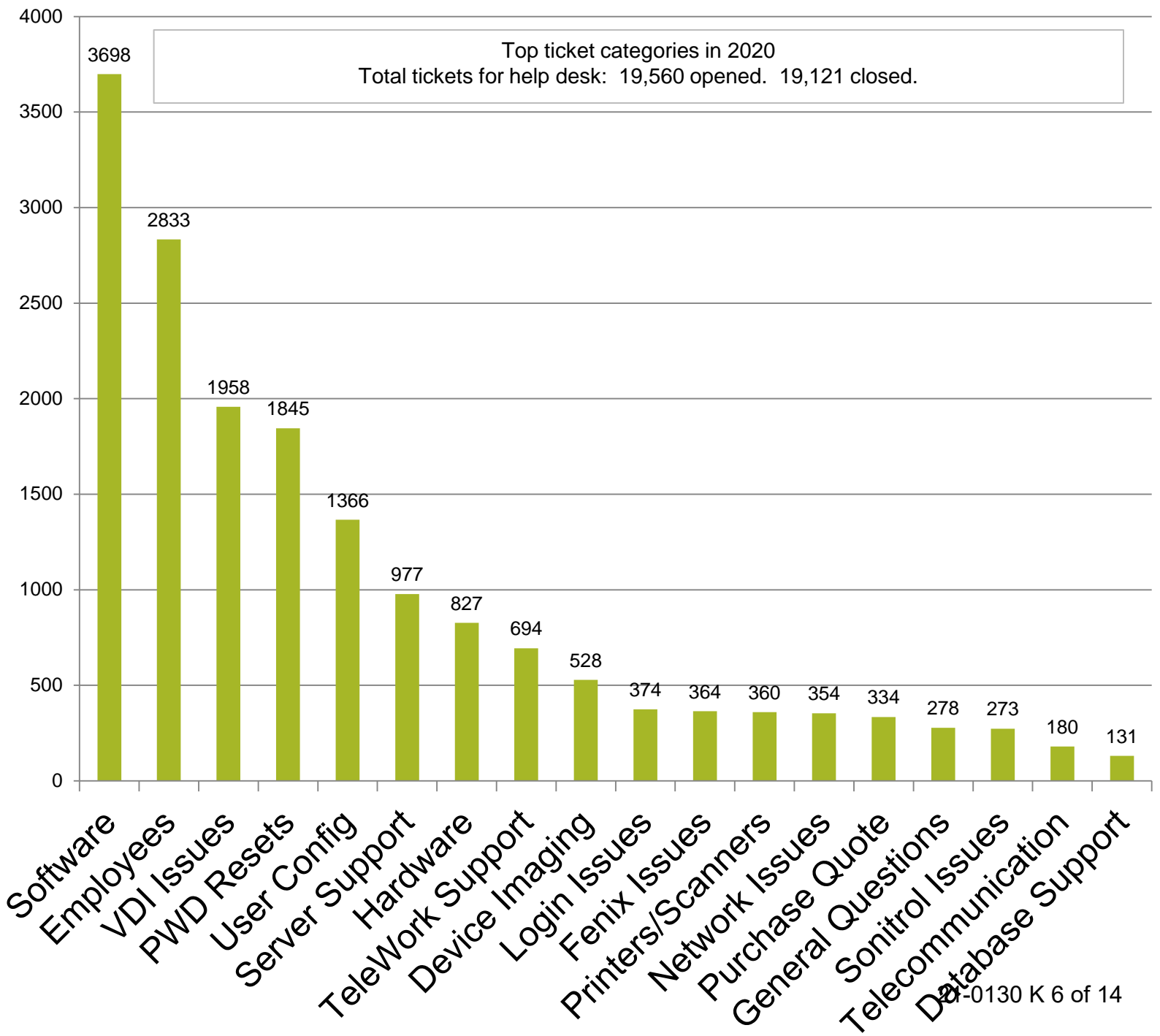
2020 Statistics:

19,560 Help Tickets

19,121 Tickets Closed

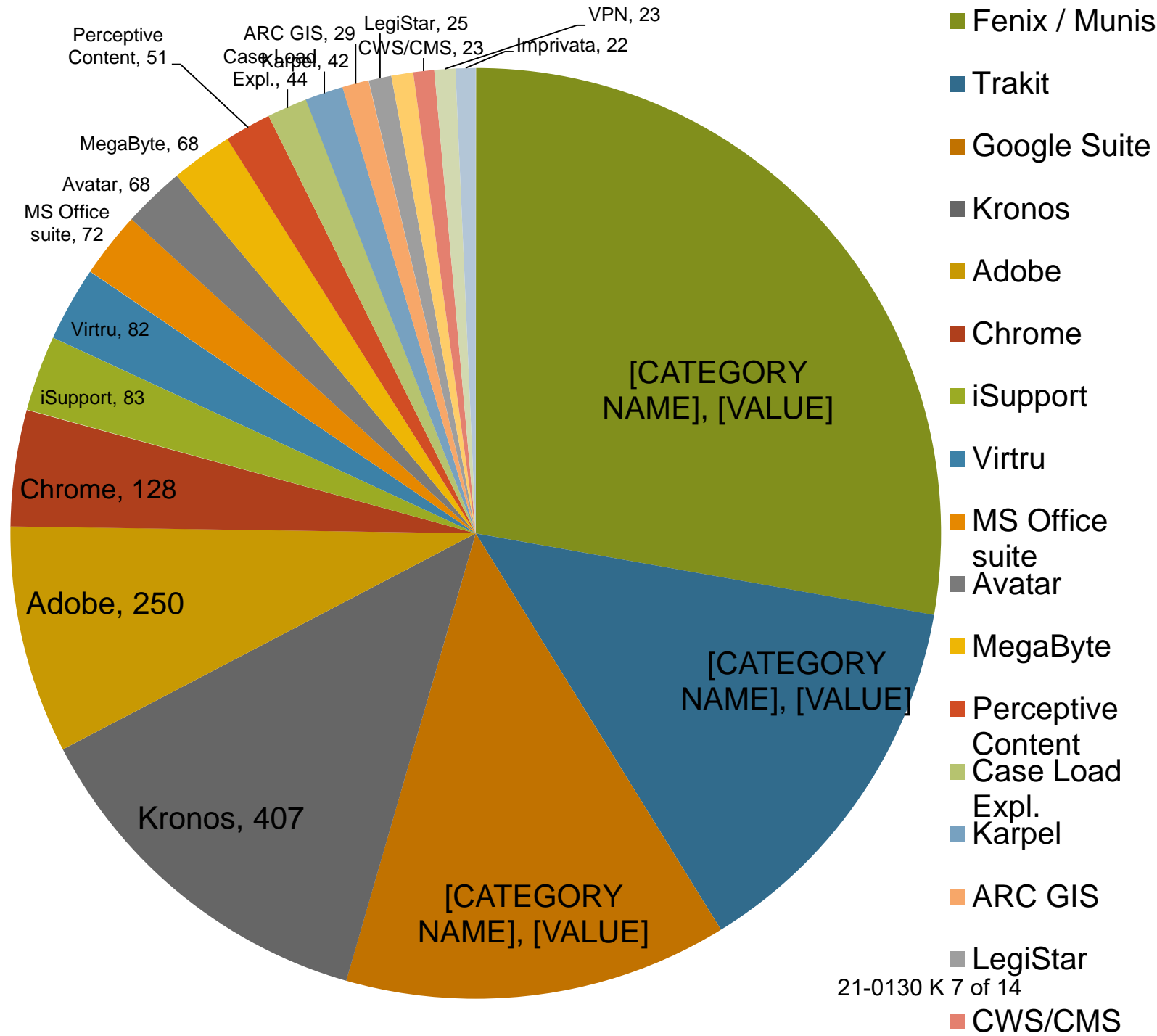
98% Closure Rate

25% Increase from 2019



CUSTOMER SUPPORT

Software support: FENIX and TRAKiT were the source of more than 41% of all software service requests handled in 2020.



TELECOMMUNICATIONS

Supports/Maintains County Phones

- Voice over Internet Protocol (VOIP)
- Interconnect Services (Outside Calls)
- Voicemail

Transfer to audio email service

- Plain Old Telephone Services (POTS)
- NEW Enterprise Softphone solution



APPLICATION DEVELOPMENT & SUPPORT

- Develop custom solutions to meet business needs
- Maintain vendor supported solutions
- Troubleshoot and resolve issues



PROJECT MANAGEMENT & BUSINESS ANALYSIS

- Project Portfolio Management
- Manage and Control Project Delivery
 - Risk
 - Schedule
 - Scope or work
 - Cost
 - Resources



CONTINUOUS TRAINING

- Career Path Training in 2020
 - 192 unique courses
 - Over 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
- Business Continuity and Disaster Recovery

