

Information Technology

Information Technology is responsible for the County's computer and telephone systems and all related equipment. The department provides overall data processing operations including system analysis/programming to meet the application needs of County agencies. Computer and telephone systems are in operation 24-hours a day, 365 days a year. Department staff responds to problems causing disruption of service after normal working hours.

Major Issues

Short Term Issues

- Complete conversion of Treasurer's collections applications.
- Replace failed server cluster and migrate to new email server.
- Implement several monitoring and protection systems for County network.
- Disaster prevention in terms of data redundancy, imaging servers, etc

Long Term Issues

- The segmentation of the County network to improve performance and scalability.
- Select and implement a commercial solution for Building and Planning departments.
- Design and build/purchase a solution to support Child Services Act department.
- Disaster Recovery Planning and Business Continuity.

Goals and Objectives

- Revise and write new applications as part of the day-to-day operations.
- Software packages for core functions.
- Development of eGovernment solutions.

Appropriations

<u>Description</u>	<u>Actual</u> <u>FY 2005</u>	<u>Budget</u> <u>FY 2006</u>	<u>Proposed</u> <u>FY 2007</u>	<u>Change</u> <u>2006 to 2007</u>
Personnel	\$ 339,677	\$ 357,037	\$ 461,111	29%
Operating	176,641	145,146	157,600	9%
Capital	61,252	12,500	32,000	156%
Transfers				
Total	\$ <u>577,570</u>	\$ <u>514,683</u>	\$ <u>650,711</u>	<u>26%</u>

Funding/Service Level Changes:

Additional funds are included for two full time PC Tech positions – one to be hired in July and one in January.

Performance Measures:

<u>Type</u>	<u>Average Response Time (In Days)</u>		
	<u>FY 03-04</u>	<u>FY 04-05</u>	<u>FY 05-06</u>
Hardware	11.4	9.3	4.5
Telephone	5.6	10.5	17
Operations	1.3	1.7	4.75
Applications	14.08	7.08	12