The mission of the Information Technology Department is to enable County departments to provide the best possible services to citizens through innovative IT solutions.

The Information Technology Department (IT) is organized into four divisions: Administration, Applications, Network/Communications and Technical Support. The Department has 46 full-time-equivalent employees providing technology services countywide.

The Information Technology Department utilizes Internal Service Funds (ISFs) to account for many of the business functions it provides to County departments, including data, network, radio and telephone services.

Administration:
The Administration Services Division supports staff in achievement of the department’s mission through financial planning and forecasting, budgeting and accounting, management of the department’s revenue, billing and collections processes and provision of administrative services. Key initiatives in the Administrative Division include IT Governance: Determining how best to organize and leverage IT resources, fund IT initiatives and ensure the County maximizes its IT investments; and IT Employee Excellence: Developing plans and programs to recruit, train, develop and retain qualified information technology experts.

Applications:
The Applications Division is responsible for developing, supporting and managing enterprise applications in support of Countywide IT mission and goals.
• Data for Decision-Making: Making County data easily available for analysis and reporting both internally and to external customers;
• Geographic Information System (GIS) Stabilization and Expansion: Tying County data to geographic coordinates for analysis, reporting and mapping;
• e-Government
• Website Enhancement: Making it easier for the public to conduct business and find information via the County’s web site;
• Online Applications Deployment: Implementing applications that deliver the information and services the customer wants and making them available over the Web;

Network/Communications:
The Network/Communications Division delivers wide area and local area data networks, Internet services, telephone systems, 2-way radio and microwave communications systems, remote computing and telecommuting support.

Technical Support Division:
The Technical Support Division delivers Windows infrastructure and email services, web and SQL database hosting and network security services.

The trend of telephone repair calls for service shows a 60% decline over the last eight years due to phone upgrades and better technology.

The volume of devices supported by the IT network increased by 17% from 2004 through 2008. This trend shows an average of 1.32 devices per FTE demonstrating the use of computers beyond individuals to public terminals and hearing room facilities.
IT staff responding to annual survey report they have the tools and training that enable them to work collaboratively to meet customer service and support expectations.

As an efficient and responsive government, the County will maintain a productive workforce through a countywide Lost Time Rate of 5.9% or less. As an efficient and responsive government, the County will maintain the cost of workers’ compensation incident claims to $1.17 per $100 payroll (salaries and benefits).

To improve workers’ safety, the County will conduct its operations in order to maintain the rate of Workers’ Compensation incident claims to 12 or less per 100 FTE employees Countywide. As an efficient and responsive government, the County will maintain the rate of Workers’ Compensation claims filed between 90 - 100% of the previous year’s actual claims filed.

To ensure an efficient and responsive government, the County will maintain a count of 27 or less General Liability claims filed per quarter. As an efficient and responsive government, the County will maintain a quality workforce through completing 95 - 100% of departmental Employee Performance Reviews (EPRs) by the Anniversary Due Date. Customers responding to annual survey report County information technology investments result in a reduction of cost, waste and duplication.

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