

Information Technology Department FY 2016/2017 Accomplishments

- Worked with the Technical Coordinator of the building department to virtualize DocuLex, migrate to Docstar, and retire the old 2003 servers.
- Installed and configured a backup domain controller at Emergency Operations Center.
- Migrated servers and added network infrastructure to the Emergency Operations Center to increase redundancy of county network resources. This will make it more difficult for a county-wide outage to occur.
- Upgraded end-of-life networking gear at all sites in county to increase uptime and support.
- Changed the routing of the network county-wide to allow each site more than one way to get to the internet or network resources.
- Worked with all departments to relieve the IT communication costs from their budgets by migrating from old technology T-1 circuits to faster, less expensive ones. IT is now paying all communications costs going forward which will allow for more control over future upgrades. It will also lower costs associated with departments paying for connections that are inactive but not cancelled.
- Built a Windows Software Update Server to give IT more control over windows updates and better keep PC's at the newest patch level.
- Implemented spear-phishing training and email campaigns to strengthen email security awareness with our end users and make our "Human Firewall" stronger against network attacks.
- Worked with Human Resources to update the county employee handbook with new and modified network, email, and internet acceptable usage policies.
- Migrated the door access control system to a new controller.
- Added redundant Comcast link between the Prime Site and the Government Complex and Callahan tower site. This provided another layer of protection from the county radio system going offline and impacting public safety.
- Installed new storage area network devices at the Government Complex and Emergency Operations Center.
- Upgraded host servers to newest supported VMware and built a new host management server both to add features and remove old security flaws.
- Built a network monitoring server to track network changes in real-time and allow for quicker threat response.
- Added more camera security to the government complex.
- Worked with hosting company to completely re-design the County website to new a ADA compliant version.
- Upgraded backup server to the newest version to gain additional functionality.
- Worked with the Traffic department to virtualize the traffic server. The server was upgraded to a newer operating system and the traffic software was updated to the latest version as well. This allowed for the decommissioning of another 2003 server.

Information Technology Department FY 2017/2018 Goals

- Continue to Work with Supervisor of Elections office to complete transition of Fire Station 60 and the Bryceville library to the new call manager.
- Now that the Comcast links are in place, continue to work with AT&T on solution to cancel the Smart Ring network connections which will save the county over \$100,000/year in communications costs.
- Complete the retirement of the onsite exchange server once the Bryceville Library phone system has been upgraded.
- Continue to work with PA and SOE to retire the old Cisco Call Manager servers.
- Work with Contracts Management and SHI to get a new Microsoft 3-year contract done that will remove unnecessary licensing and lower the total cost to taxpayers.
- Evaluate options and implement a better tracking method of PO's for IT.
- Completely move from ticket creation via email, and send users to portal for self-service.
- Improve upon technical documentation and promote more cross training to ensure quality of service during job transitions and improve efficiency on projects.
- Implement ACS as a network based software management solution to enhance visibility and control over the domain.
- Work with maintenance department to find a way to deploy smartphones and GPS to technicians and restrict users from making changes to the devices.
- Continue to find new methods to protect county data from cyber-attacks.
- Complete the county's internal website rollout.
- Purchase new desk phones and work with SOE to remove all unsupported phones from the system. This will allow SOE to update to the newest call manager software and increase features of the phone system.
- Continue to add new Windows 10 machines to network and begin migrating existing user machines to Windows 10.
- Re-purpose old SAN units to act as long-term storage devices.
- Work with Fire rescue to migrate to a new virtual or web-hosted solution for Kronos Telestaff.
- Work with OMB and County Manager's office to expand Laserfiche usage to their users.
- Complete the install with data migration of new storage area network devices at the Government Complex and Emergency Operations Center.