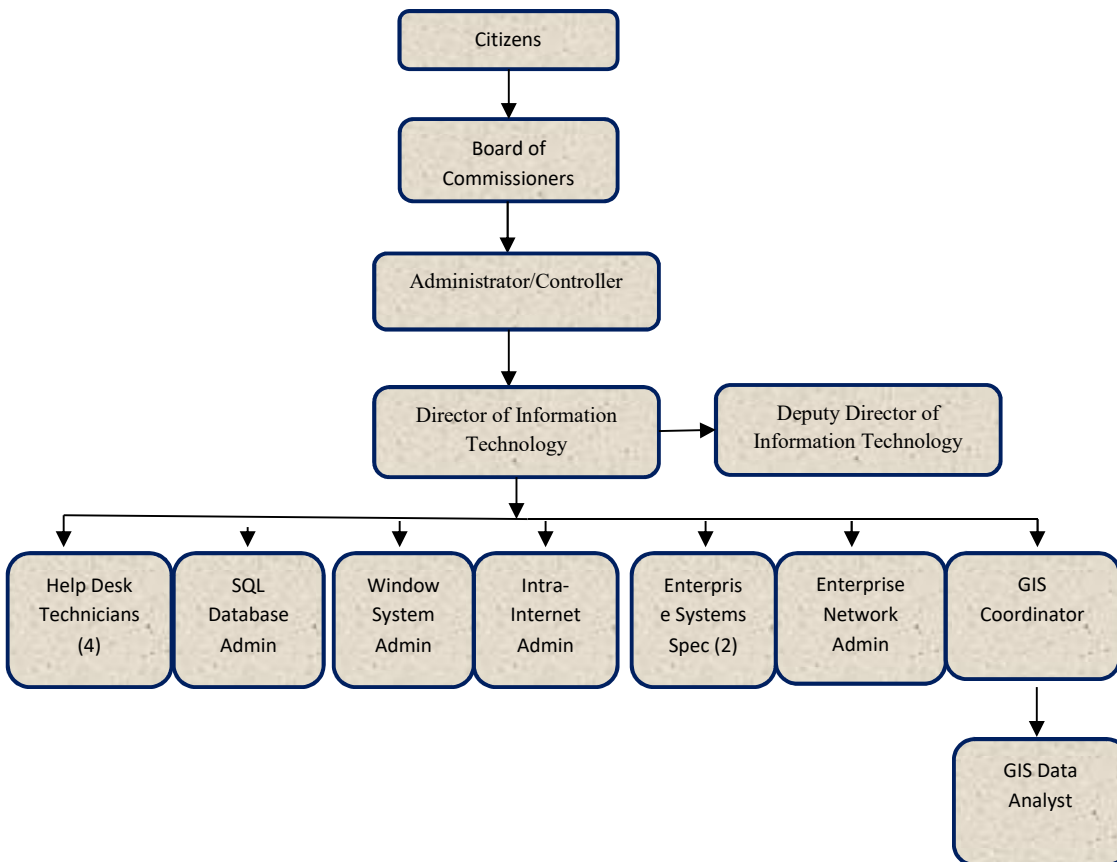


Information Technology



Activities

Provide support services for County departments, agencies and employees such as miscellaneous necessary desktop/server applications; redundant backup services; virus protection and updates; disaster recovery planning; project review and planning; network infrastructure planning and support; active directory migration; exchange mail services; cross county imaging document management support and workflow.

The IT department administers the county website, maintains a virtual server environment of approximately 100 servers, provides maintenance and support to the county's Financial System, the court system, Sheriff's records system, voice over internet protocol (VOIP) phone system, camera system, remote access systems, and supports cybersecurity best practice Initiatives.

The It Department provides some of the above services to other governmental agencies and component units through service level agreements.



Mission Statement

To provide County employees a premier level of workplace technology while delivering both an expeditious and expert level of customer care.

Programs

[Information Technology](#)

[Geographic Information Systems](#)

Information Technology

Strategic Plan Impact

- ✓ **Internal Support Service**
Information Technology provides technology support to all County Departments, facilitating the efficient delivery of strategic plan initiatives across the County.
- ✓ **Trusted Government**
Information Technology maintains the infrastructure needed to provide other units of local government with access to shared resources.
- ✓ **Safe and Desirable**
Information Technology provides support to the Sheriff's Department as well as other local area Police and Fire agencies including maintaining system uptime for delivery of services to the community. By maintaining a solid Cybersecurity posture, IT ensures sensitive stakeholder data is protected.

Accomplishments

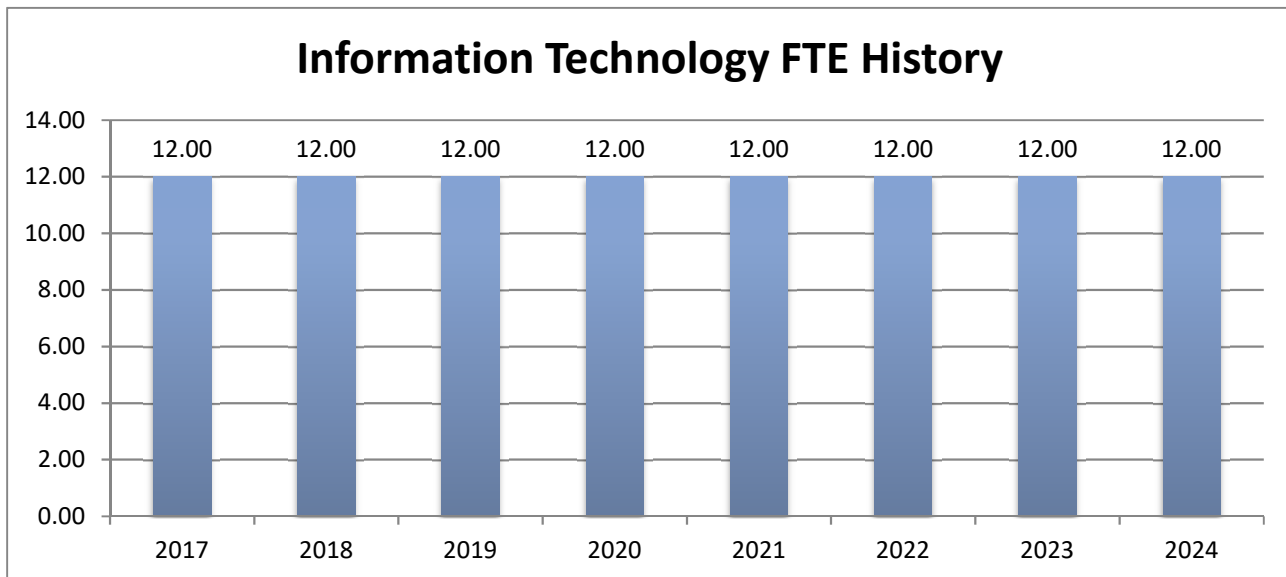
- ✓ Received and Completed 5347 Technical Support Requests from end users
- ✓ Continued operational support through significant staff turnover and vacancies
- ✓ Worked to rebuild organizational knowledge and build departmental resilience through better documentation, training, and communication practices
- ✓ Facilitated upgrade of Tyler New World upgrade for Internal and External organizations
- ✓ Implemented Nutanix datacenter hardware at primary and disaster recovery sites
- ✓ Continued migration of servers to newer, supported operating systems
- ✓ Initiated cybersecurity auditing of IT systems based on standardized CIS Controls
- ✓ Maintained 99% Network and Infrastructure uptime

Information Technology

- ✓ Reduced outside risk by auditing and consolidating connections from the Internet by 66%
- ✓ Remediated issues identified in Friend of the Court OCS Security Audit
- ✓ Implementation of new Comcast network connections at sites throughout the County
- ✓ Implemented Verkada camera system, coordinated installation of 180 cameras
- ✓ Replaced approximately 80% of existing end-of-life network hardware
- ✓ Optimized OnBase Workflows for Treasurer's, Friend of the Courts and Prosecuting Attorney's offices
- ✓ Implemented 2 New OnBase Modules to improve performance and productivity including Outlook Integration, Document Composition
- ✓ Initiated electronic onboarding of new employees through OnBase workflow development with Human Resources.
- ✓ Certifications Achieved: Advanced OnBase System Administrator, Advanced Workflow Administrator, LEIN Certification
- ✓ Testing and maintenance of Disaster Recovery and Cyber Recovery Sites
- ✓ Administration of 3735 Assets / Devices on Jackson County Network
- ✓ Technical Support and Administration for 300 Verizon Cell Phones and 100+ iPad Devices

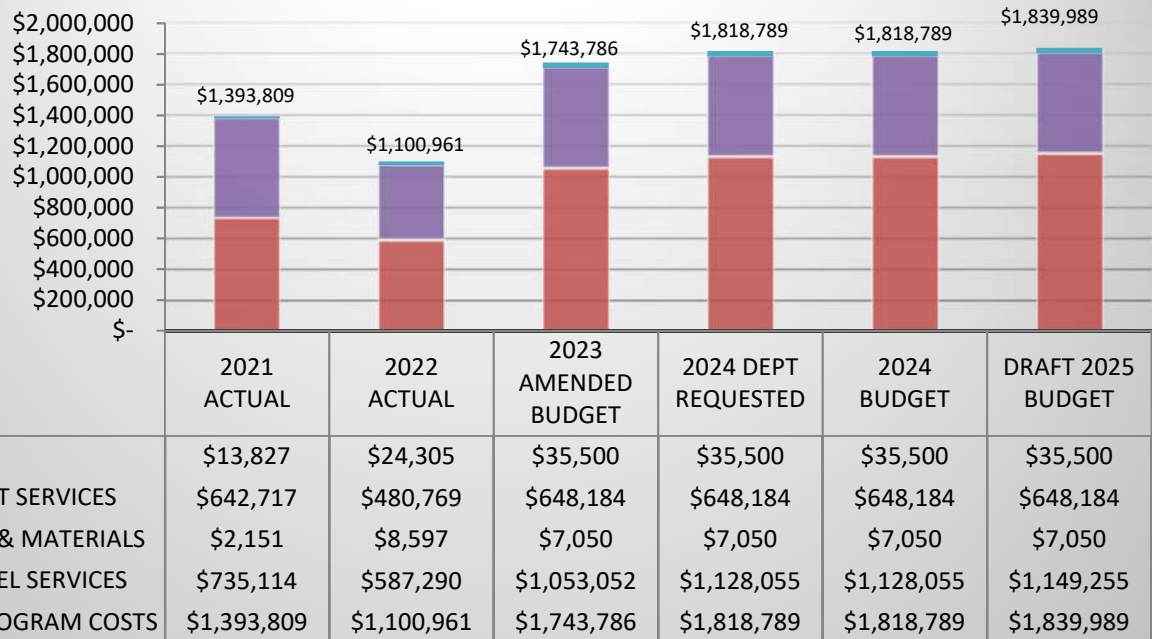
Budget Adjustments

- ✓ Addition of subscription and license fees for Nutanix datacenter systems
- ✓ Updated Microsoft licensing

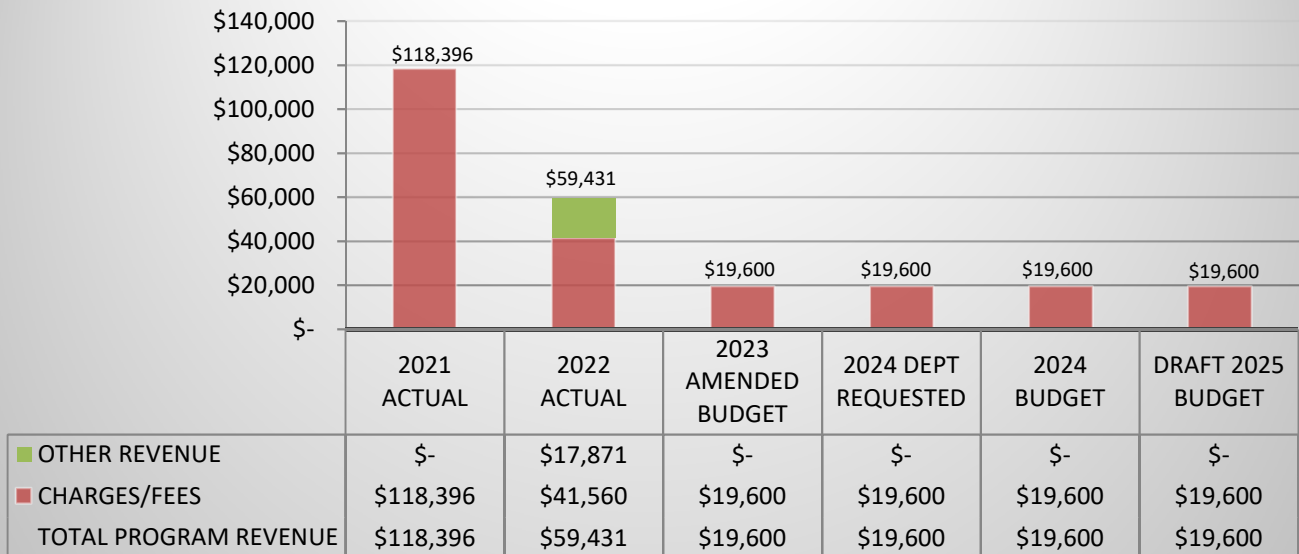


Information Technology

Information Technology Expenditures



Information Technology Revenues





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Geographic Information Systems

Activities

Promote, educate, & integrate the prevalent usage of GIS to allow increased productivity through accurate & informed decision making. Provide the general public, private sector & associated governmental agencies access to enhanced GIS services & products that will assist them in meeting their business needs. Efficiently create & maintain an enterprise based GIS which accurately & comprehensively represents all relevant County geographic data & information through workflow driven development of GIS data & applications.

Strategic Plan Impact

- ✓ **Safe Community**
GIS is responsible for the creation and on-going maintenance for the Central Dispatch 911 system maps and address information.
- ✓ **Economic Development**
GIS supports economic development efforts to attract and retain business in the community through mapping.
- ✓ **Healthy Community**
GIS facilitates infectious disease surveillance, outbreak investigation, and planning and response activities by the Health Department.
- ✓ **Recreational & Cultural Opportunities**
GIS uses mapping to inform the public about recreational areas and activities within Jackson County.

Accomplishments

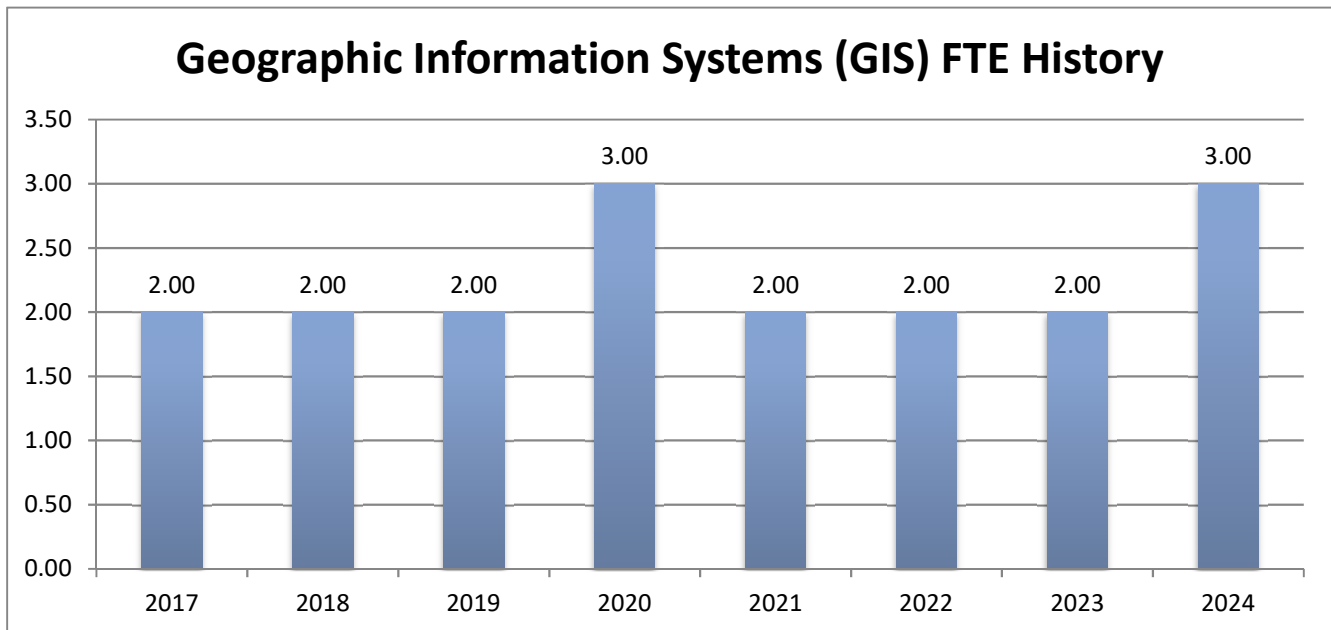
- ✓ **Support of applications (public, web-based)**
 - **Imagery Viewer:** Allows comparison of historical imagery in Jackson County through a swipe tool. Hosted new imagery services for the years of 1986, 2000, 2008, 2015 and 2020.
 - **Non-Motorized Trails:** Explores hiking, biking and recreational trails and areas throughout Jackson County.
 - **Commissioner Districts map:** Shows boundaries of the Commissioner Districts
 - **Snow Plow Tracker & Crime Viewer:** Updated and streamlined functionality
- ✓ **Addressing**
 - 374 new addresses issued in 2022

Information Technology

- ✓ **911/Dispatch Data Updates & Fixes**
 - Continued participation in two State programs to help test their new system that checks data for errors and that will be used to create a Statewide 911 database for emergency purposes
 - Checked thousands of address points and road segments for errors (duplicates, incorrect names, mismatches with road names etc.)
- ✓ **Parcel Fabric/Data Updates**
 - Trained new GIS Employee in Parcel Editing to help catch up with new splits, combinations and Parcel fixes.
 - Documented Parcel update process/workflow.
- ✓ **JCDOT Projects Internal Web-based Applications**

Budget Adjustments

No significant budget adjustments in 2022.



Information Technology

GIS Expenditures



	2021 ACTUAL	2022 ACTUAL	2023 AMENDED BUDGET	2024 DEPT REQUESTED	2024 BUDGET	DRAFT 2025 BUDGET
OTHER	\$13,565	\$10,166	\$15,050	\$15,050	\$15,050	\$15,050
CONTRACT SERVICES	\$12,545	\$19,250	\$31,000	\$31,000	\$31,000	\$31,000
SUPPLIES & MATERIALS	\$4,122	\$2,434	\$4,800	\$4,800	\$4,800	\$4,800
PERSONNEL SERVICES	\$110,931	\$93,863	\$132,835	\$220,735	\$220,735	\$226,761
TOTAL PROGRAM COSTS	\$141,163	\$125,713	\$183,685	\$271,585	\$271,585	\$277,611

GIS Revenues



	2021 ACTUAL	2022 ACTUAL	2023 AMENDED BUDGET	2024 DEPT REQUESTED	2024 BUDGET	DRAFT 2025 BUDGET
CHARGES/FEES	\$140,200	\$75,916	\$90,000	\$75,000	\$75,000	\$75,000
TOTAL PROGRAM REVENUE	\$140,200	\$75,916	\$90,000	\$75,000	\$75,000	\$75,000



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