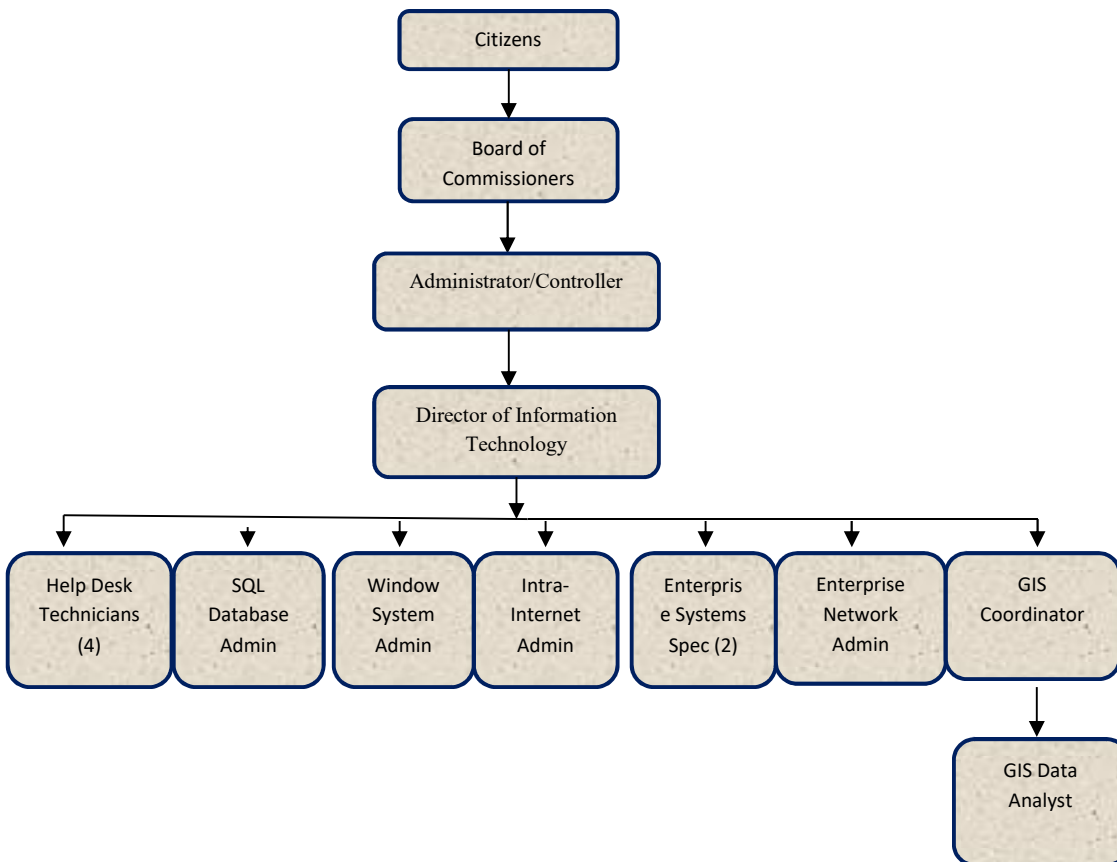


Information Technology



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; and cross county imaging document management support and workflow.

The IT department develops and maintains an integrated website, maintains a virtual server environment, provides maintenance and support to the county's Financial System, the court system, Sheriff's records system, and voice over internet protocol (VOIP) phone system.

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 Service**
Information Technology provides technology support to all County Departments.
- ✓ **Intergovernmental Cooperation**
Information Technology has entered into several cooperative agreements with other units of government within Jackson County to provide information technology support at a reduced cost for those agencies.
- ✓ **Safe Community**
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.

Accomplishments

- ✓ Received and Completed 6019 Technical Support Requests from end users
- ✓ Successfully Completed FBI CJIS Security Policy LEIN Audit
- ✓ Assisted Local Law Enforcement Agencies in completion of their LEIN Audits
- ✓ Established a benchmark standard for remote working
- ✓ Setup satellite remote locations for County Departments to work remotely from during Covid-19 Lock downs.
- ✓ Setup an additional 300 employees with remote network and computer access enabling county to maintain operations and continue to provide services to the community.
- ✓ Maintained 99% Network and Infrastructure uptime during pandemic lockdown periods.

Information Technology

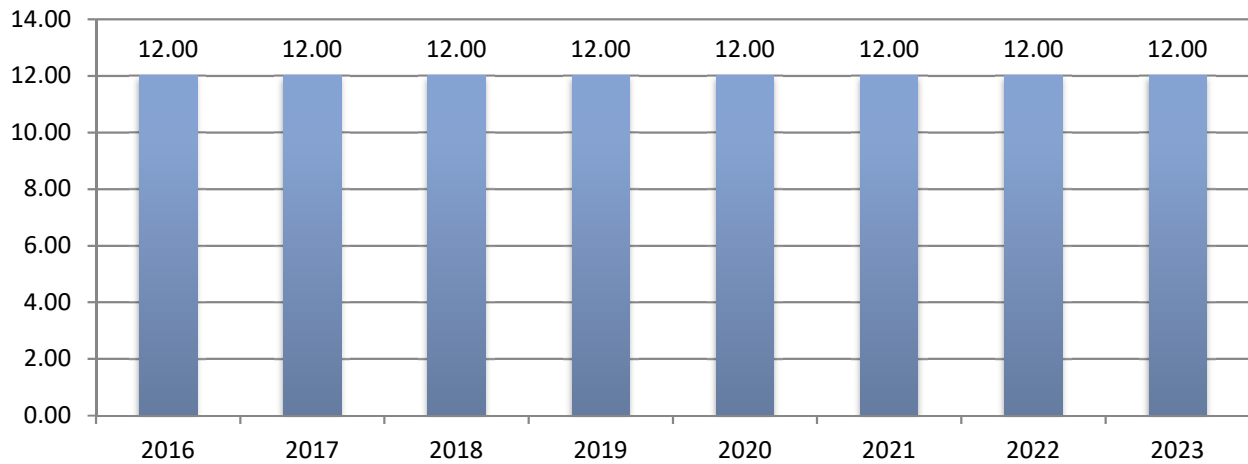
- ✓ Expanded county workforce opportunities by implementing mobility tools and procurement of appropriate mobility devices and VPN Solutions.
- ✓ Successful Migration of Microsoft Exchange Mail Server 2016 Server
- ✓ Successful upgrade of all 2008 R2 Standard Servers to VM 2016 VM Platforms
- ✓ Strategic Review of IT Needs for planning and procurement of ARPA Funding to improve Data Infrastructure
- ✓ Successfully migrated JSO Mobile Units to Windows 10 Operating Systems on new GETAC devices
- ✓ Transparency in Government – Setup, facilitated and made available to the public via Zoom all Board of Commissioners Public Meetings.
- ✓ Transparency in Government – Setup, Facilitated and made available to the public via Zoom and YouTube most or all public Board Meetings.
- ✓ Provisioned
- ✓ Virtualized NCIC LEIN VMS from AS/400 Technology to VM Platform
- ✓ Transitioned County Departments / Equipment / Employees Back to In Person Working environments
- ✓ Upgraded OnBase to version Foundations
- ✓ Implemented OnBase Workflows for Treasurer’s, Friend of the Courts and Prosecuting Attorney’s offices
- ✓ Implemented 4 New OnBase Modules to improve performance and productivity including Outlook Integration, Document Composition, Advanced Capture, & Mailbox Importer
- ✓ Certifications Achieved: Advanced OnBase System Administrator, Advanced Workflow Administrator, SQL Database Administration, LEIN Certification
- ✓ Implementation of Disaster Recovery and Cyber Recovery Sites
- ✓ Deployed 350 New Desktop and Laptop Computers
- ✓ All Desktop/Laptop Operating Systems Converted to Windows 10 OS
- ✓ Administration of 2835 Assets / Devices on Jackson County Network
- ✓ Technical Support and Administration for 300 Verizon Cell Phones and 100+ iPad Devices

Budget Adjustments

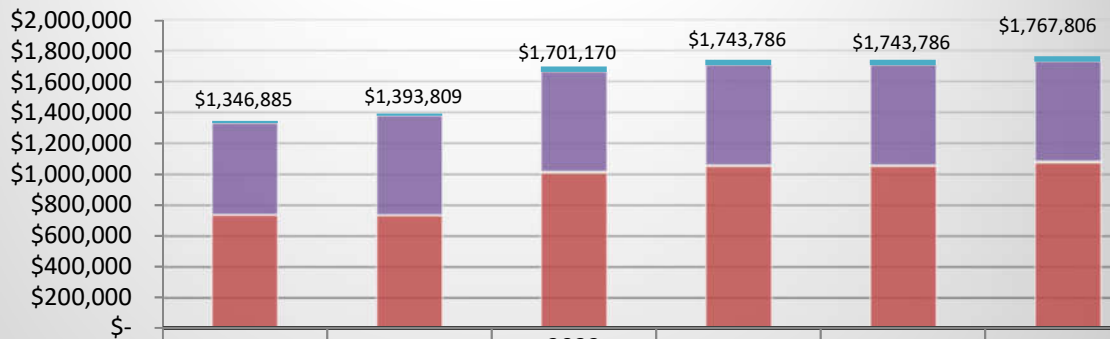
No significant budget adjustments in 2022.

Information Technology

Information Technology FTE History



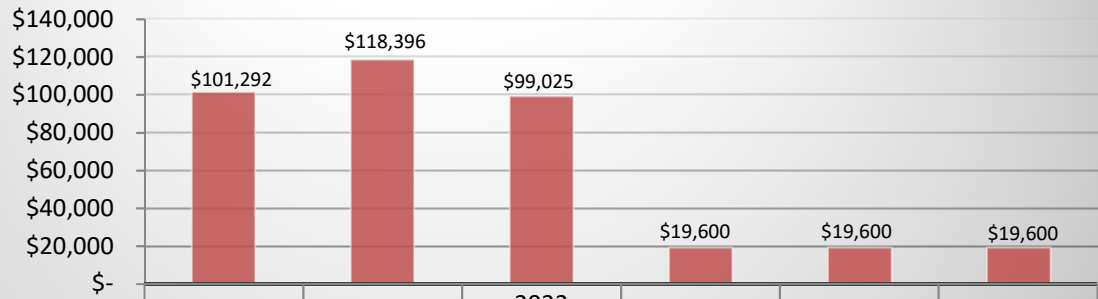
Information Technology Expenditures



	2020 ACTUAL	2021 ACTUAL	2022 AMENDED BUDGET	2023 DEPT REQUESTED	2023 BUDGET	Draft 2024 BUDGET
OTHER	\$14,574	\$13,827	\$35,500	\$35,500	\$35,500	\$35,500
CONTRACT SERVICES	\$592,842	\$642,717	\$648,184	\$648,184	\$648,184	\$648,184
SUPPLIES & MATERIALS	\$2,656	\$2,151	\$7,050	\$7,050	\$7,050	\$7,050
PERSONNEL SERVICES	\$736,813	\$735,114	\$1,010,436	\$1,053,052	\$1,053,052	\$1,077,072
TOTAL PROGRAM COSTS	\$1,346,885	\$1,393,809	\$1,701,170	\$1,743,786	\$1,743,786	\$1,767,806

Information Technology

Information Technology Revenues



	2020 ACTUAL	2021 ACTUAL	2022 AMENDED BUDGET	2023 DEPT REQUESTED	2023 BUDGET	Draft 2024 BUDGET
■ CHARGES/FEES	\$101,292	\$118,396	\$99,025	\$19,600	\$19,600	\$19,600
OTHER REVENUE	-	-	-	-	-	-
TOTAL PROGRAM REVENUE	\$101,292	\$118,396	\$99,025	\$19,600	\$19,600	\$19,600



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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. GIS provides support to local law enforcement with the location of sex offenders in relation to local schools.

✓ **Economic Development**

GIS supports economic development efforts to attract and retain business in the community through mapping. Partnerships between the GIS staff and the local Jackson Realtor's Association, the Enterprise Group, and the Land Bank facilitate the economic development process.

✓ **Healthy Community**

GIS provides public health mapping and spatial analysis. They assist with infectious disease surveillance, outbreak investigation, and planning and response activities.

✓ **Recreational & Cultural Opportunities**

GIS uses mapping to inform the public about recreational areas and activities within Jackson County.

Accomplishments

✓ **New 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.
- **Adopted Commissioner Districts map:** Shows boundaries of the newly 2021 adopted Commissioner Districts

Information Technology

- ✓ **County Commissioner Redistricting**
 - Provided key input, maps and statistics for the 2021 County Commissioner District Reapportionment Committee
 - Helped submit new district boundaries and descriptions to the State
- ✓ **Township Precinct Updates**
 - Aided in the new precinct process, providing maps and input for Blackman, Leoni and Spring Arbor Townships
 - Helped submit new precinct boundaries and descriptions to the State
 - Updated our public web based Voting applications to reflect changes
- ✓ **Addressing**
 - 240 new addresses issued from March 2021 through March 2022
 - 60 new addresses issued to date in 2022 (as of April 11)
 - New addressing process created & documented to help streamline process
- ✓ **911/Dispatch Data Updates & Fixes**
 - Participated 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.)
 - 939 Addresses corrected or added since 2021
 - 332 Road segments corrected or added since 2021
- ✓ **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.
- ✓ **Notable Maps created for:**
 - **JCDOT:**
 - Custom Project maps for use internally and to be seen by the Public
 - Multiple Grant application maps
 - Updated Snowplow Route maps
 - **Parks:**
 - Keeley & County Fair maps for the purposes of showing Fair Areas, Advertisements, Parking and Emergency Egresses
 - Multiple Grant application maps
 - **Health Dept.:**
 - Multiple maps on Covid-19 data (including an ongoing weekly update of new cases by township and by school district)
- ✓ **JCDOT Projects Internal Web-based Applications (2020)**

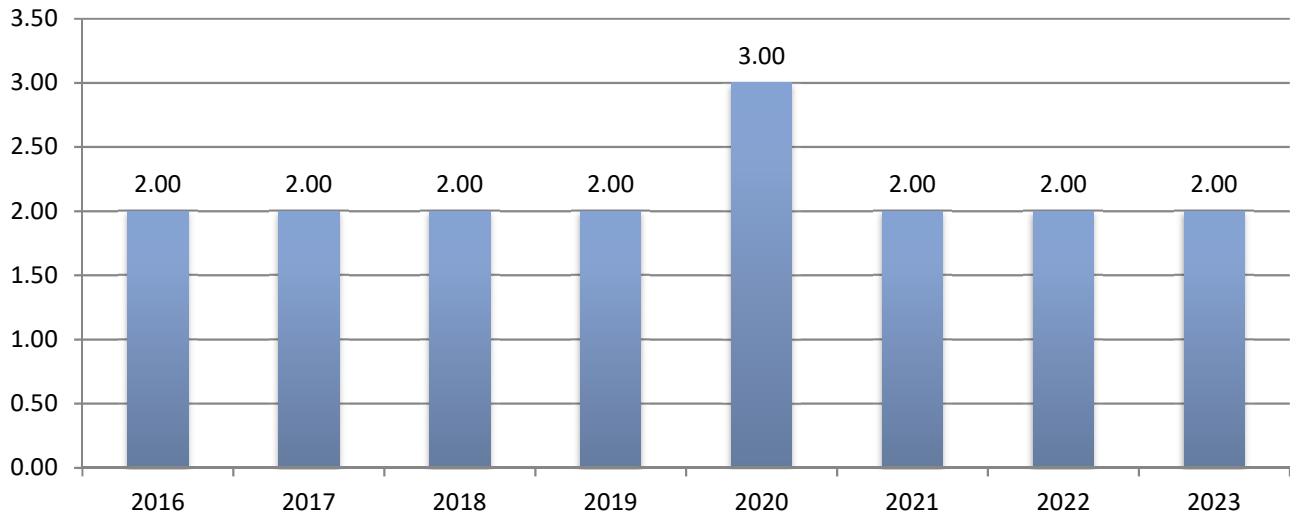
Created two web based applications that allow JCDOT to keep track of, visualize and map their Projects all on their own.

Information Technology

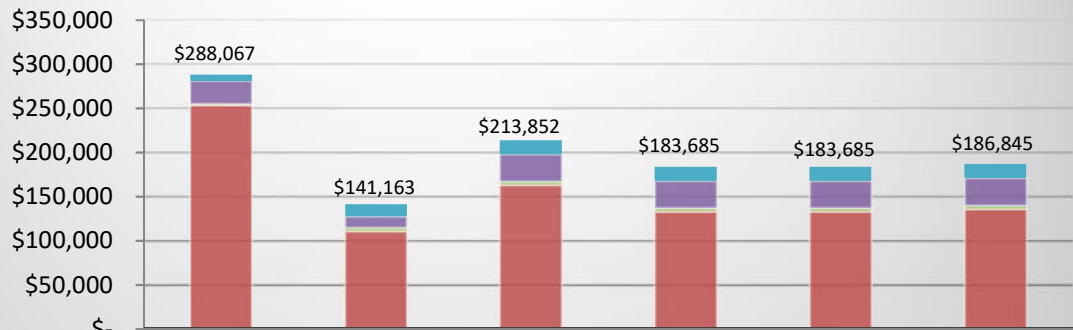
Budget Adjustments

No significant budget adjustments in 2022.

Geographic Information Systems (GIS) FTE History



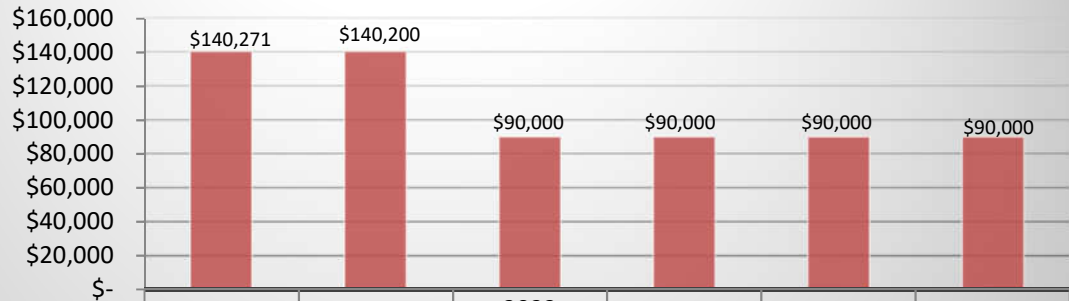
GIS Expenditures



	2020 ACTUAL	2021 ACTUAL	2022 AMENDED BUDGET	2023 DEPT REQUESTED	2023 BUDGET	Draft 2024 BUDGET
OTHER	\$7,173	\$13,565	\$15,800	\$15,800	\$15,800	\$15,800
CONTRACT SERVICES	\$25,970	\$12,545	\$31,000	\$31,000	\$31,000	\$31,000
SUPPLIES & MATERIALS	\$1,453	\$4,122	\$4,050	\$4,050	\$4,050	\$4,050
PERSONNEL SERVICES	\$253,471	\$110,931	\$163,002	\$132,835	\$132,835	\$135,995
TOTAL PROGRAM COSTS	\$288,067	\$141,163	\$213,852	\$183,685	\$183,685	\$186,845

Information Technology

GIS Revenues



	2020 ACTUAL	2021 ACTUAL	2022 AMENDED BUDGET	2023 DEPT REQUESTED	2023 BUDGET	Draft 2024 BUDGET
■ CHARGES/FEES	\$140,271	\$140,200	\$90,000	\$90,000	\$90,000	\$90,000
TOTAL PROGRAM REVENUE	\$140,271	\$140,200	\$90,000	\$90,000	\$90,000	\$90,000