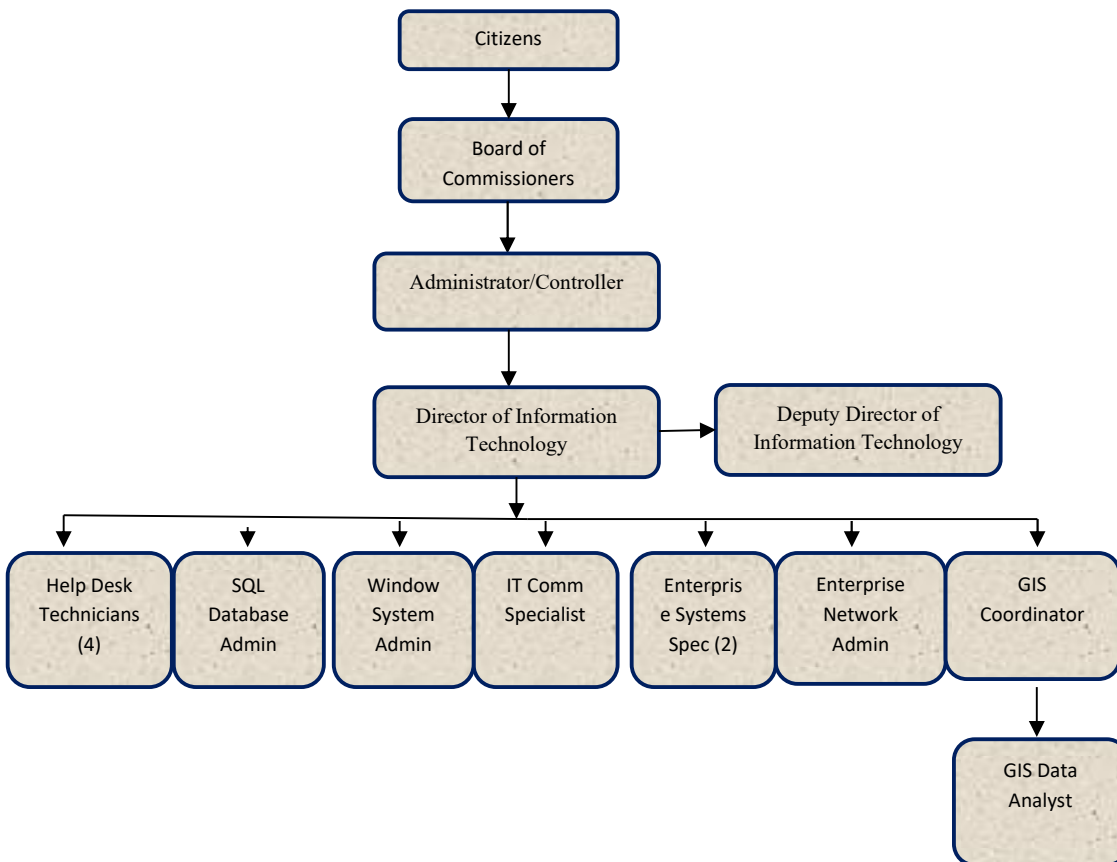


Information Technology



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 4705 Technical Support Requests from end users
- ✓ Continued operational support through significant vacancies, rebuilding the team.
- ✓ Continue to build organizational knowledge and departmental resilience through better documentation, training, and communication practices.
- ✓ Facilitated upgrade of several back-end server systems for web content and databases.
- ✓ Began implementation of Microsoft 365 Cloud services
- ✓ Continued migration of servers to newer, supported operating systems.
- ✓ Initiated regular external network scanning to enhance cybersecurity posture.
- ✓ Maintained 99% Network and Infrastructure uptime

Information Technology

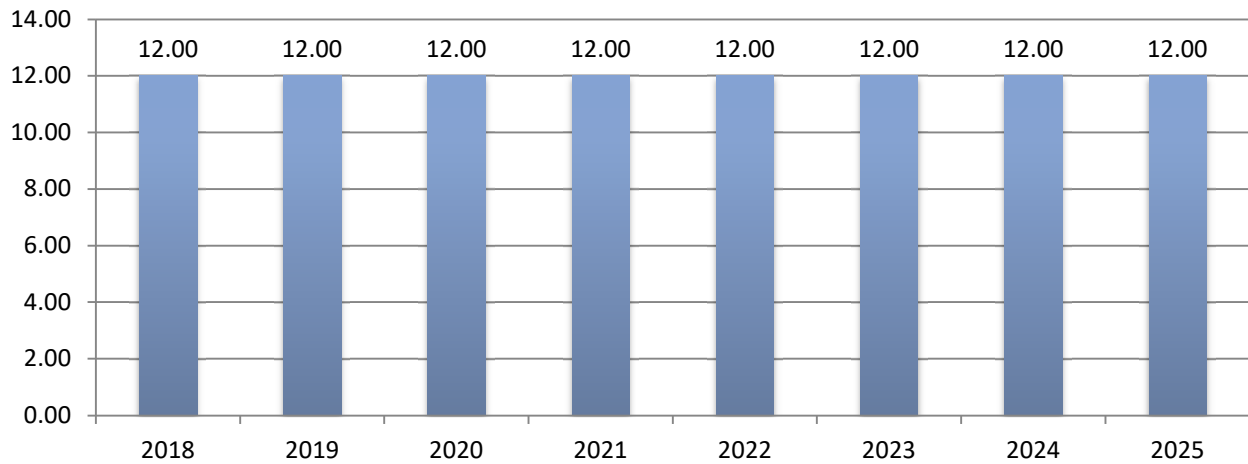
- ✓ Completed an audit of existing firewall rules, updating and consolidating the associated security posture.
- ✓ Updated firewall to a currently supported version.
- ✓ Further remediated issues identified in Friend of the Court OCS Security Audit
- ✓ Worked with Comcast to identify opportunities for consolidation of Internet services.
- ✓ Terminated Internet connections that were no longer needed.
- ✓ Continued implementation of countywide camera system and tuning of the system.
- ✓ Replaced remainder of existing end-of-life network infrastructure.
- ✓ Rebuilt several internal systems that provide network services, connectivity, and account provisioning.
- ✓ Worked with Dispatch to implement CAD-to-CAD integrations with Lenawee and HVA(Ongoing)
- ✓ Applied results of internal permissions audits to ensure that access to sensitive information was provided to authorized personnel only.
- ✓ Conducted an audit of existing phone extensions, locations, and e-911 configuration.
- ✓ Developed and currently working with HR on the deployment of complete OnBase onboarding.
- ✓ Significant Training: Mitel Phone System Operator, Palo Alto (Firewall) System Configuration
- ✓ Testing and maintenance of Disaster Recovery and Cyber Recovery Sites
- ✓ Administration of 3735 Assets / Devices on Jackson County Network
- ✓ Worked with Jackson ISD/Concord Schools to implement the technology requirements for the new Concord School Health Center.
- ✓ Worked with the Prosecutor's Office to identify and fund the purchase of a new case management software (Karpel)
- ✓ Audited existing website to remove nearly 900 bad links, correct misspellings, and remove nearly 40% of the total content as outdated or no longer needed.
- ✓ Worked with departments to enhance their website and/or social media presence.
- ✓ Redesign of the county website, which will launch by the end of April 2024.
- ✓ Developed the ad hoc Broadband Committee which has worked with the townships, stakeholders, and vendors to try to maximize the impact of the BEAD Infrastructure grant.
- ✓ Technical Support and Administration for 350 Verizon Cell Phones and 100+ iPad Devices
- ✓ Implemented a new digital signage solution for the Animal Shelter

Budget Adjustments

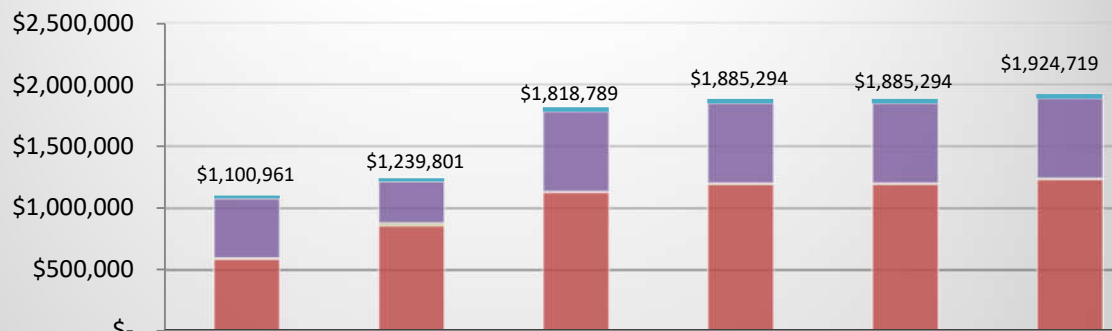
- ✓ No significant budget adjustments in 2023

Information Technology

Information Technology FTE History



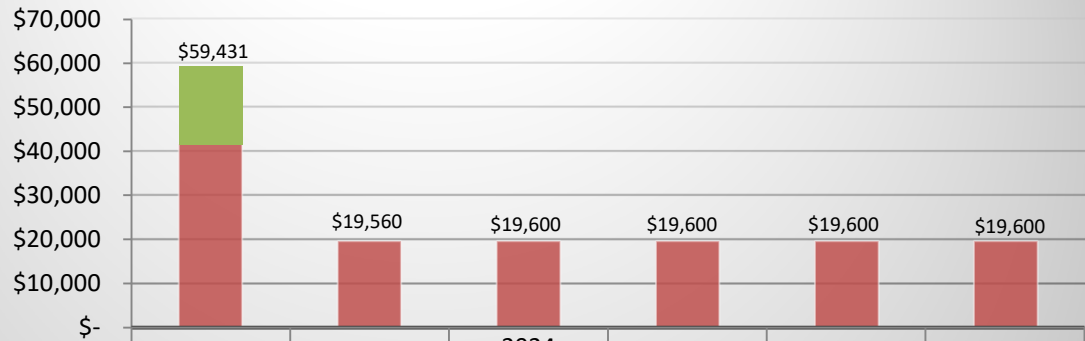
Information Technology Expenditures



	2022 ACTUAL	2023 ACTUAL	2024 AMENDED BUDGET	2025 DEPT REQUESTED	2025 BUDGET	DRAFT 2026 BUDGET
OTHER	\$24,305	\$26,027	\$35,500	\$35,500	\$35,500	\$35,500
CONTRACT SERVICES	\$480,769	\$335,589	\$648,184	\$648,184	\$648,184	\$648,184
SUPPLIES & MATERIALS	\$8,597	\$19,820	\$7,050	\$7,050	\$7,050	\$7,050
PERSONNEL SERVICES	\$587,290	\$858,365	\$1,128,055	\$1,194,560	\$1,194,560	\$1,233,985
TOTAL PROGRAM COSTS	\$1,100,961	\$1,239,801	\$1,818,789	\$1,885,294	\$1,885,294	\$1,924,719

Information Technology

Information Technology Revenues



	2022 ACTUAL	2023 ACTUAL	2024 AMENDED BUDGET	2025 DEPT REQUESTED	2025 BUDGET	DRAFT 2026 BUDGET
OTHER REVENUE	\$17,871.00	\$-	\$-	\$-	\$-	\$-
CHARGES/FEES	\$41,560	\$19,560	\$19,600	\$19,600	\$19,600	\$19,600
TOTAL PROGRAM REVENUE	\$59,431	\$19,560	\$19,600	\$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.
- ✓ **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

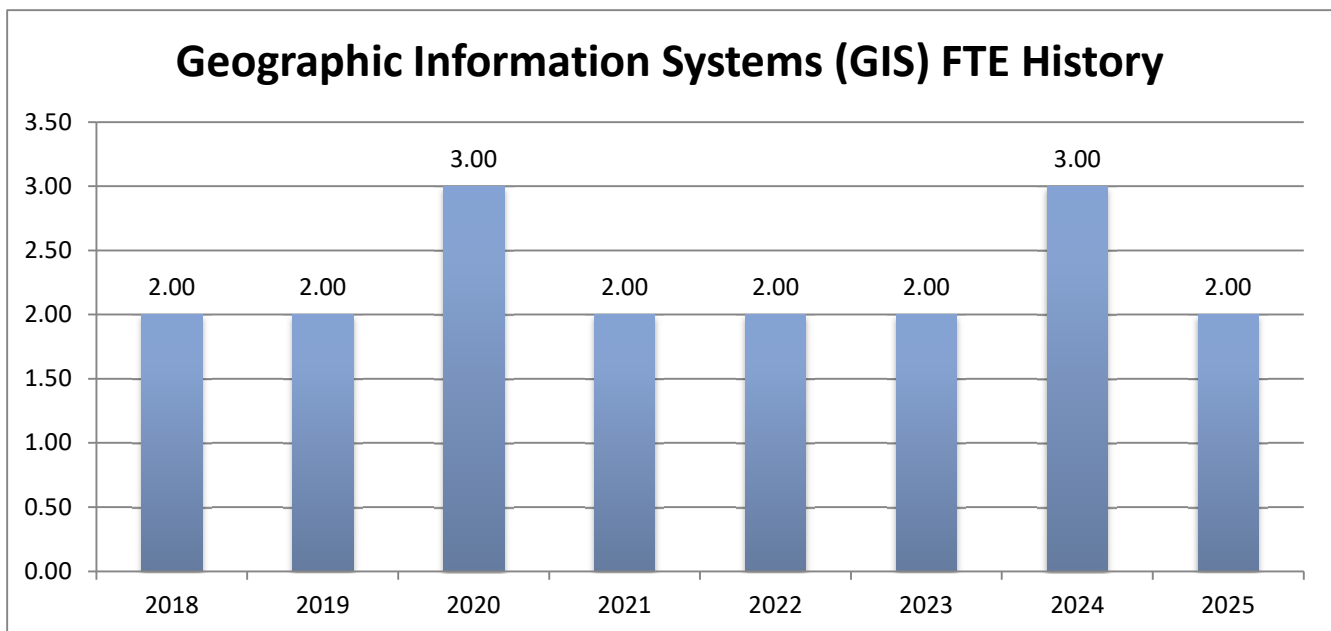
- ✓ **Creation of new ticket policy to reduce paperwork and dual entry with equalization staff**
- ✓ **Addressing**
 - 176 Address updates

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.)
 - Provided capability for mobile units to access building floorplans from within mapping application
 -
- ✓ **Parcel Fabric/Data Updates**
 - Completed backlog of parcel updates going back to 2022
 - 591 Parcels split or combined
 - 1331 Additional parcels created
- ✓ **Facilitated 22 external map requests**
- ✓ **Developed township and county maps of Internet services for the Broadband Committee**

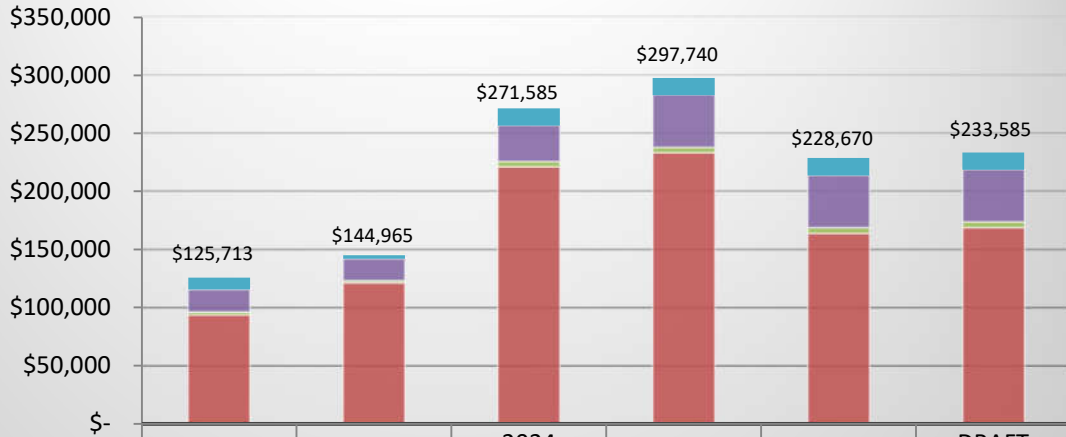
Budget Adjustments

No significant budget adjustments in 2022.



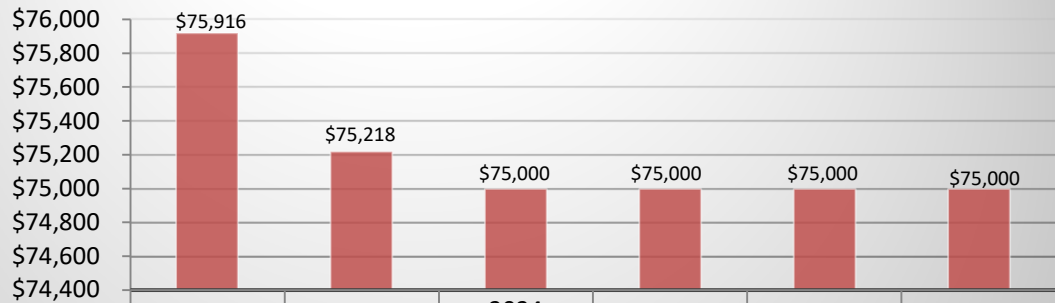
Information Technology

GIS Expenditures



	2022 ACTUAL	2023 ACTUAL	2024 AMENDED BUDGET	2025 DEPT REQUESTED	2025 BUDGET	DRAFT 2026 BUDGET
OTHER	\$10,166	\$2,908	\$15,050	\$15,050	\$15,050	\$15,050
CONTRACT SERVICES	\$19,250	\$18,752	\$31,000	\$45,000	\$45,000	\$45,000
SUPPLIES & MATERIALS	\$2,434	\$2,123	\$4,800	\$4,800	\$4,800	\$4,800
PERSONNEL SERVICES	\$93,863	\$121,182	\$220,735	\$232,890	\$163,820	\$168,735
TOTAL PROGRAM COSTS	\$125,713	\$144,965	\$271,585	\$297,740	\$228,670	\$233,585

GIS Revenues



	2022 ACTUAL	2023 ACTUAL	2024 AMENDED BUDGET	2025 DEPT REQUESTED	2025 BUDGET	DRAFT 2026 BUDGET
CHARGES/FEES	\$75,916	\$75,218	\$75,000	\$75,000	\$75,000	\$75,000
TOTAL PROGRAM REVENUE	\$75,916	\$75,218	\$75,000	\$75,000	\$75,000	\$75,000



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