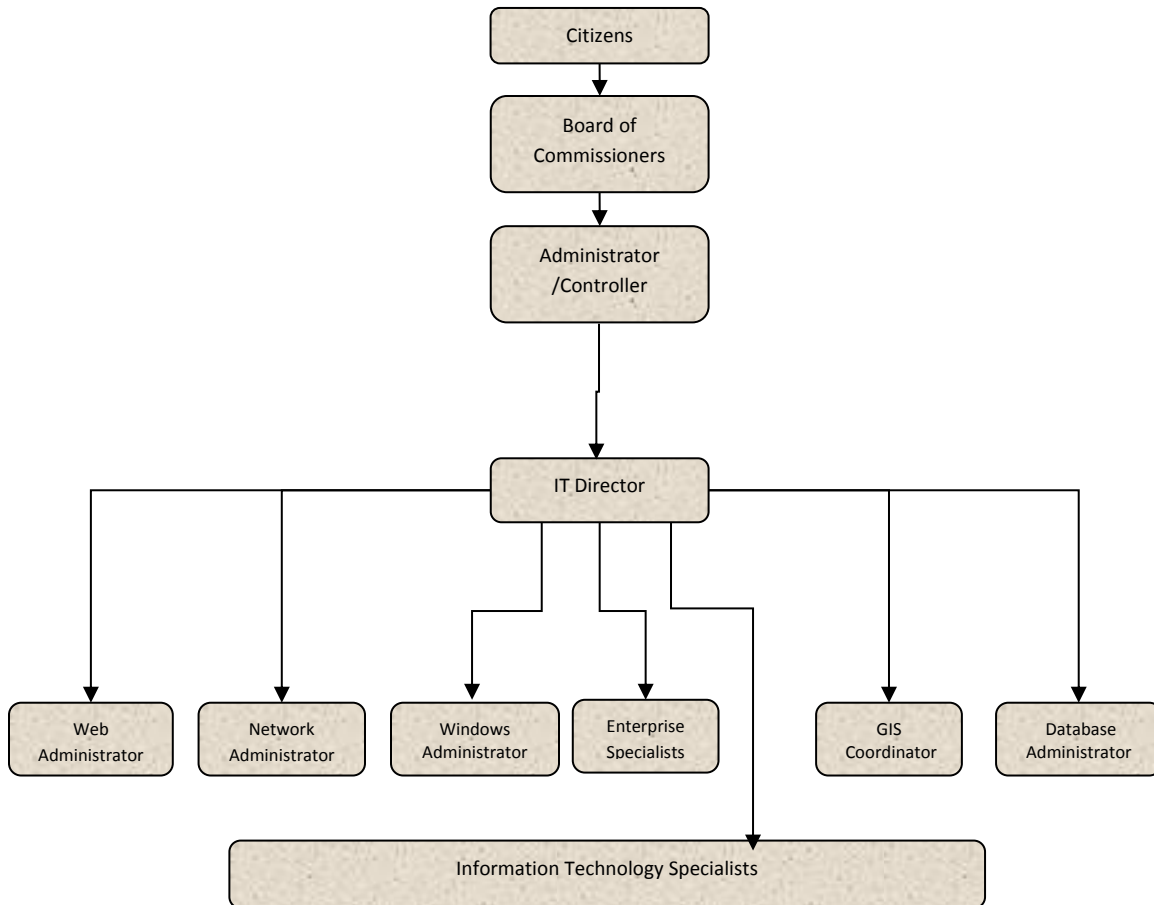




Information Technology



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

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 with 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.

Additionally, the IT Department provides some of the above services to other governmental agencies and component units through service level agreements (SLA).

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

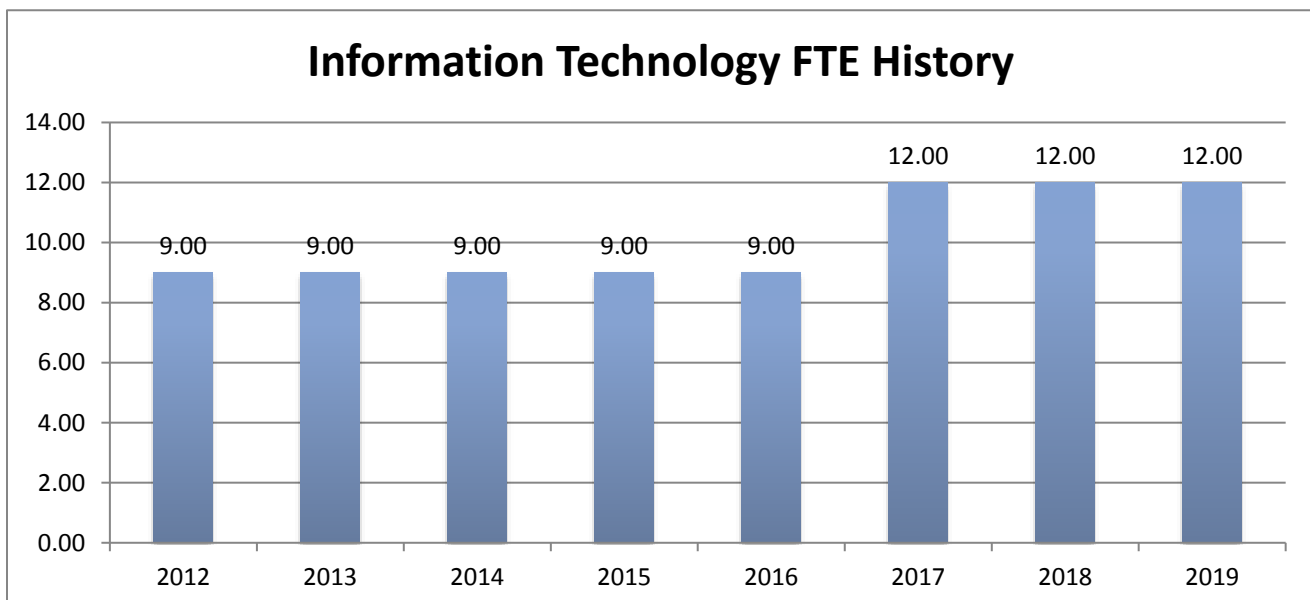
- ✓ Upgraded Telecommunications Systems
- ✓ Completed Installation of Core Switches enhancing speed and performance
- ✓ Implemented Enhanced Network Security, Firewall Software and improved security policies
- ✓ Completed Implementation of Self-Service Password Reset Enterprise Application
- ✓ E-Mail Encryption services enhanced
- ✓ Deployed 150 new computers in PC Replacement program
- ✓ Implemented Windows Deployment Services
- ✓ Awarded Digital Counties Survey winner - top 10 counties in (150,000 to 249,999 population category) 2nd year top 10 placement in this category.
- ✓ Provide operational support to local Police and Fire Agencies
- ✓ Successfully Implemented a new EMR for the Health Department



- ✓ Surveillance system – Additional cameras added
- ✓ IT Staff successfully closed 6031 Technical Support Tickets
- ✓ IT received and processed an additional 6104 Technical Support Tickets
- ✓ Advanced training for IT Department staff including:
 - High Performing Organizations
 - Continuous Process Improvement
 - ESRI Web Application Builder
 - ESRI Arc Enterprise Security Training
 - IMAGIN Arc Training
- ✓ Cyber Security Training completed by three IT Staff Members
- ✓ IT Staff Completed Certifications in the following:
 - Cisco ICND1
 - Palo Alto Firewall Configuration and Management
 - PowerShell
 - Windows Deployment Services
 - SQL Database Administration
 - OnBase System Administration
 - OnBase Workflow Administration
 - Cybersecurity (AWR136)
 - Cybersecurity Management (MGT 384)

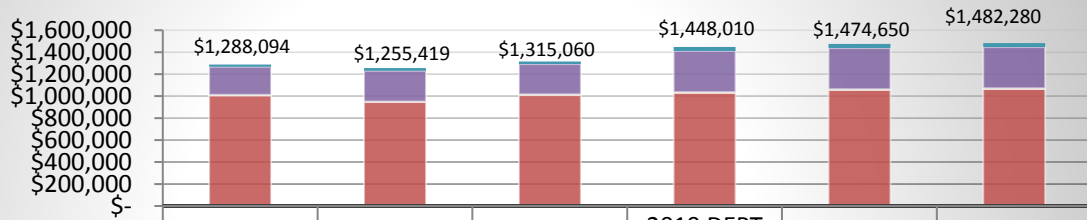
Budget Adjustments

No significant budget adjustments in 2017.



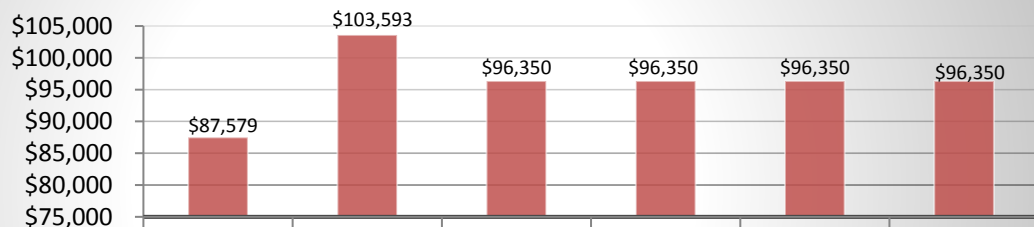
Information Technology

Information Technology Expenditures



	2016 ACTUAL	2017 ACTUAL	2018 BUDGET	2019 DEPT REQUESTED	2019 BUDGET	Draft 2020 BUDGET
OTHER	\$20,016	\$25,094	\$23,500	\$36,600	\$36,600	\$35,500
CONTRACT SERVICES	\$255,021	\$279,211	\$275,100	\$375,100	\$375,100	\$375,100
SUPPLIES & MATERIALS	\$6,513	\$4,402	\$6,700	\$7,050	\$7,050	\$7,050
PERSONNEL SERVICES	\$1,005,894	\$946,712	\$1,009,760	\$1,029,260	\$1,055,900	\$1,064,630
CAPITAL OUTLAY	\$650	\$-	\$-	\$-	\$-	\$-
TOTAL PROGRAM COSTS	\$1,288,094	\$1,255,419	\$1,315,060	\$1,448,010	\$1,474,650	\$1,482,280

Information Technology Revenues



	2016 ACTUAL	2017 ACTUAL	2018 BUDGET	2019 DEPT REQUESTED	2019 BUDGET	Draft 2020 BUDGET
CHARGES/FEES	\$87,503	\$103,593	\$96,350	\$96,350	\$96,350	\$96,350
OTHER REVENUE	76	0	\$-	\$-	\$-	\$-
TOTAL PROGRAM REVENUE	\$87,579	\$103,593	\$96,350	\$96,350	\$96,350	\$96,350



Strategic Outcomes

<u>Indicator</u>	2018	2019	2020	2021	2022	2023	2024
The Information Technology Department is in the progress of collaborating with all county agencies to review and determine meaningful key performance indicators that will can be accurately represented in this strategic outcomes section the next budget year.							



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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

- ✓ GIS was able to close 529 tickets for 2017 and 350 so far in 2018.
 - There were 22,264 parcels edited in 2017 and 2,696 parcels edited so far in 2018.
 - Serve as the administrator of the Jackson County Street Naming and Addressing Ordinance and serve as the Chair to the Committee that meets as needed. The following is a list of responsibilities.
 - Prepared update to the ordinance and presented them to the County Commission for adoption
 - Worked with the townships and committee to identify issues with existing addresses and street names and identify corrections needed.



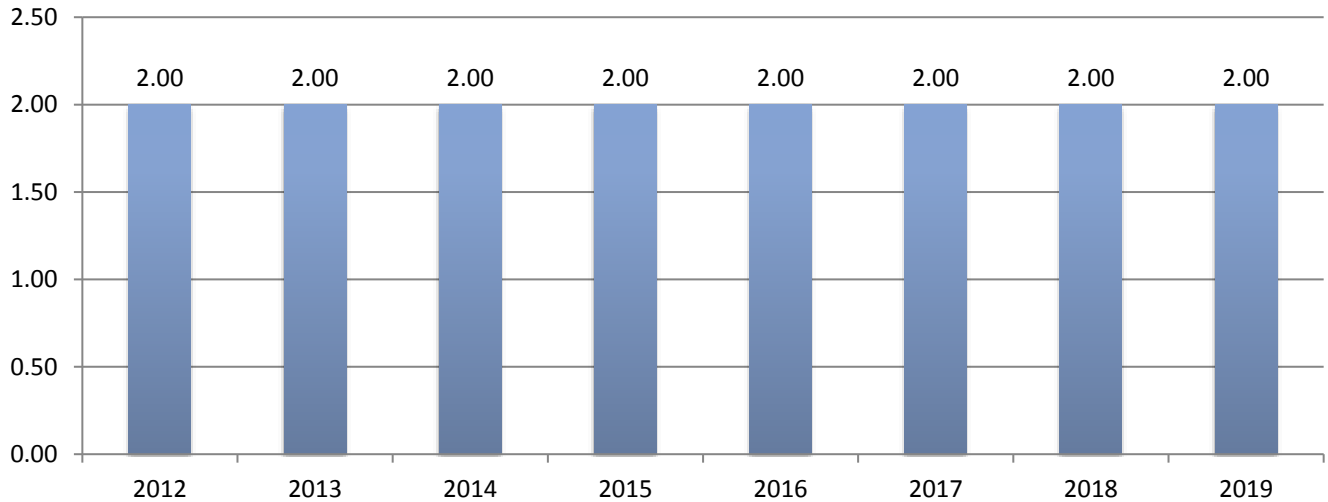
- 216 new addresses issued in 2017
 - 155 new addresses issued in 2018
 - 1339 Address points edited in 2017
 - 1716 address points edited in 2018
 - Made numerous edits to road centerline file as needed
- ✓ Manage the GIS end to Central Dispatch making changes and updates to common name file as needed. Research and fix issues with addresses affecting the accurate dispatch of police and fire.
 - ✓ Worked with New World and ESRI to correct a locator issue with Central Dispatch and an issue with half addresses. It took three weeks to correct this issue as the GIS engines used by New World are so far out of date and not supported by ESRI anymore. The version of software in use by New World is no longer available for ESRI and a version was finally located and provided to us by New World. Installed software but current licensing is not compatible for the outdated version of software. ESRI was finally able to provide a license file and work with us to get it installed and working correctly.
 - ✓ Completed GPS data collection and cartographic redesign for all 15 County Park Maps. Parks Department has placed these on their Website for easy access by the public.
 - ✓ Supported the Sheriff's department with automated weekly overdose point and heat maps
 - ✓ Continuous maintenance of the current GIS websites and all of the backend tools supporting it
 - ✓ Started a wide range of process improvements and data cleaning for JCDOT's GIS users to help them produce high quality maps at a rapid pace.
 - ✓ Continuous GIS software support for users in JCDOT, Equalization, Region2, and participating townships
 - ✓ Maintaining high quality, timely responses to map and data requests for internal and external customers
 - ✓ Trainings completed

Budget Adjustments

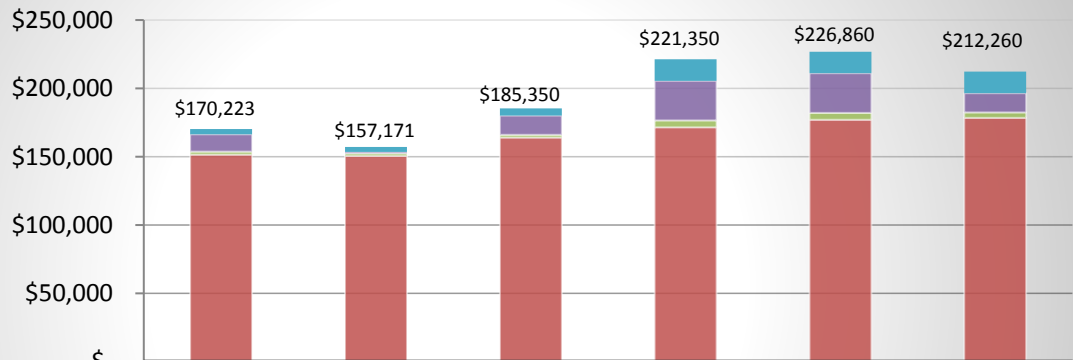
No significant budget adjustments in 2017.



Geographic Information Systems (GIS) FTE History



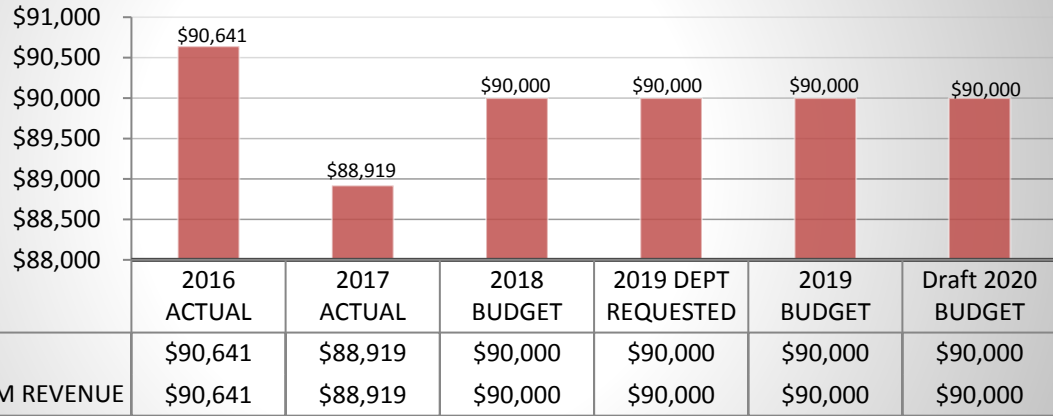
GIS Expenditures



	2016 ACTUAL	2017 ACTUAL	2018 BUDGET	2019 DEPT REQUESTED	2019 BUDGET	Draft 2020 BUDGET
OTHER	\$3,823	\$3,696	\$5,300	\$15,800	\$15,800	\$15,800
CONTRACT SERVICES	\$12,648	\$1,023	\$14,000	\$29,000	\$29,000	\$14,000
SUPPLIES & MATERIALS	\$2,259	\$1,916	\$2,050	\$5,050	\$5,050	\$4,050
PERSONNEL SERVICES	\$151,493	\$150,536	\$164,000	\$171,500	\$177,010	\$178,410
TOTAL PROGRAM COSTS	\$170,223	\$157,171	\$185,350	\$221,350	\$226,860	\$212,260



GIS Revenues



Strategic Outcomes

Indicator	2018	2019	2020	2021	2022	2023	2024
Geographic Information Systems (GIS) is a division of the Information Technology Department, is in the progress of collaborating with all county agencies to review and determine meaningful key performance indicators that will can be accurately represented in this strategic outcomes section the next budget year.							