



Agenda

- Welcome and Introduction
- The IT Movie!
- Breakout Sessions
 - "Around the Clock Care" - Data Center Operations
 - "Viruses, Worms, and Other Bugs" - Security
 - "Services for Anyone, Anytime, Anywhere" - Virtual Volusia
 - "A Day In the Life of an IT Tech" - Troubleshooting Problems
 - "Keeping Track of the Bad Guys" - Criminal Justice Information System
 - "Taking It to the Street" - GIS and Mobile Computing
- Questions and Answers

Information Technology Division

Mission Statement

To provide Volusia County agencies with a secure and reliable information technology and communications infrastructure along with the IT products, services, and knowledge necessary to streamline operations and deliver the highest quality customer service.

Information Technology Division

Vision

- Customers are highly satisfied
- Data is available at any time and from any location
- Information Technology employees are passionate, committed people that carry the fire and love for their jobs
- Information Technology is recognized in the industry as a world-class organization

Information Technology Division

Guiding Principles

Information Technology will:

- provide professional and high quality services
- purchase software rather than develop it where appropriate
- implement leading edge technology
- deliver what's promised when it's promised
- conduct business in a legal, moral, and ethical manner
- provide employees with opportunities to develop skills and abilities
- develop relationships of trust, respect, and teamwork between IT staff and user partners

Information Technology Division

Snapshot

The Information Technology Division:

- Manages a complex and diverse set of technologies and applications to support all facets of County business
- Provides complete IT services to County Council and County departments
- Provides various IT services to County Elected Offices and several outside agencies, including Clerk of Court, Court Services, Judicial, State Attorney, Public Defender, Volusia Council of Governments, Metropolitan Planning Organization, and the municipalities

Information Technology Division

Organizational Chart

