



## August 25, 2015 Agenda

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

## 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, and Public Defender

## Information Technology Division

LARGE...COMPLEX...DIVERSE OPERATION

Supporting a network of 130+ sites across 1,200 square miles

**PCs and Mobile Devices**

- 2,600+ PCs
- 50+ Smartphone Devices
- 450+ air cards

**100+ Application Systems**

- Finance/Human Resource
- Growth and Resource Management
- Geographic Information System
- Criminal Justice Information System

**Telephone System**

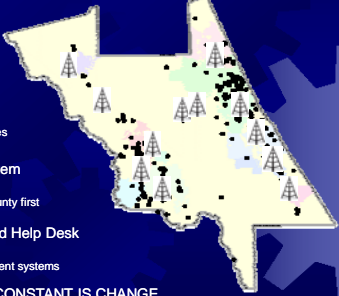
- 1 main and 50+ remote telephone switches
- 3,300 telephone handsets

**800 MHz Public Safety Radio System**

- 12,300 ft. radio system towers
- 180 transmit/receive amplifiers
- Over 9,000 radios used by all city and county first responders

**Two 24 x 7 x 365 Data Centers and Help Desk**

- 250+ servers
- 400+ trillion pieces of data
- Oracle and MS SQL database management systems



... WHERE THE ONLY CONSTANT IS CHANGE

7

## Information Technology Division

"DOING MORE WITH LESS"

FY 2014/15 Adopted Budget	\$ 7,028,184
Authorized Positions	79
<ul style="list-style-type: none"> <li>• IT has flattened reporting structures, realigned and pooled staff, used contract workers as needed to augment technical staff. This has resulted in: unfunding 8 positions and leaving 2 funded positions vacant despite ever growing technical support requirements.</li> </ul>	
Total number of filled positions (including in-process)	69
<ul style="list-style-type: none"> <li>• down 12.6% from total authorized positions</li> </ul>	
Completed Work Orders	32,131
<ul style="list-style-type: none"> <li>• work orders completed in 2014</li> </ul>	

8

## Information Technology Division

### Challenges

- Providing system stability, reliability, and availability amidst ever changing technology
- Maintaining an environment that is open for public access but secure from hackers
- Keeping staff technical skills current with limited training dollars
- Satisfying increasing demand for service with reduced budget and declining headcount
- Retaining and building staff knowledge and skills despite large numbers of staff retiring over next few years

9

