



Information & Telecommunications Services

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Web Services Supervisor



ITS Mission Statement

To design and maintain a connected community environment where information can flow seamlessly between government, citizens, and organizations. To provide high quality customer service and continue to expand the county's use of technology.



Department Overview

- Hardware
- Software Development & Support
- Network Infrastructure
- Network Security
- Telecommunications



ITS Budget & Staff

- 43 full time employees
- ITS represents roughly 3% of the BOCC General Fund budget





Software Development & Support



Software Development

- Software maintenance
- BoCC Website
- Electronic timesheet
- Document imaging
- Citizen Advisory Board Records
- Access to public records



Software Development

- Agenda for Commission meetings
- View video of Commission meetings via website
- Emergency Management information
- Pay ambulance bills online
- Job openings & application process



Software Initiatives

- Mobile-first application development
- Continuous improvement to County web site
- Financial system upgrade
- Internal efficiency tools





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Continuation of Alachua County Commission Special Meeting and Public Hearing re: Plum Creek Sector Plan February 18, 2016



Watch the February 18 Public Hearing Continuation to consider transmittal of the Envision Alachua Sector Plan/Comprehensive Plan Amendment (CPA-01-14).

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03-16-16 Planning Commission and 03-15-16 Special Meetings

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Networking & Operations



Network Team

- Network interconnectivity
- Internet and Email access
- Computers/Servers Support and Administration
 - *More than 825 PC's Supported*



Network Team

- Data Storage Management (SAN Support)
- Disaster Recovery
- Emergency management (COOP Plan)
- Server Virtualization



Help Desk & Operations

- Help Desk
 - Provide help desk support for BOCC departments
 - Resolve roughly 4,000 calls for service annually



Help Desk & Operations

- Operations
 - Provide support for Clerk of Court as well as Finance & Administration
 - Run system backups for Disaster Recovery



Virtualization





Server Virtualization

- Consolidation of multiple physical servers onto a single virtualized server.
- Dramatically reduces costs through:
 - Lower power consumption
 - Lower cooling requirements
 - Less maintenance requirements



Security



Security Team

- Protect the County's network and computer systems from hackers and Internet attacks.
- Virus and intrusion protection for over 825 County PC's and Servers.
 - Over 70,000 viruses prevented in 2015
- Email anti-spam protection.
 - 65% of all email coming into the County is blocked as Spam



Security Team

- Scan all Email coming into the County for viruses.
- Provide safe and secure access to the Internet for over 1700 users.
- Scan all web traffic for inappropriate and malicious content
- All of the above is done using multiple layers of protection.



Telecommunications



Telecommunications

- Maintains the County phone system
 - BOCC, Constitutional Offices, 8th Judicial Circuit
 - Departmental and individual relocation
 - 2800 phones, faxes and security lines spanning over 30 locations



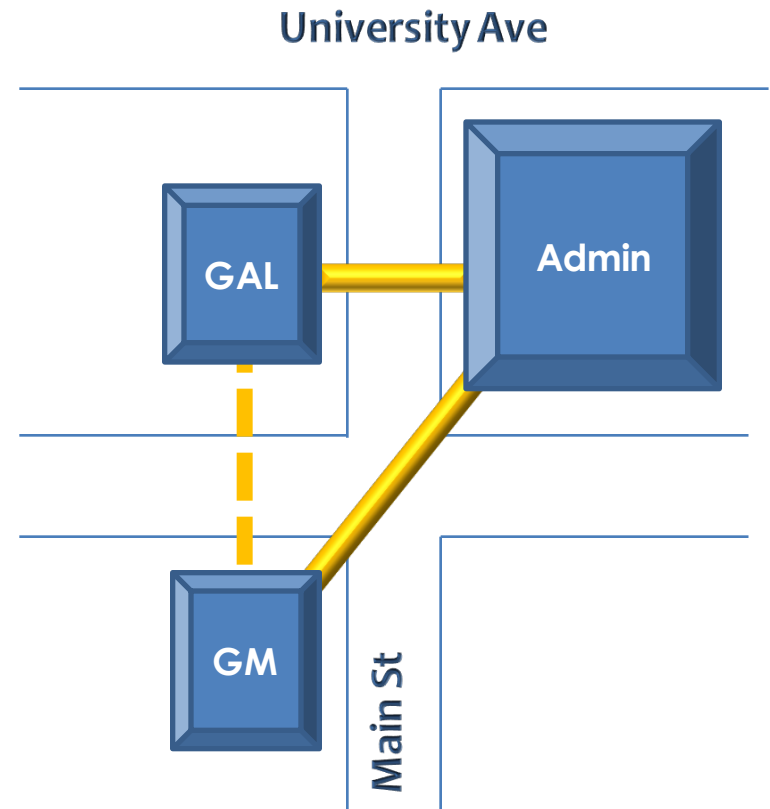
Telecommunications

- Maintains internal and external wiring and fiber optics
- Maintains databases for voicemail, 911 location services, accounting and other various services
- Maintains conference manager system for conference calls and shared desktops



Telecommunications

- Installed a wireless data solution for department move, saving over \$50,000







Questions & Answers