



# Information & Telecommunications Services

Chris Nielsen  
Web Services Supervisor



# Department Overview

- 40 full time employees
- ITS represents roughly 3% of the BOCC General Fund budget
- Teams
  - Client Support Services
  - Software Development & Support
  - Network Infrastructure
  - Security & Telecommunications



# Client Support Services

- Provide end-user support for BOCC departments and Constitutional offices
- Resolve roughly 5,000 calls for service annually
- *More than 825 PC's Supported*







# Software Development & Support

- Software maintenance
- Electronic timesheet
- Document imaging
- Citizen Advisory Board Records
- Access to public records
- Pay bills online
- Watch Commission Meetings Online
- BoCC Website





# Alachua County.us

Select Language ▼

Search this site... 

How Can We Help You? ▼ | County Offices ▼ | Business Resources ▼ | Contact Us ▼

## 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).

Featured Story



Read the latest Community Update Newsletter

[READ FULL STORY >](#)

NewsVideoMeetingsMapsDirectory

## News & Events

Media Releases

[Community Update](#)



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

03-15-16 Special Meetings

[FDOH-Alachua Emphasizes the Importance of Mosquito Protection](#)

FacebookTwitterYouTubeFlickrContact Us

 Background Image: Green Grass provided by: PhotoTale Studio, Portrait, Family and Landscape Photographer in Gainesville, FL

This website is a public service. Please read the Legal Disclaimer. Website designed and engineered by Alachua County ITS, Applications Division Version 2014 (v1.0) Under Florida law (Statute 119.011), all information, including e-mail, written letters, documents and phone messages, sent to the Alachua County Board of County Commissioners is subject to Public Records law. This includes the sender's e-mail address, home address or phone number. If shown in the message, the content of the message and any associated attachments to the mail. Also please be aware that electronic correspondence (e-mail) is made available on the Commission's public archive site immediately upon being sent. Instead, contact Alachua County Offices by phone or in writing.

<http://www.alachuacounty.us>



# Network Infrastructure

- Internet and Email access
- Disaster Recovery and Continuanace of Operations Plan
- Server Support & Administration
  - *135+ Virtual Servers*



# Server Virtualization

- Consolidation of multiple physical servers onto a single virtualized server.
- Dramatically reduces costs through:
  - Lower power and cooling requirements
  - Fewer maintenance requirements
  - Less hardware acquisition
    - Roughly \$8K savings per virtual server



# Security & Telecommunications

- Protect the County's network and computer systems from hackers and Internet attacks
- Scan all web traffic for inappropriate and malicious content
- Virus and intrusion protection for over 900 County PC's and Servers.
  - Over 15,000 viruses and malware prevented per month
- Email anti-spam protection.
  - 65% of all email coming into the County is blocked as spam, phishing attempts and/or containing a virus



# Security & Telecommunications

- Maintains the County phone system
  - BoCC, Constitutional Offices, 8th Judicial Circuit
  - 2800 phones, faxes and security lines spanning over 30 locations
- Maintains internal and external wiring and fiber optics



# Recent Citizen Services

- Alachua County Connects
- Informational Kiosks
- Irrigation Portal
  - Winner of 2016 NaCO Achievement Award in the category of Information Technology
- Hazardous Materials Public Portal



# Questions & Answers