Information Technology Services Values

Vision

Business Value through Partnership...The Service Provider of Choice

Mission

We exist to enable the business with speed and scale, to provide solutions to real business problems, and to seize opportunities that drive customer satisfaction and desired outcomes. We specialize in leadership, and provide experienced professionals, innovation, and core enterprise technologies that meet the critical business drivers of our customers. Our employees matter, and we value their contribution as our core competency. We are committed to recruit, develop, reward, and retain personnel of exceptional ability, character, and dedication.

Core Competencies

Security and Infrastructure

Cross Functional Teams

ITIL Certified Staff

CJIS Certified Staff

Project Management Process Maturity

Continual Service Improvement

Business Transition Management

Organizational Performance Monitoring

Business Relationship Management

Problem Management

Guiding Principles

- Focus on empowering the customer and customer-centric products and services, with influence for efficiency, and control for protection

- More continuing education to further leverage and exploit our technology investment

- Complete transparency, focusing on the big picture and priority resource allocation

- Tighter project definition upfront for better cost control and project execution

- Aggressive contract negotiation, with predictable recurring cost controls for the long-term

- Assess the Total Cost of Ownership (TCO) in seeking approval of projects and initiatives

- Shift from a reactive service approach to a proactive, consistent approach to service delivery

- Technology Refresh is part of the TCO and helps to improve business continuity and reliability

- Shift from custom developed applications to Commercial-off-the-Shelf packages

- More value-added services: BI, Analytics, GIS, AI, Automation, and Integration

- With an eye towards agility and flexibility, design for mobile first and desktop second

- Shift in access to county services, with a preference for self-service and the website portal

Information Technology Services
Strategic Business Review
April 2023

Accomplishments 2022

Cyber Security
Create a unified identity solution
√ Implement multi-factor authentication

Leverage Technology for Operational Efficiencies
√ Implement a self-serve customer centric Active Directory Password Reset

AD & Webmail Password Reset Tickets & ADSelfService Successful Password Resets and Unlocks - Monthly Trend
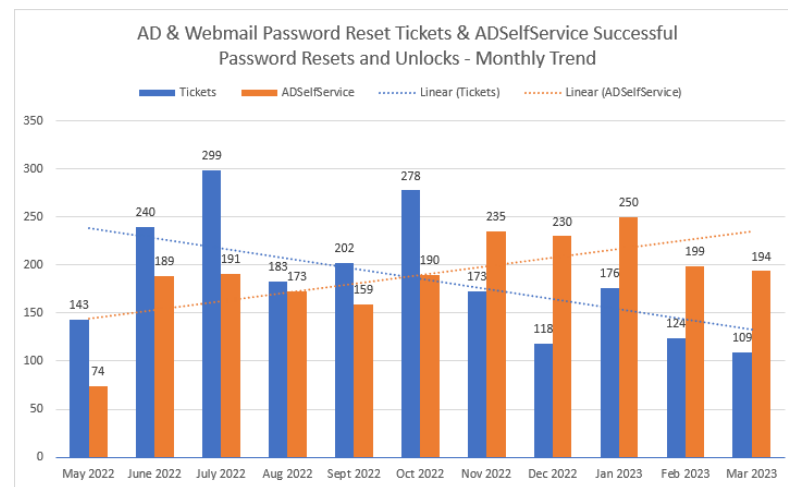
√ Implement a new Time and Attendance product

√ Complete MSO first responders radio upgrade to improve performance

Sunset legacy infrastructure
√ Decommission legacy servers

√ Replace legacy VCE VBlock (two locations)

√ Upgrade Unified Communication Core

√ Upgrade Internet Routing

√ Upgrade core network switch(es) and

Reduce Technical Debt
√ Retire legacy Time and Attendance product

Training
√ CJIS Certification Level Four

√ Information Technology Infrastructure Library (ITIL)

√ Cyber Security Training/Exercise

√ ITS on-boarding

Customer Service
√ Incidents and Service Requests: 25,000 tickets Resolved

√ Customer Service Center: 21,000 inbound calls received

Project Management Office
√ Forty-Nine projects completed

Customer	# of Projects
Public Safety	9
Public Works	8
Enterprise	7
County Administration	6
Utilities	5
Development Services	3
Human Resources	3
ITS	2
Parks and Natural Resources	2
Property Appraiser	2
Community & Veterans Services	1
Property Management	1

Strategic Goals 2023

Administration
Achieve and maintain a 100% staffing level of ITS allocated positions within 90 days of a vacancy.

Process all Local Mileage Reimbursements within 2 business days of receipt from the employee.

Maintain 100% compliance on FDLE CJIS requirements for all ITS staff and contractors, including new certifications and recertifications.

Application and Development
Migrate Enterprise One Solution Finance to Finance Enterprise

Retire remaining Legacy Applications

Replace the Enterprise Civic Live Website

Upgrade Transportation Trapeze

Budget software replacement – Migrate to software solution – Fall/Spring 2023-2024

eProbation Software Implementation–Community and Veteran Services

Upgrade the Enterprise solution used for automated job scheduling (Automic)

Business Services
Upgrade the ITS Service Management Software (Cherwell)

Improve the ITS Service Management Catalog for Services

Refresh the Policy/Procedure Document for the Technical Advisory Group Governance

Client Services/Telecom
Leverage available technologies to expand the business capabilities of the workforce beyond the footprint of the conventional office.

Identify customer self-service opportunities to increase customer satisfaction and reduce response times.

Upgrade the Microsoft Systems Center to latest version and implement an additional instance for the CAD environment to allow for a centralized and streamlined windows system for application upgrades, and patches.

Geographic Information Systems (GIS)
Renewal of the ESRI Enterprise Agreement

Improve security posture of GIS

Implement improved governance in GIS

Operations
Improve cyber protection and resilience

Tech Refresh: Modernize networking wired and wireless Infrastructure

Increase frequency of updates to rapidly fix bugs and implement enhancements

Radio
Identify an approach to mitigate the Myakka Radio Site's potential risk to flooding

Technical refresh of both Cores of the P25 Radio System and all Dispatch Position computers

Develop a plan to relocate the Main Radio Site (Shelter, Tower, Generator)