Information Systems

Davis COUNTY

Mission Statement

- Provide IT Solutions (appropriate services, communications, hardware, and software) to assist the County in providing Services to constituents and employees

Prior Year Inputs/Outputs

FTE (2021): 38

Sep 20, 2020 to Sep 20, 2021
3807 Service calls received
3359 Requests Completed
- 1492 Hardware requests
- 1275 Software requests
- 617 Network requests
- 208 Web requests
- 180 Phone requests
- 30 Purchasing requests

4.5 Million Internet connection per day

Over 1480 security block per month
Over 9000 Inbound emails per workday
Just under 1000 Outbound emails per workday
158 Active computer servers

We were supporting 240 remote users most of last year up until March of this year. We are now averaging 24 Remote users per day.

Supporting 244 security cameras & 189 doors locks

250 PCs and Laptops replaced - down from last year due to supply chain

Core Functions & Services

Network:

The primary function of our network is to create a safe and robust environment where our employees and patrons can do business. This not only includes end user equipment and servers, but secure routing paths, filters, switches, firewalls, ports and communication infrastructure. This all needs engineering, configuration, and maintenance .

We are constantly looking at the security and efficiency of our infrastructure as we provide services to County employees and patrons. This includes communication speeds, storage and input/output devices.

Software:

There are many types of software and we assist with all of them. Our main goal is to keep the data for these systems consistent, accurate and secure while adding the tools, training and management needed to make software utilization successful for all employees and patrons that utilize it.

Telecom:

This is mainly known as our phone system. We consistently look at uptimes, try to enhance services while keeping operational cost low. We take care of PBX announcements, call routing inside of departments and phone connectivity. As technology changes, we try to take advantage of the new technology when it hits a price point that is advantages to the County and its citizen.

Graphical Information Systems (GIS):

This is the process of representing our County's physical attributes via electronic imagery. Then utilizing that data we do have to show graphical representations. i.e. Covid outbreaks, parcel value by area, political districts, dog ownership densities etc.

Security:

Maintenance of the camera and door lock systems for many of our County facilities.

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Current Year Projected Outcomes

Major projects slated for 2021

- ESRI Parcel Fabric - This software has been installed and training has taken place. It was a large process to change, but is going well. The highlights are below under GIS.
    - Outcome: Project finished on time and within budget
- Time Entry Application -This software has been installed. Go-live is scheduled for Oct 1st. With staffing changes in HR and IT it has been a push to keep this project moving. It will end up costing us additional to retrain and for missing mile posts with the vendor. All in all, this looks as if it will be successful this time around.
    - Outcome: Project is over schedule and over budget,
- eProsecutor - This software package was contracted. Implementation will not be done until late 2022.
    - Outcome: Project is moving along. Equipment has been installed and data defining is underway. The project is scheduled to be complete by Aug of 2022.

GIS

- Moved to Nearmap imagery - regular and better aerial Photos
- NAD83/State Plane Conversion while keeping historical data intact
- Parcel Fabric upgrade - Recorder's Office major upgrade to software and workflow (Training from both our staff and contracted partner)
- GIS Server environment moved to new servers and latest software
- Spillman Geo Validation - much work to accommodate dispatch needs/wants and to help alleviate other problems
- Continues with Online Covid-19 map with daily updates for Health website

Software:

- Covid-19 Dashboard and daily maintenance for the County related covid response as well as many updates and new versions to handle the constant changes
- Commission Newsletter created and updated each month
- Contacts app updated to use current Munis information
- HR volunteer form and marketing on website
- Websites redone for Sheriff EMS, Attorney, and Elections candidate pages.
- Conviction Integrity Unit website ready for release.
- Tow Rotation website update
- HR supervisor training revamp on intranet
- Pod roster application updated

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- Flu scheduling app developed and released
- Set up ArchiveSocial, which is currently archiving records from 20 different county social media accounts, and more accounts are still coming online.
- Busitax (Personal Property tax system) is in the final testing stages and due to be released before the end of year.
- Cashpro/Simplifile replacement is in the final testing stages and due to be released before end of year.
- Began requirement gathering for COA application rewrite.
- Several departments Sitefinity training

Telecom:

- Moving to the SIP (Cloud based) environment. Project is 80% complete and we may continue on until finished. We have halted the project due to phone issues that we have been focusing on. These issues have become so pervasive and we have worked with both equipment vendors and Communication providers to solve them. They figured moving to Sip would fix the issue but as we have moved 80% of our lines over and no resolution on our static issue. We stopped the Sip migration to focus on the issue. This may entail finding a new vendor and replacing our entire phone system.

Next Year Budget Initiatives

Network security along with additional software purchase requests are the larger requests for 2022.

Software Initiatives

- Applicant Tracking System - $48,000. As the County has moved away from our current HR and payroll system, It is also in need of replacing all of the ancillary applications that went along with those systems. Applicant tracking will be a software that will incorporate position vacancies, recruiting through on boarding.
- Legislative Meeting Management software - $200,000. This initiative is to help the County contracting and legislative process, from beginning to final approval of agreements or code for the Commission and Clerks office.
- eProsecutor - $200,000 – The Attorney's office is utilizing Justware at the current time. IT has been purchased and is end of life. We will be moving to its successor, eProcecutor. This is a very good product and should cut down on our storage requirements in time.

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Hardware/Network Initiatives

- Network Security - $420,000, There are many different approaches to network security, we need to be involved in many of them to keep our network and data as secure as possible. This year we are looking to enhance our training for our users. This has proven to be our weakest link. We will also move more to a two form authentication. There will also be hardware items purchased to help secure our network traffic.

- Consolidated Dispatch Software - The County Commission and Sheriff have been working for years to consolidate dispatch. This has made progress in the past only to be shot down or stopped by some political faction. Currently the Commission, Sheriff and other police Chiefs and City managers have banded together to consolidate the hardware and software side of Dispatch. This is a great and cooperative move that should benefit the County as a whole for many years to come. When completed, there will be a logical consolidation of dispatch - meaning we can still have 4 dispatch centers, but they could act as one and dispatch for the entire County. This will lead to great teamwork and streamlining of services.