



Information Technology
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Business Plan

Fiscal Year 2012-2013



IT department web site



IT department business plan



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Executive Summary

"The number one benefit of information technology is that it empowers people to do what they want to do. It lets people be creative. It lets people be productive. It lets people learn things they didn't think they could learn before, and so in a sense it is all about potential". - Steve Ballmer

As it is often said, the only constant in Information Technology is change. Quite often these changes are technology-driven. A few years ago, there were a few challenges such as changing the department's image from a department of "no" to one more customer-oriented. In the words of Steve Jobs, co-founder of Apple Inc., *"You've got to start with the customer experience and work back toward the technology - not the other way around."* Public wireless access was an emerging concept simply being tossed around; it later became a reality that benefited the citizens of Marion County at each library location. Several departments were processing and storing data in access databases and spreadsheets. IT replaced numerous processes previously managed via spreadsheets, with in-house developed applications. Virtualization forced IT to rethink how it hosted services and over the years IT has taken advantage of virtualization technologies to provide numerous datacenter improvements.

Now, the "bring your own device" conundrum is creating a new challenge for IT professionals. However, Marion County's IT department is committed to meeting this and other emerging challenges while serving customers with continually improved, efficient, cost effective technology and telecommunications products, services and information. Technology is a crucial tool for the daily operations and business continuity of the Marion County Government. Faster communication, electronic storage and the protection of information are core functions that IT provides to an organization. IT also provides employees remote access to an organization's network allowing the employee to work while away from the office.

Highlights of the County's IT department successes, listed on the next two pages, illustrate how use of technology plays an integral part in Marion County government effectively serving its citizens. The purpose of the IT department is to install, inventory and support the Board of County Commissioners (BCC) hardware peripherals, software and technology infrastructure. In addition to supporting the BCC, IT also provides support to several other agencies, such as the Medical Examiners' Office in Lake County. The IT department's primary responsibilities are to align technology with business goals, implement new technology, control technology costs, increase efficiencies and provide customer support for all information technology functions in the Marion County BCC Government.

Executive Summary - continued

Successes

- IT implemented an end-to-end datacenter monitoring solution that replaced several different, limited monitoring systems. The new monitoring system offers additional functionality including the ability to automatically correct many common problems as they are found. It also provides detailed trending of system performance and advanced alert management. These features are helping IT minimize downtime for customers.
- IT evaluated several different Mobile Device Management (MDM) Solutions to identify additional security features and centralized management for the County's smartphones and tablet computers. The evaluation covered three different solutions and spanned several months. The end results from the evaluation showed that many of the security features being offered by MDM solutions were already available and in place using existing technologies. Based on these findings, IT did not find enough value at this time to recommend moving forward. However, it should be noted that MDM solutions are an emerging technology that may show promise in years to come. IT will monitor this technology and re-evaluate as appropriate.
- Based on usage, IT has begun testing iPad tablet computers for various functions within the County. IT is working closely with Animal Control Officers, Code Enforcement Officers and some administrative staff to test the feasibility of using iPads in lieu of traditional laptops and potentially other devices such as cellphones and cameras. This pilot project will continue through 2012 as the process is streamlined, users are trained and the functionality of the devices is expanded. As this technology continues to evolve, so will the interoperability and the ability to implement these cost-effective devices.
- IT has expanded the functionality of the work order tracking system to the technicians' smartphones. This was accomplished by upgrading to the latest version of Track-It!, the work order system, through the maintenance contract. Now technicians can quickly and easily update work orders in the field.
- IT has expanded the disaster recovery capabilities by implementing three virtual host servers at the disaster recovery site. These virtual hosts will allow the timely restoration of a limited number of key services in the event of a disaster. This is one of the many pieces of IT's overall disaster plan. There is more work to be done in the upcoming years based on availability of funding.
- Several applications were developed in-house by IT to assist departments in streamlining existing processes that were previously managed by maintaining spreadsheets and access databases. An unexcused sick leave tracking application was developed for Fire Service and FMLA reporting application for Human Resources. A cost and legal case tracking system was developed for the Legal department to track legal case information and departmental legal review requests. There were other citizen based applications that were developed to interface with existing systems such as an application that allows citizens to cancel permit inspections online and the application that transmits customer utility billing information to the Tax Collector's system.

Executive Summary - continued

Successes - continued

- In October of 2011, IT implemented On Demand Desktop Streaming (ODDS) using Citrix Provisioning Server at the main Library. The ODDS technology streams a single computer image from a server to the identical 70+ desktop computers. With only the one computer image to update, maintenance is more efficient, saving time and money. Using a single image also provides a better customer service as it allows for a more consistent user experience.
- In November 2011, IT deployed an online job application system that allowed individuals interested in working for Marion County to fill out and submit job applications via the internet. The two most immediate benefits of this system was the broadening of the pool of potential applicants to anyone anywhere with internet access and the increase in the ease and convenience of submitting an application for a job with the MCBCC. The system also updates and keeps track of EEOC data that Human Resources is required by law to report on a monthly basis. As of April 2012, a total of 3,263 individuals have submitted 4,854 applications for 55 job openings in 22 MCBCC departments. The system also includes an administration module for internal use that allows Human Resources staff and designated individuals from the other departments to process the applications as they come in. The applications as well as the supporting documents can be viewed online instead of being printed, thereby saving on paper.
- IT expanded the wireless infrastructure to include connectivity for both County owned iOS devices (iPads and iPhones) as well as public-owned devices. Public Wifi has been implemented in key areas including Human Resources, County Extension, Procurement and the Auditorium, with the option to provide public access when/if needed at any county location with a current T1 or better connection at no additional monthly cost. This allowed the recurring DSL formerly providing public wifi in the auditorium to be disconnected, and eliminated the need to pay for or add any additional DSL connections.
- IT moved the Guardian Ad Litem department onto the PBX system this year resulting in a savings of over \$6,000 annually.

Executive Summary - continued

Pitfalls

- Currently IT performs regular backups of county data and servers. In the event of a catastrophic disaster at the main IT data center, IT would be able to restore the lost data; however, a major disruption in service would occur. While IT maintains current backups and server images, a complete set of backup hardware is not kept offsite. There could potentially be a delay of several weeks before many of the essential services could be restored, as the county would have to purchase or lease equipment such as servers, switches, routers, firewalls, and the county's PBX from various vendors. While there are many failover connections in place, they currently all terminate at the main IT Data Center. Therefore there would be additional delays restoring internal and external computer and phone connections. IT has implemented a disaster recovery site in a secure offsite location. Over the next several years IT will add additional services to the disaster recovery site and work towards building a redundant network infrastructure. While many of the services could be duplicated, some are cost prohibitive to implement (i.e. redundant PBX system). IT is currently building redundant connections to the disaster recovery site from both the main site and the internet.
- In response to an independent IT Security Evaluation of the County's technologies, IT is working to segregate certain key areas of the network beginning with the 9-1-1 Communication Center.



Business Description & Vision

Mission Statement

The mission of the Information Technology Department is to deliver and support secure, reliable and innovative technological solutions in the most cost-effective manner to the Board of County Commissioners, its departments and other local governmental agencies to better serve the citizens of Marion County.

Vision

Our vision is to continue to provide innovative technologies and services fundamental to the support of Marion County government; this will increase overall efficiency, reduce paperwork and ensure that the computing infrastructure remains highly available and secure. This vision is driven by working in partnership with the County departments as they redefine their business processes to meet changing needs and priorities. IT will continue to build stronger relationships with its customers by delivering prompt, courteous and high-quality services that emphasize customer satisfaction and security.

Business Description & Vision - continued

Goals and Objectives

Goal 1: Continue to enhance security to protect the integrity and availability of County data.

- Continue to research emerging technologies for managing the security of the County's smartphone and tablets to implement consistency security policies and features access the enterprise.
- Continue implementation of whole disk encryption using Microsoft Windows BitLocker technology on computers that are mobile and/or access sensitive data (i.e. HIPAA, autopsy photos and the like). BitLocker is a technology included with Windows 7 Enterprise. Windows 7 Enterprise is an advanced version of the Windows Operating Systems with additional benefits made available to Enterprise Agreement (EA) customers.
- Continue to deploy Windows 7 Enterprise to the remaining computers in the County. Sixty-six percent still remain on Windows XP. Windows 7 Enterprise offers several security advantages over Windows XP such as User Account Control (UAC) and BitLocker.

Goal 2: Enhance the current disaster recovery plan and infrastructure to improve business continuity.

- Establish redundant connections to the disaster recovery datacenter from both the main site and the internet.
- Enhance the storage and virtual server capacity of the disaster recovery datacenter. This will allow a more timely response to restoring services in the event of a disaster.
- Annually review and modify existing disaster recovery plan to incorporate changes to testing procedures.

Goal 3: Continue to improve service levels and provide high-quality customer service to enable departments to better serve the citizens of Marion County.

- Solve technology problems at the first point of contact whenever possible; refer problems to the appropriate technician promptly; escalate unresolved problems; and track problems and trends.
- Provide and support secure, reliable and cost efficient computer applications to support automated business processes.
- Continue the installation of cabling infrastructure for various County renovation projects as required by established project schedule.
- Continue use of System Center Configuration Manager (SCCM) to automate the deployment of software and updates to computers without interrupting the end-users.
- Increase compliance rate for work order service level agreements (SLA) to 90% over the next year.

Business Description & Vision - continued

Goals and Objectives - continued

Goal 4: Analyze current and emerging technologies in order to improve and streamline all County services.

- Implement *ArcGIS for Server 10.1* and create services. These services will reduce creation time for maps and projects, provide a consistent look across applications, and can be available internally and externally.
- Identify workflows that would benefit from use of *ArcGIS for Server* web application. Using a browser web application empowers staff and can reduce paperwork and workflow bottlenecks which will save time and money.
- Review current *ArcGIS for Desktop* licenses for possible savings by using *ArcGIS for Server* web applications instead. Reducing the number license used by the county can save money.
- Update the Marion County GIS Standard and Procedures document to attain consistency with the use of data and analysis across the county.
- Continue to research emerging trends and technologies associated with enhancing the ever-evolving integration of smartphones, tablets, and other devices into county operations. Though Mobile Device Management (MDM) solutions have been rigorously tested and proved themselves to be expensive and lacking in unique and beneficial features, this market is maturing quickly and may soon grow to become a viable solution that may eventually be utilized to increase the functionality, security and ease-of-use of the county's smart devices.
- Continue to review various cloud technologies to discover whether or not they present themselves as feasible replacements for current technologies. Much like MDM, many cloud technologies are still in their infancy and numerous investigations have led to the discovery that current cloud technologies can involve greater expenses, increased complication, decreased control, fewer features, and/or significant changes to current infrastructure. Though the trend to move "to the cloud" appears to be accelerating, the time to migrate will be regularly explored for instances where it may become cost-effective, more feature rich, and/or worth the investment to augment our environment.
- Continue to utilize the features of our current monitoring solution, Microsoft's System Center Operations Manager (SCOM) to decrease server downtime, maintain a proactive approach to computer maintenance, increase server performance, and decrease the amount of time required to resolve potential problems. As SCOM continues to more-closely integrate with our environment it will offer even more reliable information regarding our various systems and facilitate continually higher levels of system dependability.

Business Description & Vision - continued

Goals and Objectives - continued

Goal 5: Increase awareness of available County data and technologies and transform business practices to utilize the benefits of automation.

- Continue to increase and improve communications between IT and departments to transform business practices and capture the benefits of automation and process redesign.
- Continue outreach to the county GIS User Group. Emails containing articles or tips will be sent out routinely. The User Group will meet on a schedule basis to discuss topics that affect all users.
- Demonstrate web applications which can streamline or automate tasks (i.e. public notification letters, simple feature editing). This allows departments to see real world examples of applications that can be implemented to save money.
- Provide best management practices and guidance to GIS users. An educated staff will produce better data, analysis and products.

Business Description & Vision - continued

Information Technology Brief History

The Marion County Information Technology Department has continued to evolve over the past 15 years to keep up with the rapidly changing pace of technology and business needs of the County.

In 1995, the Information Technology (IT) Department was called Data Processing. Data Processing used main frame technologies provided by the Marion County Property Appraiser to deliver mainframe based application to a couple hundred end-users. Within a couple years, Data Processing became Information Systems (IS) and the client server conversion began. The obsolete main frame technologies were replaced with state of the art Dell computers and servers. The operating system of choice was Windows for the desktops and Novell was chosen for network authentication, email, printers and file storage. Applications were developed in house using the Delphi programming language and Oracle Databases.

In 1999, Information Systems worked around the clock thoroughly testing the County's systems to ensure they were ready for the new millennium. This was no small task, upwards of thousands of hours were spent on this project.

In 2001, Information Systems purchased an Avaya Private Branch Exchange (PBX) with the goal of saving the County on their communications costs while at the same time providing more features and better service. By the end of the year, IS was the first department to be moved onto the system. Since that time, the number of lines provided by the County PBX has increased to 2159. This results in a savings to Marion County of approximately \$500,000 annually on communications costs.

Information Systems began providing 24x7 on call support in July 2002. This better served the departments that were open on the weekends and evening hours such as the Libraries, Solid Waste, and Animal Services.

As departments began using technology more widespread to automate manual processes, Microsoft Windows Servers running SQL were introduced into the County. This created a challenge for IS running two different networks, Novell and Microsoft, along with two different enterprise class databases, Oracle and SQL. This prompted the decision in October 2002, to consolidate the two networks and databases into one. Microsoft Server and SQL were chosen for the standard. The County entered into a Microsoft Enterprise Agreement to license the Windows Operating System, Office Suites, and Email. By moving to a single homogeneous technology platform, many more opportunities became available to purchase off-the-shelf applications. This led to the disbandment of the application development group.

Business Description & Vision - continued

Information Technology Brief History - continued

February 2004, Information Systems assumed the computer support management role for the Library's computers. Through time, this role was expanded to cover other technology and services including: servers, switches, routers, wireless, phones, network connections and e-rate. Today, the Library has 438 computers comprising 31% of the County's total computer inventory.

On call coverage was expanded in March 2006 to provide first responder support for the Fire Rescue Hazardous Materials Team deployments and the Mobile Command Center.

In October 2007, Marion County Information Systems assumed the computer support service role for the District 5 Medical Examiner's Office (MEO) located in Leesburg, FL. This addition came as a result of a transfer of management responsibility from the Lake County Board of County Commissioners to the Marion County Board of County Commissioners. Currently there are twenty and 2 servers to store and manage thousands of official documents at the MEO. The District 5 Medical Examiner's Office is responsible for servicing the Citrus, Hernando, Lake, Marion, and Sumter Counties.

In October 2008, Information Systems completed a project to design and implement public wireless access at all Marion County Public Library locations. This project allowed the Library to offer the public free wireless access at all of their locations.

November 2008, Information Systems setup a robust environment to host virtual servers. It started with the migration of 2 servers to the virtual hosts. To date, IT has virtualized 40 of the 84 total servers. Virtualization technology helps to reduce certain licensing, hardware and energy costs.

April 2009 Information Systems name was changed to Information Technology. This change came as part of the County's reorganization plan called "Doing More with Less, It's All about Change".

In 2010 Information Technology completed a major upgrade of the County's wireless network to a new centrally managed system that uses the strongest encryption currently available. Over 80 new access points were installed throughout the County to replace the older less secure technology.

Business Description & Vision - continued

Specialized Areas of Our Department's History

GIS

In October of 1997 the Geographic Information System (GIS) team began full time production in the creation of a new countywide GIS. At that time the Information Steering Committee in conjunction with Administration and the BCC made the decision to utilize GIS software by Environmental Systems Research Institute (ESRI). Since its inception, GIS has grown to include more than 50 desktop users as well as more than 150 in-house intranet mapping users. GIS not only supports those desktop users throughout the BCC departments but fulfills requests from those that do not have dedicated GIS resources. The Information Technology GIS group also maintains the Interactive mapping website in addition to over 150 layers and 130GB of aerial imagery. This data is used in mapping analysis such as Fire Rescue's 10 year plan, the County's website, ambulance mobile units and even the Sheriff Department's helicopters. The coordination of data and its availability between County departments along with other local agencies has always been a major role of the GIS team.

WEB

Marion County Information Systems began its effort to have a web presence in October of 2000. The first County Web site was published with basic information and only a few web pages available to the public. Later in 2002, the County increased its staff working on the web and using Microsoft FrontPage published the second version of the Web site which included more information about each of its departments and offered some new on-line services. In June 2008 the County Web site was again revised to incorporate a new look with an improved navigational structure and more methods of communicating with the public. Today the County Web site includes over 1000 pages of information and additional links to various PDFs and video files that make up the County Web site.

Intranet

Information Systems began working on having an Intranet Web site available for its employees in 2002. The first version of the employee intranet was released in Microsoft FrontPage. Later the FrontPage Intranet version was replaced by migrating to Microsoft SharePoint 2003. This opened up new opportunities for more collaboration and gave the employees the ability to maintain their data on their departmental intranet sites. In October 2010, the first phase of the migration of the employee portal from SharePoint 2003 to SharePoint 2010 was completed. Human Resources, Procurement Services, Fire Rescue and Information Technology were migrated to the new platform during this initial phase. As of March 30, 2012 all departments, with the exception of Public Safety, have migrated to SharePoint 2010.

Business Description & Vision - continued

Specialized Areas of Our Department's History - continued

EMSA

Emergency Medical Services Alliance (EMSA) was formed on October 1, 2003. It was an alliance of Marion County, Governed by a Board of Directors. The Board consisted of the County Administrator, Ocala City Manager, CEO of Ocala Regional Medical Center, CEO of Monroe Regional Medical Center, and the President of Central Florida Community College. Prior to the formation of the alliance, the Emergency Medical Services for Marion County were provided by Munroe Regional Hospital. As of October 1, 2008, EMSA was dissolved and the responsibilities for providing Emergency Medical Services and ambulance transport were turned over to Marion County Fire Rescue.

The Marion County Information Systems department had always provided the network infrastructure for EMSA, but did not directly support the PC's, Servers and other hardware. As of October 1, 2008, Marion County Information Systems became responsible for supporting EMSA's 13 servers and over 100 PC's and Laptops. This includes support for 911 public safety communications and support for the mission critical mobile system within the ambulances.

Conclusion

Today, IT supports off the shelf software applications, desktops, laptops, iPads/tablets, smartphones, physical and virtual servers, switches, routers, printers and a number of other devices. Technology continues to be relied upon more each day by the BCC and other supported agencies. Technology plays a mission critical role to empower the Marion County BCC to perform many of the core business functions from issuing a building permit to life safety operations with the fire trucks and ambulances.

List of Key Department Principals

Valerie Kendrick, IT Director

Tom Northey, Senior Systems Administrator

Dennis Garraty, Information Systems Analyst

Alan Toms, Senior Programmer Analyst



Definition of the Market

The Information Technology Department market is composed of two different customer groups. The first is our internal customers, the Board of County Commissioners. This category is made up of twenty four individual departments some of which, like the library and fire department, are geographically spread throughout the county, which occupies an area larger than the state of Rhode Island. The second is our external customers consisting of other Constitutional Offices: Sheriff, Property Appraiser, Clerk of Courts and Tax Collector; Municipalities: City of Dunnellon and City of Ocala, Ocala Fire Rescue; State and Federal Agencies: States Attorney, Tourist Development, District 5 Medical Examiner's Office, Guardian Ad Litem, Heath Department, Public Defender, School Board, SWFWMD, SJRWMD, US Forestry, Courthouse and last, but not the least, the individual Citizens of Marion County.

While each of these groups has its special needs and requirements, the Information Technology Department strives to address the needs and priorities of each, on time and without defect. IT supplies a technological infrastructure that assists each entity in the performance of its functions, be it the network that the entity connects to, the phone system it uses, the applications it runs or the maps it references.

Customer List	Client Services	Server Support	Network	Phones	Application Support	GIS
MCBCC Departments	●	●	●	●	●	●
External Customers						
City of Belleview						⊙
City of Dunnellon						⊙
City of Ocala			⊙		⊙	⊙
MC Clerk of the Courts	⊙	⊙		●	⊙	●
Court Administration	⊙	⊙		●		●
Guardian Ad Litem				●		
MC Heath Department	⊙		⊙	●	⊙	⊙
MC Sheriff's Office				⊙		●
Medical Examiner's Office	●	●	●	●	⊙	
City of Ocala Fire Dept	⊙	⊙				
MC Property Appraiser					⊙	⊙
Public Defender				●		●
MC Public Schools						⊙
SJRWMD						⊙
State Attorney				●		●
SWFWMD						⊙
MC Tax Collector						●
US Forestry						⊙
Florida Highway Patrol						⊙
MC Supervisor of Elections						⊙
● Full Support	⊙ Partial Support					



Description of Products and Service Processes

The Information Technology department serves the Board of County Commissioners, the County Administrator, the county departments, other Constitutional Offices, District 5 Medical Examiner's Office (MEO), located in Leesburg, and the citizens of Marion County. IT is comprised of five primary sections: Geographic Information Systems (GIS), Software Support, Network and Telecommunications, Server Support, and Client Services. Each of these sections provides its own specialized products and/or services to its customers.

Geographic Information Systems

The GIS team creates and maintains spatial information to aid in the creation of maps and data analysis. The two main service areas of GIS are Mapping and Analysis/Programming. The mapping service involves highly advanced technical work providing for general mapping and layer maintenance. Some examples of recurring service requests are the General Location Map used in all departments, Fire Station maps, the Street Atlas, and layer maintenance for Zoning and School layers. The Analysis/Programming service provides technical analysis, evaluation, solution designs, programs, and related procedures for processing GIS data. This service includes research development and creation of GIS tools including program application development such as Address Lookup, Special Operation Center (SOC) emergency application, E911 Street support, and the GoSpatial web based database access application. In addition to programming this service area also provides for recurring special project requests and maintenance, such as EMS applications. GIS also provides critical user training for all County GIS users that covers ESRI certified training, workshops through the GIS User Group meetings, and special project training for the GoSpatial application.

Software Support

The Software Support section consists of two teams: Applications and Database Administration and Web Services. The Applications and Database Administration team provides database administration and related services as well as end user support for the various computer software applications used to carry out the day to day functions of the County. In addition to providing software support, this team is often tasked with providing custom reports based on the County's data that can then be used for planning and decision making. Database Administration services include securing and managing the County's data and databases as well as responding to internal and/or external requests for data extracts and/or data analysis services. The Web Services team provides services that include design and maintenance of the County's public web site, providing citizens with up-to-date information and services. The creation and management of the Portal is also a product and service provided by this team.

Description of Products and Service Processes - continued

Network and Telecommunications

The Network and Telecommunications Infrastructure team supports the County's phone systems that include PBX stations and trunks, telephone switching equipment, WAN connections, wired data switches, and wireless access points. It also maintains the County's system of VLANs and subnets using a Quality of Service technology that provides voice, video, and data on one network. In support of the phone systems, this team provides call accounting reports, maintains E911 compliance for ANI/ALI information, and provides voice mail maintenance and support. This team also manages all of the contracts relating to the provision of telecommunications equipment and services by external vendors. An additional service this team provides is support for structured cable systems providing network cabling whenever or wherever necessitated by new construction, additions or simple relocations. In addition to the day-to-day services they provide, Network and Telecommunications also collaborate with the Facilities Management department on new construction and building remodeling to ensure compliance with appropriate standards and cost effectiveness.

Server Support

The Server Support team maintains the servers that run our County's mission critical applications including the County's web site, Microsoft Exchange email system, CDPlus Permitting, Firehouse, SQL Server Databases, and File & Print functions and the underlying Windows server operating systems. This team safeguards the County's data by applying critical security patches, virus and spam protection, daily tape backups, and the replication of data to off-site locations for disaster recovery. Additional services provided by this team include network printer management and research and implementation of new hardware/software systems to improve server, desktop, and network capacities and efficiencies.

Client Services

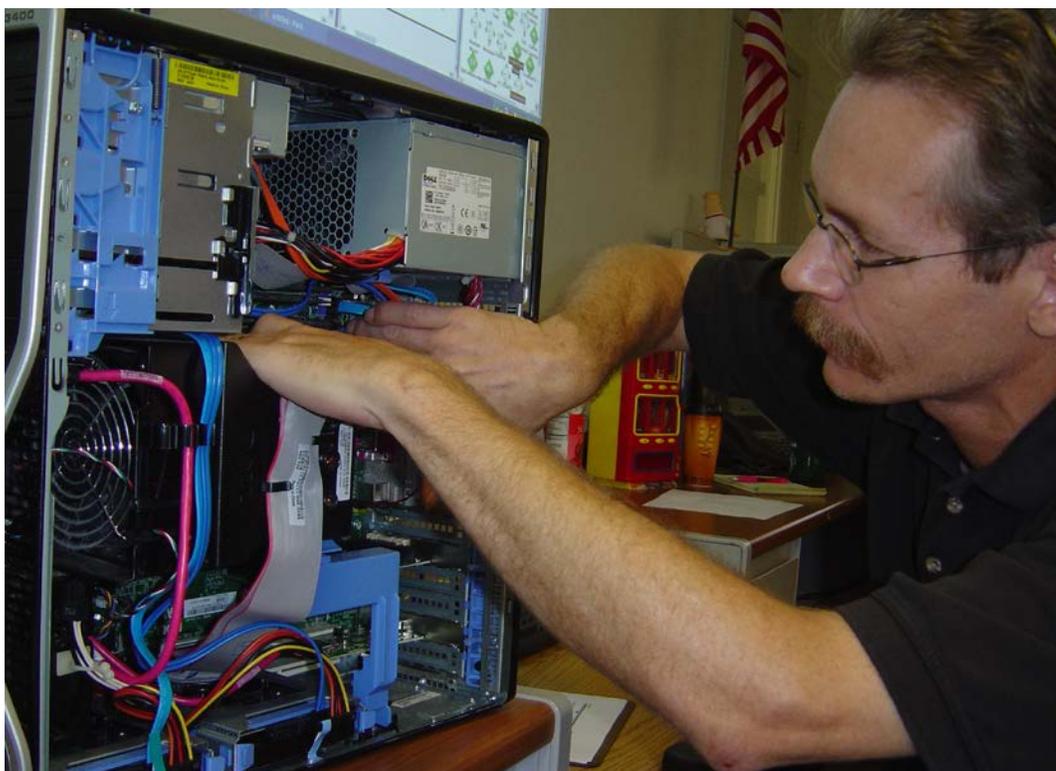
The Client Services section is comprised of four teams: Desktop Support, Security, Ambulance Mobile Data Terminal (MDT) Support and Application Packaging, Helpdesk and User Account Management, and Hardware and Software Inventory Control. The Desktop Support team provides support for end users including setup and repair of desktop and laptop computers, installation of computer software, on-call after hour support services for Public Safety and Hazmat, and assistance in the use of desktop productivity software such as Microsoft Office. This team provides behind the scenes services which includes managing Active Directory security, Group Policies, and establishing computer standards.

Description of Products and Service Processes - continued

Client Services - continued

In addition, Client Services also provides recommendation reports based on technology and equipment testing. The products of the Security, MDT, and Application Packaging team are the computer images and re-packaged applications for streamlined installation during computer setup and software installation. The services they provide are support for the MDTs and research and implementation of security best practices. The Helpdesk and User Management team provides services to end users through telephone support and the creation, tracking, and updating of IT work orders. A Help Desk service that directly affects end users is the maintaining of user accounts, Active Directory security group memberships, and file security. The Hardware and Software Inventory Control team is responsible for the purchasing, inventory tracking, and reporting of County hardware and software, and disposition of all unserviceable computer hardware.

A list of services provided by the Information Technology Department is depicted on the next page of the Business Plan.



Description of Products and Service Processes - continued

Services Provided

The Information Technology Department provides technical consulting, support and services in the following areas:

<p><u>BACK-UP</u></p> <ul style="list-style-type: none"> • email systems • network files • equipment configurations • servers <p><u>CREATE</u></p> <ul style="list-style-type: none"> • custom reports • databases <p><u>DESIGN</u></p> <ul style="list-style-type: none"> • networks • public web site • web applications • network security <p><u>INSTALL</u></p> <ul style="list-style-type: none"> • network cabling • computers • printers • copiers • access points • phones • software • wireless video presentation • upgrades/patches 	<p><u>MAINTAIN</u></p> <ul style="list-style-type: none"> • hardware and software inventory • in-house written applications • software library • GIS data • switches/routers • firewalls • phone systems • peripherals <p><u>MANAGE</u></p> <ul style="list-style-type: none"> • file rights • file servers • file storage • maintenance contracts • network printers • networks • telecommunications contracts • phone systems • SharePoint • E-Rate • software contracts • software licenses • wireless network • Exchange mail system • cellular phone bills • security 	<p><u>PURCHASE</u></p> <ul style="list-style-type: none"> • cell phones • computers • printers • network equipment • servers • phones • peripherals <p><u>REPAIR/TROUBLESHOOT</u></p> <ul style="list-style-type: none"> • time clocks • computers • printers • copiers • network equipment • servers • phones • cabling • peripherals • applications • cell phones <p><u>SERVICES</u></p> <ul style="list-style-type: none"> • monitor & backup databases • plan disaster recovery • process telecom bills • cellular billing • provide data analysis • support 3rd-party apps
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Description of Products and Service Processes - continued

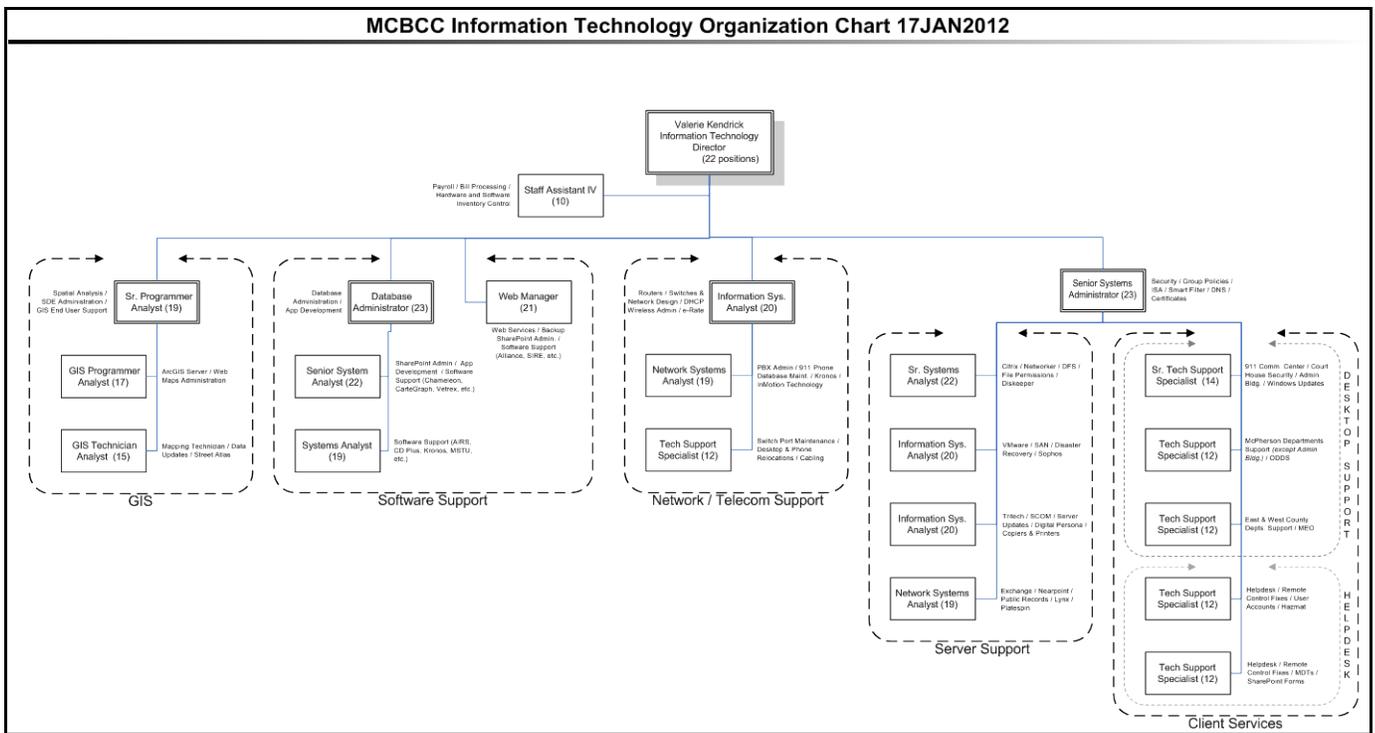
Process Volume

List Services provided:	Current volume	Forecast volume 2012-13	Variance	List Services provided:	Current volume	Forecast volume 2012-13	Variance
GIS				SOFTWARE/HARDWARE			
GIS Analysis Request	50	50	0	CS Research/Implement	40	40	0
GIS Application Support/Update	73	73	0	ST Research/Implement	115	115	0
GIS Data Request	124	124	0	SOFTWARE/HARDWARE/SECURITY			
GIS Map Request	100	100	0	CS Supervisory	235	235	0
GIS Supervisory	47	47	0	TELECOM			
GIS User Support	150	150	0	TELECOM Billing Verizon LD	12	12	0
HARDWARE				TELECOM E-Rate	1	1	0
CS Computer Install Campus	400	400	0	TELECOM Install Cabling	40	40	0
CS Computer Install Off Campus	800	800	0	TELECOM Install Connections	25	25	0
CS Peripheral Install Campus	210	210	0	TELECOM Install Equipment	60	60	0
CS Peripheral Install Off Campus	280	280	0	TELECOM Install Phone (PBX)	50	50	0
CS Repair Campus	994	994	0	TELECOM Install Phone (Vendor)	25	25	0
CS Repair Off Campus	809	809	0	TELECOM Move Phone (PBX)	125	125	0
IT Inventory Disp To Recycler	51	51	0	TELECOM Move Phone (Vendor)	25	25	0
IT Inventory New Item	75	75	0	TELECOM Program Phone (PBX)	450	450	0
CS Inventory Transfer	264	264	0	TELECOM Program Phone (Vendor)	90	90	0
SECURITY				TELECOM Repair Phone (PBX)	175	175	0
CS AntiVirus Support	29	29	0	TELECOM Repair Phone (Vendor)	50	50	0
CS Monitor HR Employee Changes	235	235	0	TELECOM Repair/TS Cabling	12	12	0
CS MS Updates	12	12	0	TELECOM Repair/TS Connection	100	100	0
CS Security Support	13	13	0	TELECOM Repair/TS Equipment	75	75	0
CS Update/Add User Account	1092	1092	0	TELECOM Supervisory	12	12	0
DBA Create New User Acct - App	2	2	0	Wireless ATT Billing Process	12	12	0
DBA Mod Users Access Rgts -App	3	3	0	Wireless Sprint PCS Billing	24	24	0
Director Supervisory/Administration	235	235	0	Wireless Sprint PDA Billing	12	12	0
SS Create New User Acct to App	81	81	0	Wireless Verizon PCS Billing	12	12	0
SS Modify User Rights to App	39	39	0	Wireless Verizon PDA Billing	12	12	0
SOFTWARE				TRAINING	0	0	0
CS AD/GPO/Back Office Maint	50	50	0	Classroom Training	26	26	0
CS Deploy Software	123	123	0	CS Training Campus	10	10	0
CS HelpDesk Work Order Process	597	597	0	CS Training Off Campus	1	1	0
CS Repackage Software	25	25	0	CS Training RC	39	39	0
CS Repair RC	447	447	0	Web Administration	235	235	0
CS Software Install Campus	464	464	0	WEB			
CS Software Install Off Campus	293	293	0	Web Backup Sharepoint	7	7	0
CS Software Install RC	171	171	0	Web County Web Update	1080	1080	0
CS Software Upgrade Campus	62	62	0	Web Research/Implement	18	18	0
CS Software Upgrade Off Campus	63	63	0	Web Restore/Relocate Site	4	4	0
CS Software Upgrade RC	74	74	0	Web Sharepoint Web Update	67	67	0
DBA DB Monitoring and Maint	20	20	0	Web Web App Add or Update	5	5	0
DBA Monthly Yearly Prod Jobs	1	1	0	Added Services:			
DBA Request For App Change	14	14	0	DBA Migration of Database	0	55	55
DBA Request For Data Analysis	16	16	0	SS Administration	0	235	235
DBA Request For Data Extract	13	13	0	GIS Research/Implement	0	2	2
DBA Request For New App	11	11	0	GIS Administration	0	235	235
DBA Request For New Database	1	1	0	CS Administration	0	235	235
DBA Rqst - Chng to Existing DB	8	8	0	Telecom Administration	0	235	235
DBA Rqst Software Analysis	2	2	0				
DBA Supervisory/Administration	235	235	0				
DBA Work Request App Error	37	37	0				
DBA Work Request DB Error	2	2	0				
IT Purchasing With P-card	250	250	0				
IT Purchasing With PO	25	25	0				
Reporting Request	150	150	0				
SS Application Support	360	360	0				
SS CDPlus Sys Support Process	116	116	0				
SS Create Custom Report	32	32	0				
SS Modify Custom Report	20	20	0				
SS Regression Test CDPlus	3	3	0				
SS Request For New Application	1	1	0				
SS Research/Implement	7	7	0				
ST Application Support	395	395	0				
ST Data Backups	235	235	0				
ST Network Printer Support	130	130	0				
ST Server Updates	1200	1200	0				
ST Server/Net Storage Support	50	50	0				
ST Administration	235	235	0				
Staff Asst. Administration	235	235	0				



Organization & Management

The Information Technology Department consists of five main sections: GIS, Software Support, Network and Telecommunications Support, Server Support and Client Services. IT supports everything from network architecture and design, to managing and supporting servers, computers, telephones, scanners, printers and other peripheral devices.



Organization & Management - continued

Professional Certifications

Professional certifications are an important aspect of IT. Certifications not only prove technical competence, but also provide the basic skill set for excellent customer service. The Marion County Information Technology Department requires all Technology Support Specialist to have the following industry standard certifications:

- CompTIA A+ Certification
- At least **ONE** of the following Microsoft Certifications:
 - Microsoft Certified Professional (MCP)
 - Microsoft Certified Desktop Support Technician (MCDST)
 - Microsoft Certified Technology Specialist (MCTS)
 - Microsoft Certified Systems Engineer (MCSE)

We also have employees with other special professional certifications:

- An Authorized SYSTIMAX Engineer (ASE) - This certification allows IT to **self-install** Systemax products (cabling and related) so that they are covered under warranty.
- A CompTIA Security + Certification - This certification is an international, vendor-neutral certification that proves competency in system security, network infrastructure, access control and organizational security.
- A BICSI Registered Information Technology Professional
- A VmWare Certified Professional



Marketing and Customer Service

The Information Technology Department provides support for the County's computers, telephone system, and network structure to a wide variety of customers. We strive to provide secure, quality, leading edge technical service to our customers.

Our first contact with the other BCC departments takes place during the County's new hire orientation where IT conducts a training session on the BCC's "Technology and Security Policies Handbook". During the training session employees become familiar with the County's technology policies and security best practices. This training is an essential first step on educating new employees on how to keep the County's technology secure. They are also given Help Desk information as well as how and where to access training. Through contacting our Help Desk, users can request support of an application, updates to the County's website, resolution of a peripheral device issues, etc. All work is channeled through the Help Desk so it may be appropriately delegated and tracked. Among the internal customers, department representatives are also invited to Power User meetings as well as GIS User Group meetings to keep them informed on updates and how different members of the group are applying new technologies.

In the process of support visits, research in to departmental business processes often stem to help automate existing processes saving time and money to the department. We reach out to our customers by way of email alerts, regarding regularly scheduled maintenance activity in addition to work being performed to resolve outages. Another marketing outlet for IT is through providing Microsoft Office and GIS Training classes.

Other agencies outside of the BCC departments also require our assistance on a regular basis. The Microsoft training services we provide are utilized by the Clerk of the Courts, and GIS training is provided to the Health Department, the cities of Ocala and Dunnellon, US Forestry, School Board, and Property Appraiser. Besides training we also assist with data, map requests, application development, cabling, and phones for other agencies.

We also reach out to our citizens by way of our website, providing them with various services including mapping, data, non-ad-valorem assessments, bill payment, permit applications, and employment applications. Our web pages carry links to other agencies, making it convenient for the citizens to navigate between them, thereby enhancing their customer experience.



Financial Management, Performance Measures, Benchmarks and Comparatives

MARION COUNTY BOARD OF COUNTY COMMISSIONERS							
BUSINESS PLAN BUDGET WORKSHEET 30-MAR-2012							
General Fund Account 2510							
Account Code	Account Name	Actual Expenditures 2009-10	Unaudited Expenditures 2010-11	Amended Budget 2011-12	Business Plan 2012-13	Variance	%
512101	REGULAR SALARIES & WAGES	1,154,074	1,056,367	1,063,937	1,049,028	(14,909)	-1.4%
514101	OVERTIME	11,693	7,318	7,170	7,170	-	0.0%
521101	FICA TAXES	85,289	77,483	81,941	80,799	(1,142)	-1.4%
522101	RETIREMENT CONTRIBUTIONS	118,401	96,249	57,089	59,782	2,693	4.7%
523101	HEALTH INSURANCE	118,085	107,433	137,016	137,016	-	0.0%
523401	LIFE, AD&D, LTD INSURANCE	8,745	7,256	6,962	6,784	(178)	-2.6%
524101	WORKERS' COMPENSATION	6,408	6,207	6,639	6,564	(75)	-1.1%
531109	PROFESSIONAL SERVICES	99,374	46,565	20,395	17,375	(3,020)	-14.8%
534101	OTHER CONTRACTUAL SERVICE	-	-	-	-	-	#DIV/0!
540101	TRAVEL & PER DIEM	4,069	3,380	3,925	5,990	2,065	52.6%
541101	COMMUNICATION SERVICES	280,222	278,411	316,380	308,280	(8,100)	-2.6%
542201	POSTAGE & FREIGHT	6	41	204	204	-	0.0%
544101	RENT & LEASES - EQUIPMENT	6,109	5,125	5,640	5,640	-	0.0%
545101	INSURANCE - PREMIUMS	25,253	23,456	19,145	19,145	-	0.0%
546257	REP & MAINT-FLEET MGT	4,567	-	-	-	-	#DIV/0!
546301	REP & MAINT-EQUIPMENT	79,014	108,664	111,420	111,420	-	0.0%
546312	REP & MAINT-COMPUTER EQ	121,896	136,870	152,337	137,728	(14,609)	-9.6%
547101	PRINTING & BINDING	-	-	-	-	-	#DIV/0!
551101	OFFICE SUPPLIES	1,316	1,296	1,234	1,884	650	52.7%
552101	GASOLINE OIL & LUBRICANTS	6,513	6,167	8,652	9,023	371	4.3%
552106	OPERATING - COMPUTER SFTW	446,686	483,344	388,925	424,039	35,114	9.0%
552108	OPERATING SUPPLIES	39,406	13,727	19,900	16,406	(3,494)	-17.6%
552116	COMPUTER HARDWARE-OPERATI	-	6,546	1,350	1,980	630	46.7%
554101	BOOKS/PUBS/SUBSCRIP/MEMBS	299	135	400	100	(300)	-75.0%
554201	DUES & MEMBERSHIPS	670	475	825	750	(75)	-9.1%
555301	TRAINING MATERIALS & SUPP	849	505	500	-	(500)	-100.0%
555501	TRAINING & EDUCATION	14,024	9,008	18,055	16,959	(1,096)	-6.1%
564101	MACHINERY AND EQUIPMENT	140,597	109,226	92,750	64,800		
		2,773,563	2,591,253	2,522,791	2,488,866	(5,975)	
REVENUES							
36900205	COST ALLOC-INFO SYSTEMS	858,184	995,006	844,343	844,343	-	0.0%
		858,184	995,006	844,343	844,343	-	

Financial Management, Performance Measures, Benchmarks and Comparatives - continued

MARION COUNTY BCC INFORMATION TECHNOLOGY DEPARTMENT BUSINESS PLAN DEPARTMENT STATISTICS				
Department Statistics	Marion County*	Alachua County	Osceola County	City of Cape Coral
Population ⁴	331,298	252,388	268,685	154,305
Jurisdiction Square miles ⁴	1,578.90	977.00	1,324.21	120
Agency buildings supported	151	54	57	52
Agency FTEs	1,374	1,947	1,483	1,486
IT FTEs	22	32	35	24
Desktop computers	1048	950	1200	637
Laptops (and MDTs)	339	200	250	545
PDA's/SMART PHONES	95	300	93 BB/140 AS	200
iPADs/Android tablets	12 / 0	-	22/0	0/1
Phones ²	2,217	1,850	3,327	300 pbx/600 IP
Desktop printers	-	60	-	25
Copiers, scanners, fax machines	253 fax machines	20	250 fax	-
Network Printers	120	150	183	210
Physical Servers	51	68	77	125
Virtual Servers	42	111	200	90
All applications ³	102	250	140	26
Websites supported	2	1	NA	1
Annual Help Desk Work Orders	12,368 FY2010-11	9,450	18,500 FY2010-11	6,546 ⁶
Total IT Budget ¹	\$2,522,791	\$3,436,900	\$5,706,705	\$4,018,223
Do you support Fire/Rescue dept?	Yes	-	Yes	Yes and Police
Do you support Libraries?	Yes	-	Yes	No ⁵
Do you have responsibility for Telephony?	Yes	Yes ⁴	Yes	Yes
Do you have responsibility for GIS?	Yes	No ⁴	Yes	Yes

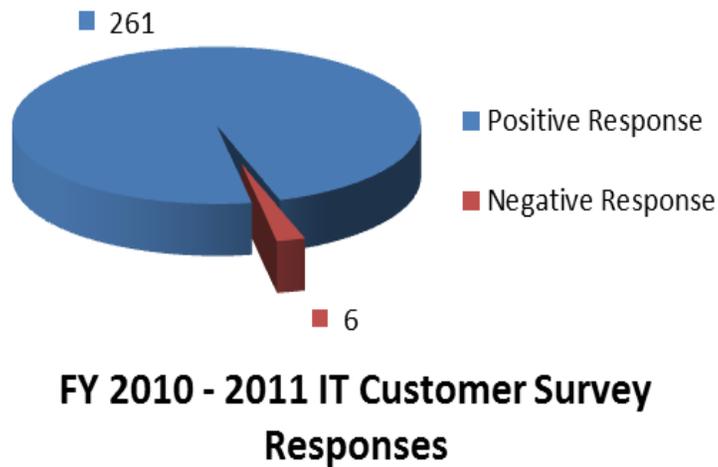
* MAR2012 IT data except where noted, ¹ FY2011-12 Budget, ² PBX, ³ Excluding MS Office Suite software; ⁴ FL Benchmarking Consortium report for FY2009-10, ⁵ Provides 2nd level support to four city charter schools; ⁶ Breakdown as follows: (Requests Desktop Support-3,434 Incidents Desktop Support-776; Help Desk resolution-1,028 Combined Requests & Incidents Business Apps-970 Combined Requests & Incidents GIS-338)

Financial Management, Performance Measures, Benchmarks and Comparatives – continued

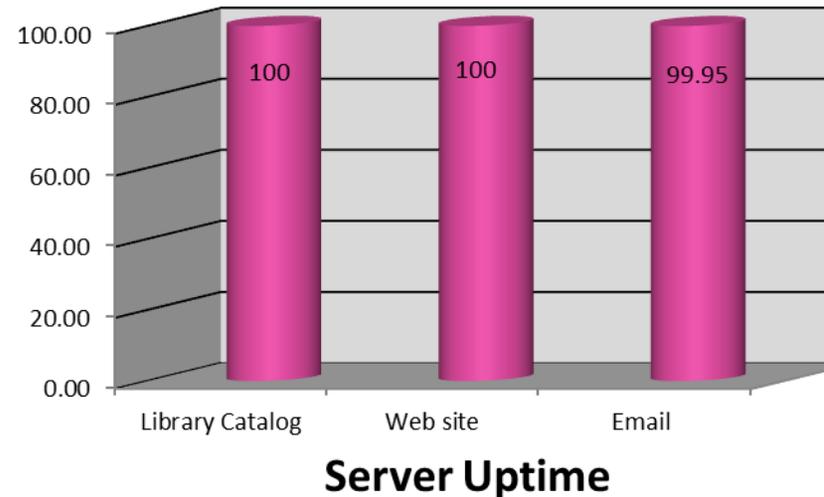
MARION COUNTY BCC INFORMATION TECHNOLOGY DEPARTMENT BUSINESS PLAN PERFORMANCE MEASURES				
<u>Department Statistics</u>	<u>Marion County*</u>	<u>Alachua County</u>	<u>Osceola County</u>	<u>City of Cape Coral</u>
Population ⁴	\$7.61	\$13.62	\$21.24	\$26.04
Jurisdiction Square miles ⁴	\$1,597.82	\$3,517.90	\$4,309.52	\$33,485.19
Agency buildings supported	\$16,707.23	\$63,647.96	\$100,117.63	\$77,273.52
Agency FTEs	\$1,836.09	\$1,765.27	\$3,848.08	\$2,704.05
IT FTEs	\$114,672.32	\$107,405.94	\$163,048.71	\$167,425.96
Desktop computers	\$2,407.24	\$3,617.88	\$4,755.59	\$6,308.04
Laptops (and MDTs)	\$7,441.86	\$17,184.95	\$22,826.82	\$7,372.89
PDA's/SMART PHONES	\$26,555.69	\$11,456.63	\$24,492.30	\$20,091.12
iPADs/Android tablets	\$210,232.58	-	\$259,395.68	\$4,018,223
Phones ²	\$1,137.93	\$1,857.83	\$1,715.27	\$4,464.69
Desktop printers	-	\$57,283.17	-	\$160,728.92
Copiers, scanners, fax machines	\$9,971.51	\$171,849.50	\$22,826.82	-
Network Printers	\$21,023.26	\$22,913.27	\$31,184.18	\$19,134.40
Physical Servers	\$49,466.49	\$50,543.97	\$74,113.05	\$32,145.78
Virtual Servers	\$60,066.45	\$30,963.87	\$28,533.53	\$44,646.92
All applications ³	\$24,733.25	\$13,747.96	\$40,762.18	\$154,547.04
Websites supported	\$1,261,395.50	\$3,436,990	-	\$4,018,223
Annual Help Desk Work Orders FY2010-11	\$203.98	\$363.70	\$308.47	\$613.84
Total IT Budget ¹	\$2,522,791	\$3,436,990	\$5,706,705	\$4,018,223
Do you support Fire/Rescue dept?	Yes	-	Yes	Yes and Police
Do you support Libraries?	Yes	-	Yes	No ⁵
Do you have responsibility for Telephony?	Yes	Yes ⁴	Yes	Yes
Do you have responsibility for GIS?	Yes	No ⁴	Yes	Yes
	NOTE: Calculations shown are a derivative of agency total IT budget divided by their department statistics. Highlighted cells have the lowest calculated costs.			
	* MAR2012 IT data except where noted, ¹ FY2011-12 Budget, ² PBX, ³ Excluding MS Office Suite software; ⁴ FL Benchmarking Consortium report for FY2009-10, ⁵ Provides 2nd level support to four city charter schools; ⁶ Breakdown as follows: (Requests Desktop Support-3,434 Incidents Desktop Support-776; Help Desk resolution-1,028 Combined Requests & Incidents Business Apps-970 Combined Requests & Incidents GIS-			

Financial Management, Performance Measures, Benchmarks and Comparatives - continued

Additional Performance Measures



FY 2010 - 2011 IT Customer Survey Responses



Server Uptime

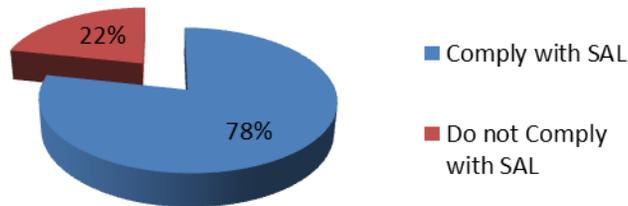
When IT closes a work order request, the customer is notified via e-mail. The e-mail message contains a link to a survey where customers can provide feedback for the service provided. From October 1, 2009 – September 30, 2010 there were 266 survey responses. Of these 267 survey responses, 261 (97.75%) were positive.

IT began utilizing a new server monitoring product called "System Center Operations Manager". Use of this system began mid fiscal year and uptime data shown above is for three key systems for a limited time from July 1, 2011 – September 30, 2011.

Financial Management, Performance Measures, Benchmarks and Comparatives - continued

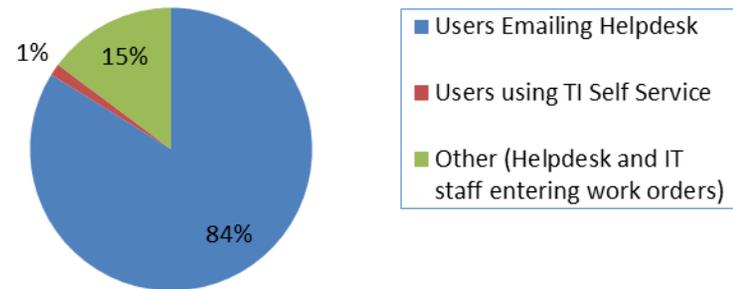
Additional Performance Measures - continued

Service Level Agreement for Fiscal Year 10-11



Information Technology's commitment to deliver outstanding customer service and satisfaction is backed by Service Level Agreements (SLA) for end user support work orders. To reduce the impact of down time to the organization multiple levels are defined to decrease resolution time. This chart represents an aggregation of all the SLAs together. Of the 10,290 work orders related to end user support 8,067 (78%) were resolved on or before the promised time.

Helpdesk Work Order Sources



Information Technology's innovative use of Track-IT's self-service and email processing capabilities allows users faster access to generating work orders. This chart represents all work orders and their source of origin from FY10-11.

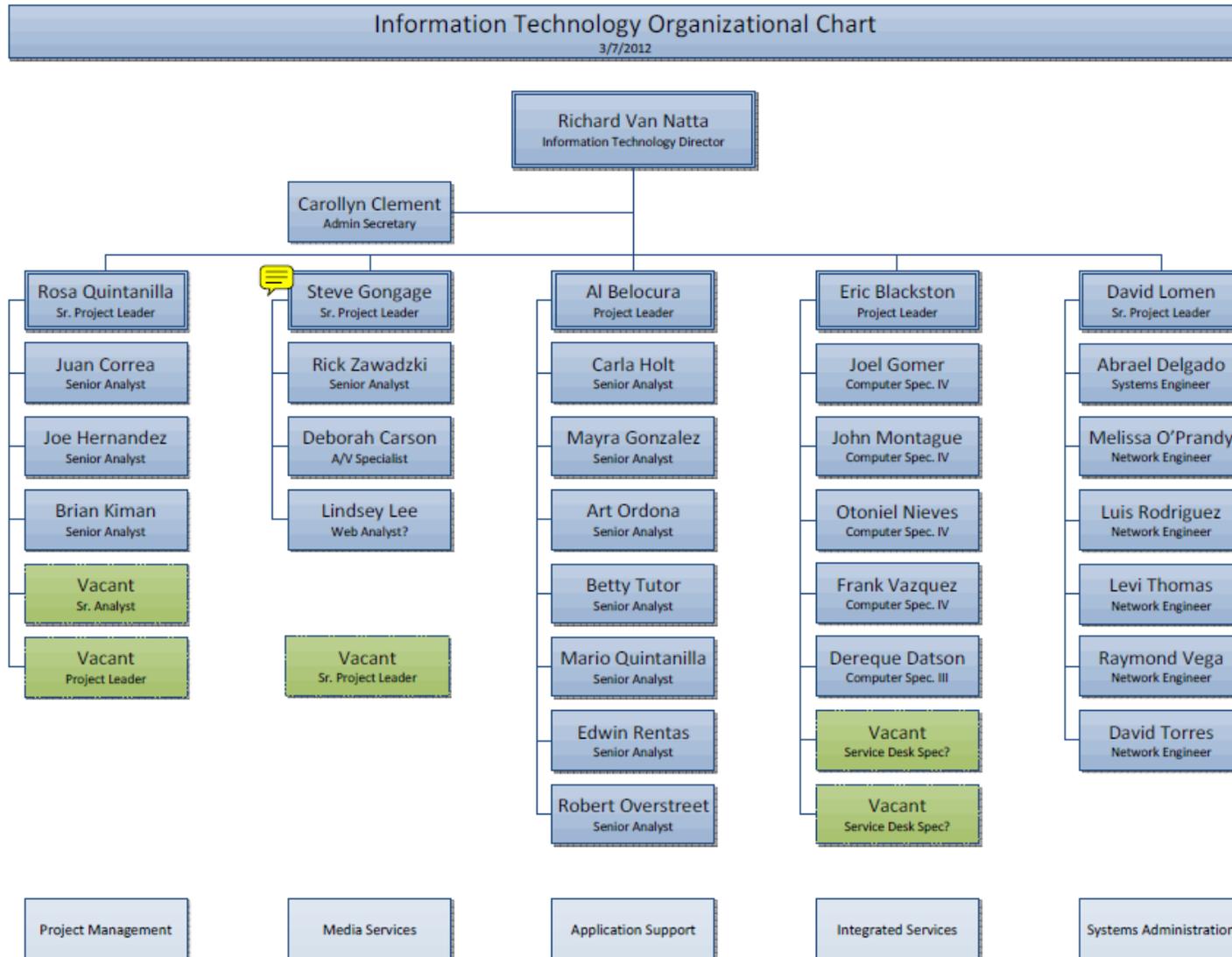
Financial Management, Performance Measures, Benchmarks and Comparatives - continued

MARION COUNTY INFORMATION TECHNOLOGY				
SUMMARY OF REPORTED IT PERFORMANCE DATA				
Title	Marion County	Marion County	City Average*	County Average*
	FY10/11	FY11/12		
Total Number of Workstations	1,475	1,475	738.00	3,098.00
IT Department O&M Expenditures Budgeted	2,775,058.00	2,522,791.00	2,525,931.00	16,330,514.00
Total Organization Net Operating Expenditures	385,671,341.00	397,302,832.00	150,770,251.00	803,421,837.00
Total Number of IT Department Employee FTEs	22	22	20.33	87.49
Organizations Total Number of FTEs	1,371	1,371	899.86	3,778.54
Total Number of IT Customer Satisfaction Survey Responses Rating IT Department Customer Satisfaction as "Good" or "Excellent" for the Past Year	261	NA	347.67	2,422.08
Total Number of Potential IT Customer Satisfaction Survey Respondents for the Past Year	267	NA	2,193.27	6,049.46
IT Department O&M Expenditures per Workstation	1,881.40	1,710.37	3,241.26	3,947.55
Number of Workstations per Organization FTE within the IT Service Population	1.08	0.93	0.96	5.76
Percentage of Organization's O&M Budget Attributable to the IT Department	0.72	0.63	16.17	27.16
IT Department O&M Expenditures per Resident	8.41	7.64	36.8	17.85
Percent Organization FTEs attributed to IT Services	1.6	1.60	2.04	11.38
General IT Services Internal Customer Satisfaction Rate: Percent Survey Respondents Rating Overall Satisfaction as "good" or "excellent" ¹	97.75	NA	15.85	40.04
* Numbers from Florida Benchmarking Consortium FY10 Annual Services Report				
¹ Formula(s) based on FBC report data				

Financial Management, Performance Measures, Benchmarks and Comparatives - continued

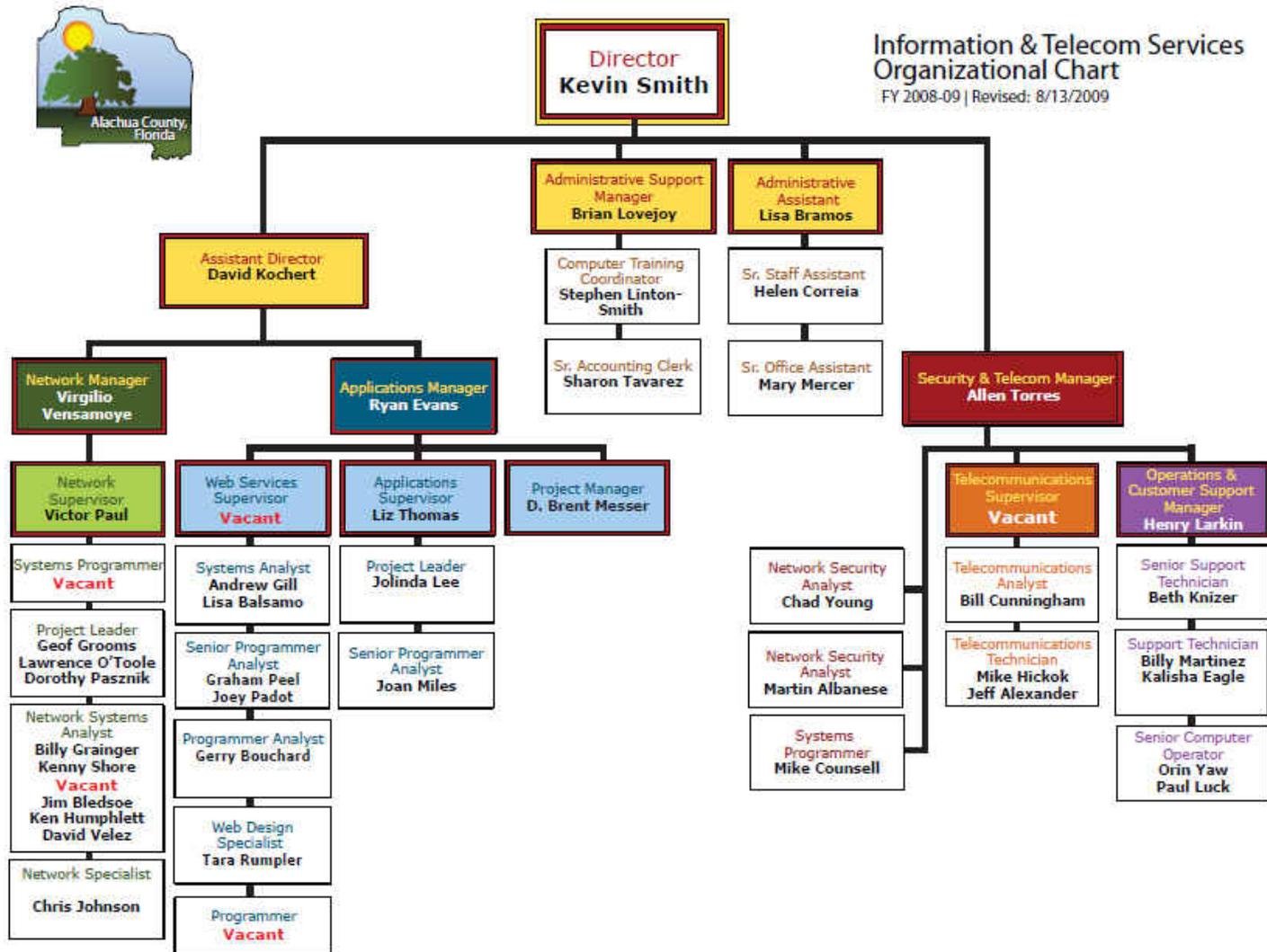
Comparative Organization Charts

Osceola County



Financial Management, Performance Measures, Benchmarks and Comparatives - continued

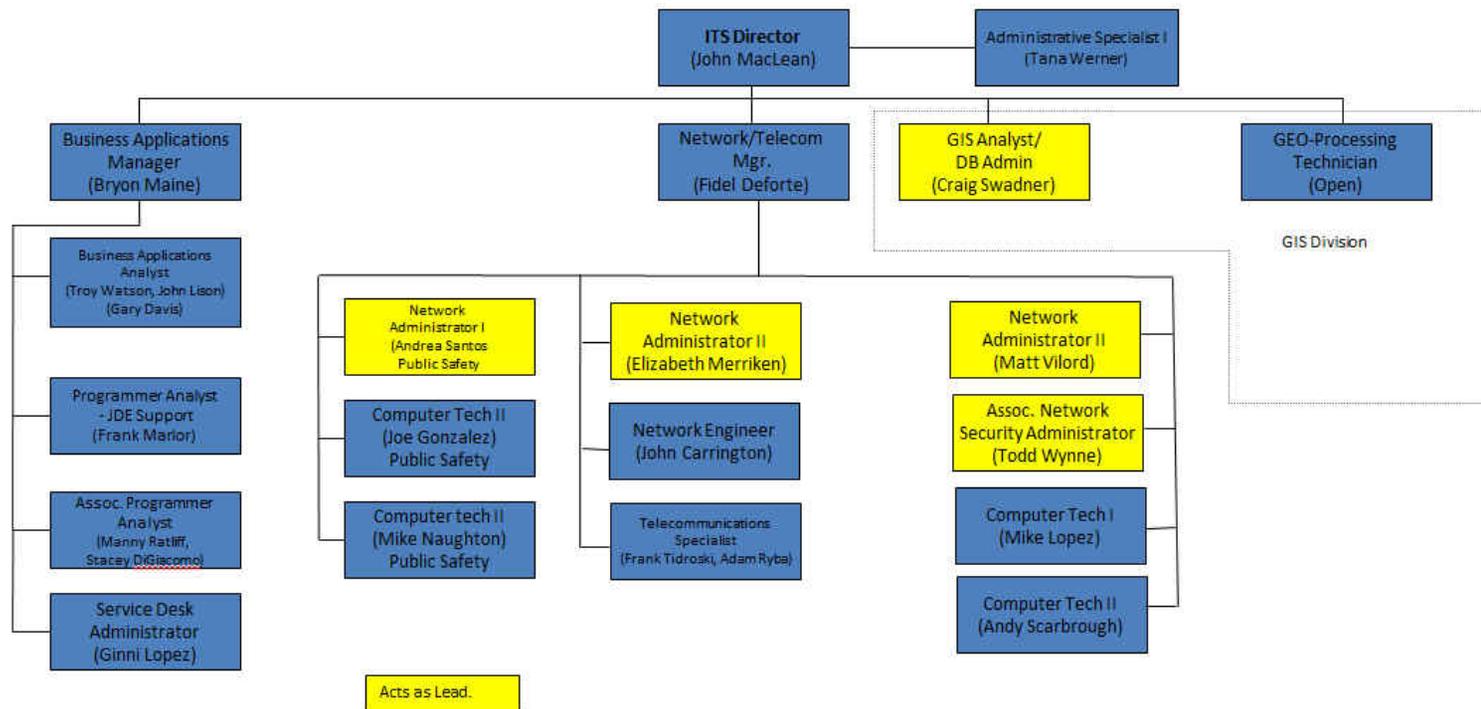
Comparative Organization Charts – continued



Financial Management, Performance Measures, Benchmarks and Comparatives - continued

Comparative Organization Charts – continued

City of Cape Coral ITS Department Organization



Actual Headcount = 23
Budgeted Headcount = 24

3/01/2012

Financial Management, Performance Measures, Benchmarks and Comparatives - continued

Comparative County

Results of Osceola County Comparison

Osceola County was chosen as the comparative county to conduct a written questionnaire and conference call. With 13 more IT FTEs than Marion County, Osceola's IT department supports a little over 60 more computers (desktops & laptops) than Marion County; and, there overall customer base is significantly larger because they host email services for the constitutional offices and provide full technical support for the Jail. Unlike Osceola County, Marion County's IT FTE count of 22 includes three GIS personnel while Osceola IT FTE count of 35 does not include the three GIS support technicians that are assigned to the Community Development department. Marion County has 3 computer support technicians while Osceola County has 5; this does result in a computer to support technician ratio of 462 for Marion County and 290 for Osceola. Similarly both IT departments provide phone support for several outside agencies such as the Clerk of the Courts, Court Administration, and the Public Defender and State Attorney Offices. Osceola has a slightly larger jurisdiction to serve by square miles, 1,483 verses 1,374; however, the number of agency building supported by Marion County is substantially higher. Osceola supports 57 different buildings/locations while Marion supports 151 with a total IT budget of \$2,522,791 for Marion and \$5,706,705 for Osceola. Much of the difference in budget amounts is due to the personnel count and salary. Both counties include the cost of enterprise related hardware and software expenses and countywide maintenance cost for connections (dark fiber, T1, etc). The following sections highlight additional similarities and differences.

APPLICATIONS/WEB SERVICES

Osceola has 12 staff members divided among two teams supporting over 100 third party applications. The project team analyzes new software and gathers requirements for new components. The support team report requests and addresses problems with existing software. No in-house developed client server applications are developed nor supported by Osceola's IT department. Four IT team members of Marion county, including the DBA and Web Manager, support third party applications, such as Chameleon, Vetrex, Cartegraph and Firehouse, used by the departments throughout the county. Two of those analysts also support the 20 plus in-house developed client server and web applications. Osceola's front facing website is a content management solution developed and maintained by a staff of three, a Team Leader/ Primary Developer, a Content Master/Chief Designer and a Content/Graphic Designer. Osceola is also planning to hire a SharePoint Administrator. Marion's website is maintained by a Web Manager, also responsible for supporting Alliance and Sire.

Financial Management, Performance Measures, Benchmarks and Comparatives - continued

Comparative County – continued

NETWORK/SERVER INFRASTRUCTURE

Similarly, Osceola and Marion build, install, and maintain switches, routers and hardware firewalls. Both IT departments support digital, analog and IP lines of their PBX system and maintain their own wireless network. Both departments use the virtualization technology. Osceola supports 77 physical servers and Marion supports 51. In addition to supporting servers running in a windows operating system, Osceola also supports AIX while Marion is a windows only operating system.

Customer List	Client Services	Server Support	Network	Phones	Application Support	GIS
Osceola BCC Departments	●	●	●	●	●	⊙
Sheriff		●	●	●	⊙	
Clerk of Courts		⊙		●	⊙	
Supervisor of Elections	⊙	●	●	●	⊙	
Tax Collector		⊙		●		
Property Appraiser		⊙	⊙	●		
Court Administration				●		
Gaurdian Ad Litem	●	⊙	●	●		
Health Department				⊙		
Public Defender				●		
State Attorney				●		
Extension Services	●	●	●	●		
Osceola Heritage Park	●	●	●	●		
Houston Astros			⊙	●		
USSSA (Softball Association)				●		
KVLS (Kissimmee Valley Livestock)				●		
Probation Contractor	⊙			●		
Security Contractor	●	●	●	●		
Library Contractor	●	●	●	●		
External Customers						
City of Kissimmee						
City of St. Cloud						
	● Full Support		⊙ Partial Support			