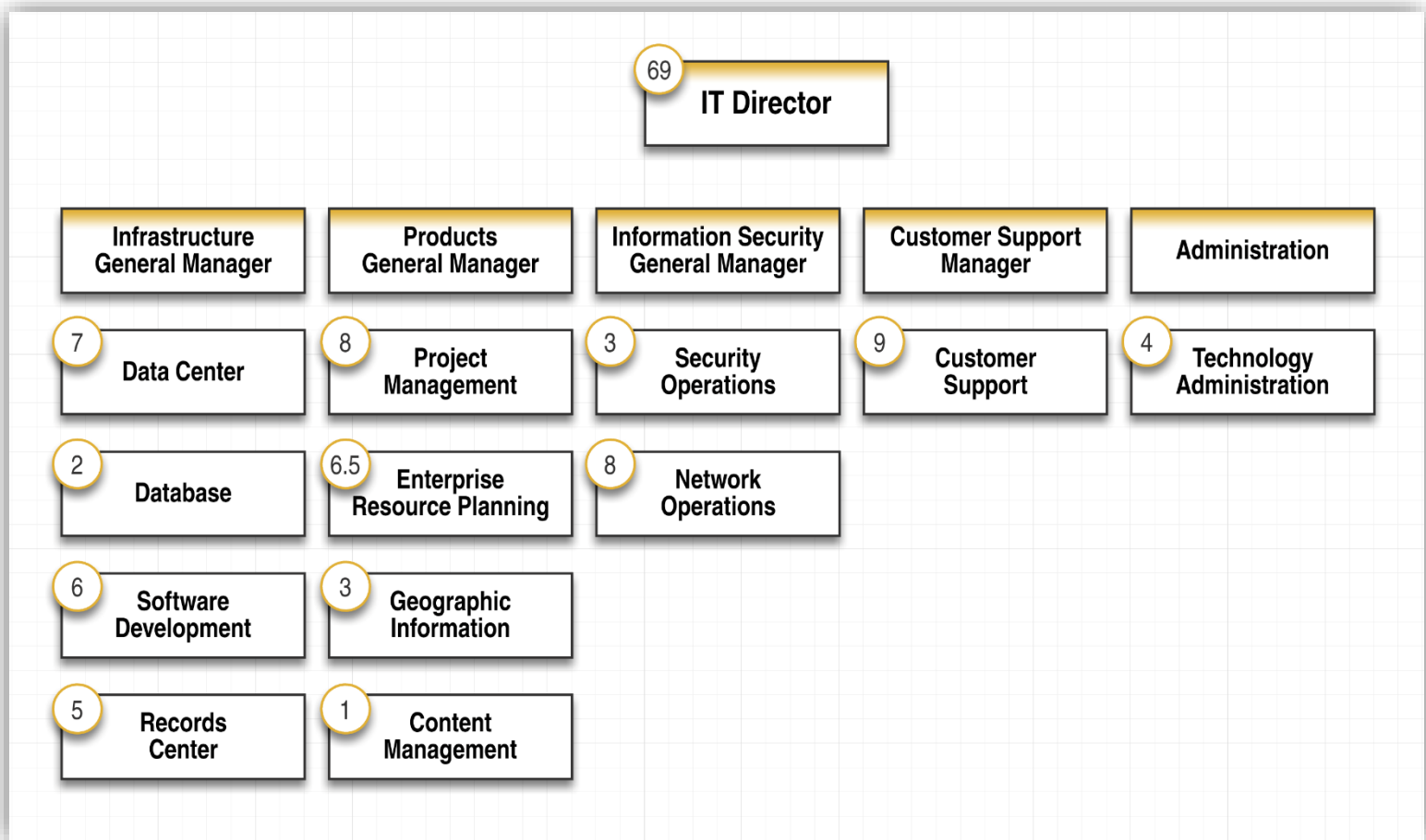


2020 Budget Presentation Information Technology

Jeff Eckhart

October 15, 2019

Organizational Chart



Infrastructure Operations

**Infrastructure
General Manager**

7

Data Center

2

Database

6

**Software
Development**

5

**Records
Center**

Email

Digital Storage

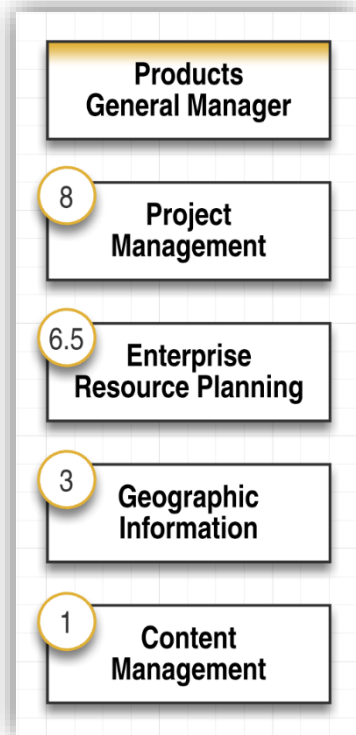
Application Hosting

Patch Management

Database Management



Product Management



Project Management Office

Countywide Financial / HR System

Time & Attendance System

Geographic Information System

Citizen Request System

Website Management Systems



Customer Support

Call Center / 24 X 7 Support

Desktop Computer Support

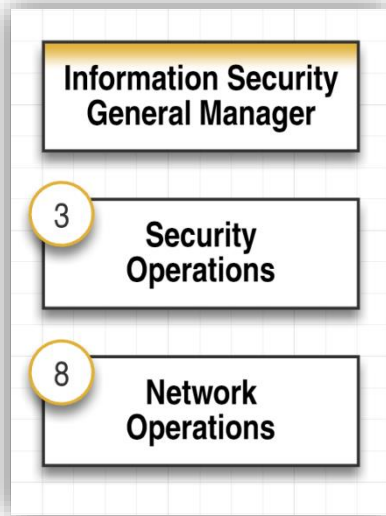
Desktop Patch Management

Mobile Device Management

PC Replacement Program



Information Security



Security Operations Center

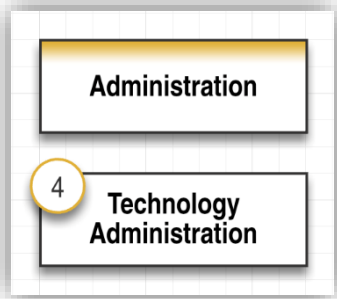
Network Operations Center

Compliance

Broadband



Technology Administration



Technology Finance / Budget

Software License Compliance

Software License Renewal

Inventory Management



Operational Metrics

**35
Business
Units**

- 12 Elected Officials
- 10 Departments
- 3 Appointed Officials
- 2 Affiliated Agencies

**2,800
County
Employees**

**2
Data
Centers**

**25,000
Annual
Service
Requests**

- Technology Support
- Moves / Adds / Changes
- Mobile Device Support
- Security Requests
- Records Center

**49
Networked
Buildings**

**3,500
Network
Devices**



Compliance Mandates

Criminal Justice Information Services (CJIS) Security Policy

FBI directive to protect criminal justice and law enforcement information

Health Insurance Portability and Accountability Act (HIPAA)

Federal mandate to protect health related information

Personal Identity Information (Colorado HB 18-1128)

Requires protection of documents containing personal identifying information

Payment Card Industry Data Security Standard (PCI DSS)

Security standards for entities that accept, process, store or transmit credit card information



Strategic Plan Goals

Goal 3, Strategy B: provide cooperative general technology services through a secure and modern operating infrastructure, current and sustainable software products, innovation and a qualified professional workforce

- ✓ Develop mobile applications for direct public access to County programs, services and information
- ✓ Implement a 311 type web-based information system
- ✓ Implement comprehensive technology security program
- ✓ Expand fiber optic networks to improve operational continuity through redundancy
- ✓ Replaced unsupported analog telephone system with next generation network based phone system



Strategic Plan Goals

Goal 3, Strategy B: provide cooperative general technology services through a secure and modern operating infrastructure, current and sustainable software products, innovation and a qualified professional workforce

- Define and implement acceptable use policies for technology systems, devices and operations
- Retire legacy software products and transition operations to sustainable software architectures
- ✓ Design and implement sustainable replacement programs for PCs, software, and technology capital assets
- Leverage existing software platforms to enable efficient and interoperable operations

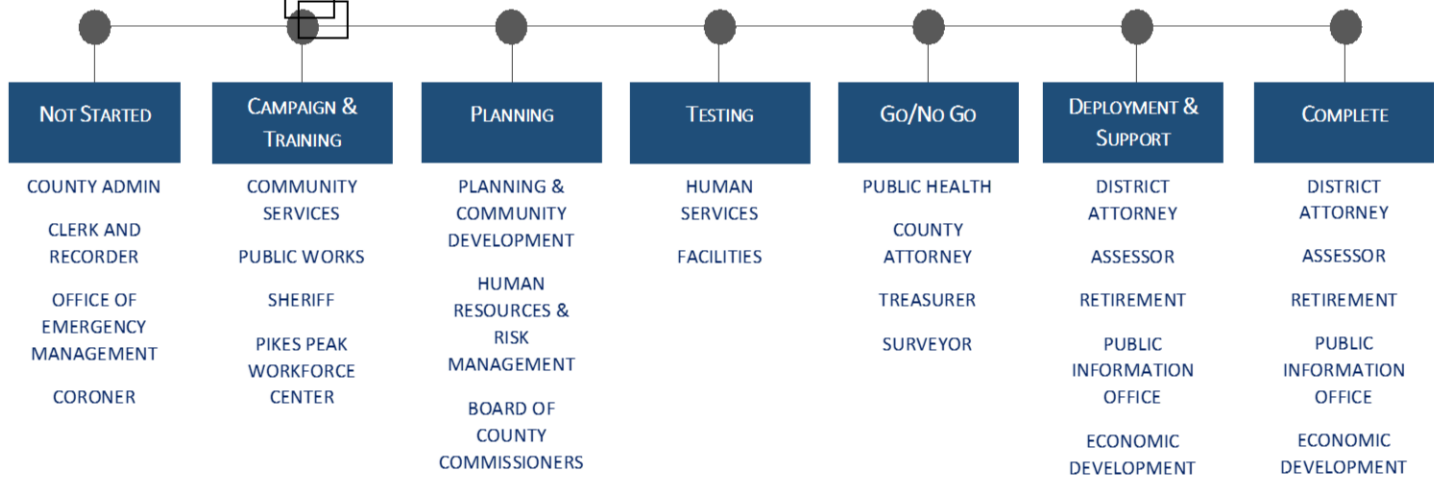
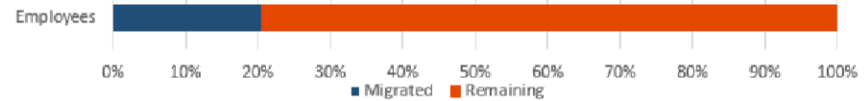


Operational Initiative: Office 365

2019
Critical
Need



49%
Complete



Operational Initiative: Information Security

2019
Critical
Need

Cyber Security Critical Need Request

Information Security Program

Ongoing Funding (\$760k)

- ✓ Permanent Cyber Security Positions (4)
- Security Operations Systems
 - ✓ Email Security
 - ✓ Advanced Firewalls
 - ✓ Network Monitoring
 - Identity Management

Information Security Program

One Time Funding (\$340k)

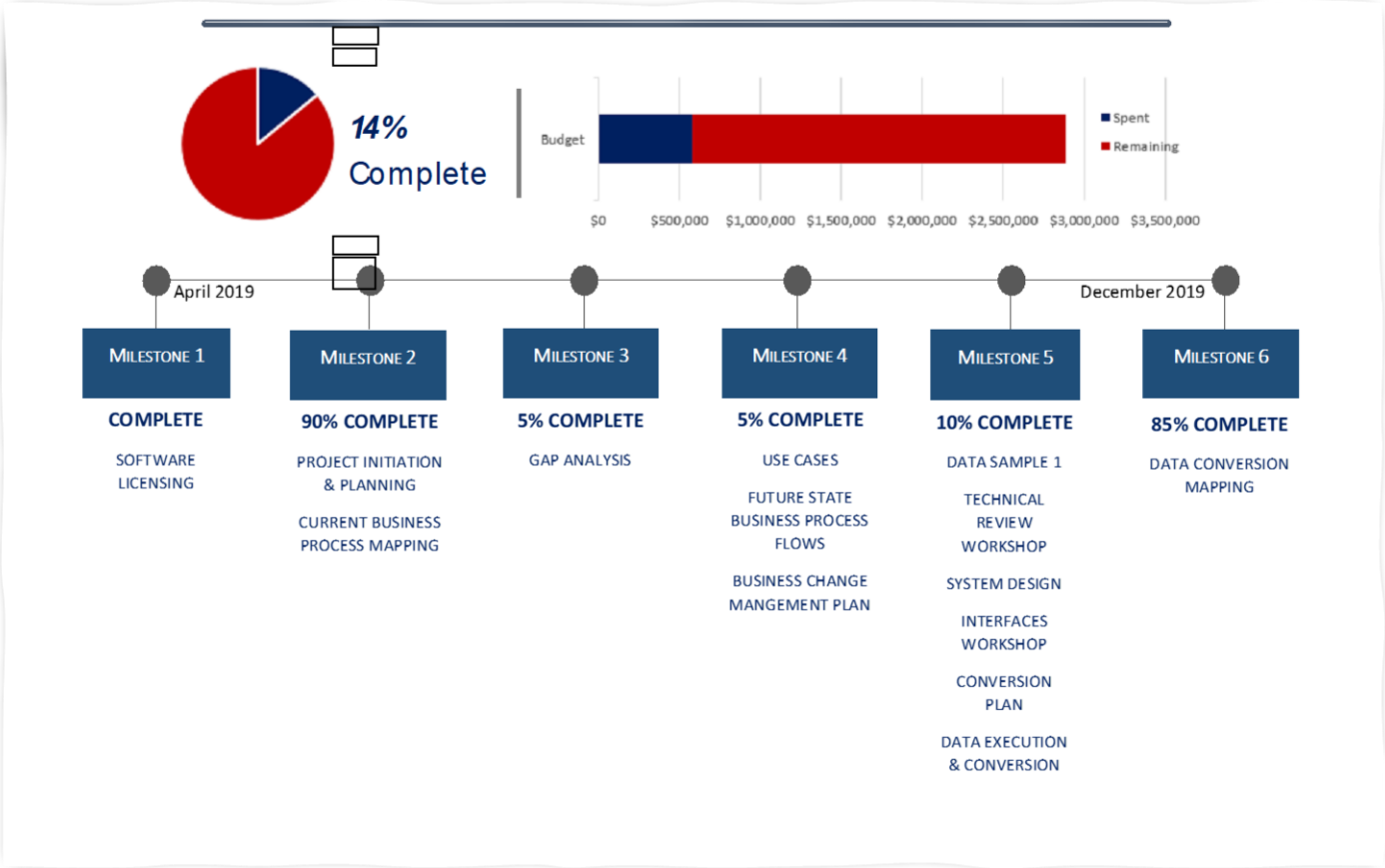
- Network Segmentation
- ✓ Data Loss Prevention
- Certificate Management
- ✓ Virtual Private Network
- Data Classification & Encryption

✓ Implemented

○ Initiated / Work in Progress



Operational Initiative: Assessor / Treasurer System



Base Budget and Critical Needs

<u>Description</u>	<u>2019 Budget - OAB</u>	<u>2019 One-time Funding</u>	<u>Other Internal changes¹</u>	<u>On-going Base Budget</u>	<u>2020 Critical Needs</u>	<u>2020 Requested Budget</u>
Information Technology	13,833,730	(340,000)	0	13,493,730	0	13,493,730

No Critical Need Requests for 2020



Questions?

