Technology Services 2021 Budget Presentation

Sue Sanders

8/20/2020

Vision and Mission

Technology Services strives to provide efficient, effective means of delivering services to and for the constituents of Rockdale County.

<u>Our Objectives</u>

Identify and deploy technology that provides a positive return on investment (ROI).

Reduce expenditures and increase the productivity of Rockdale County government.
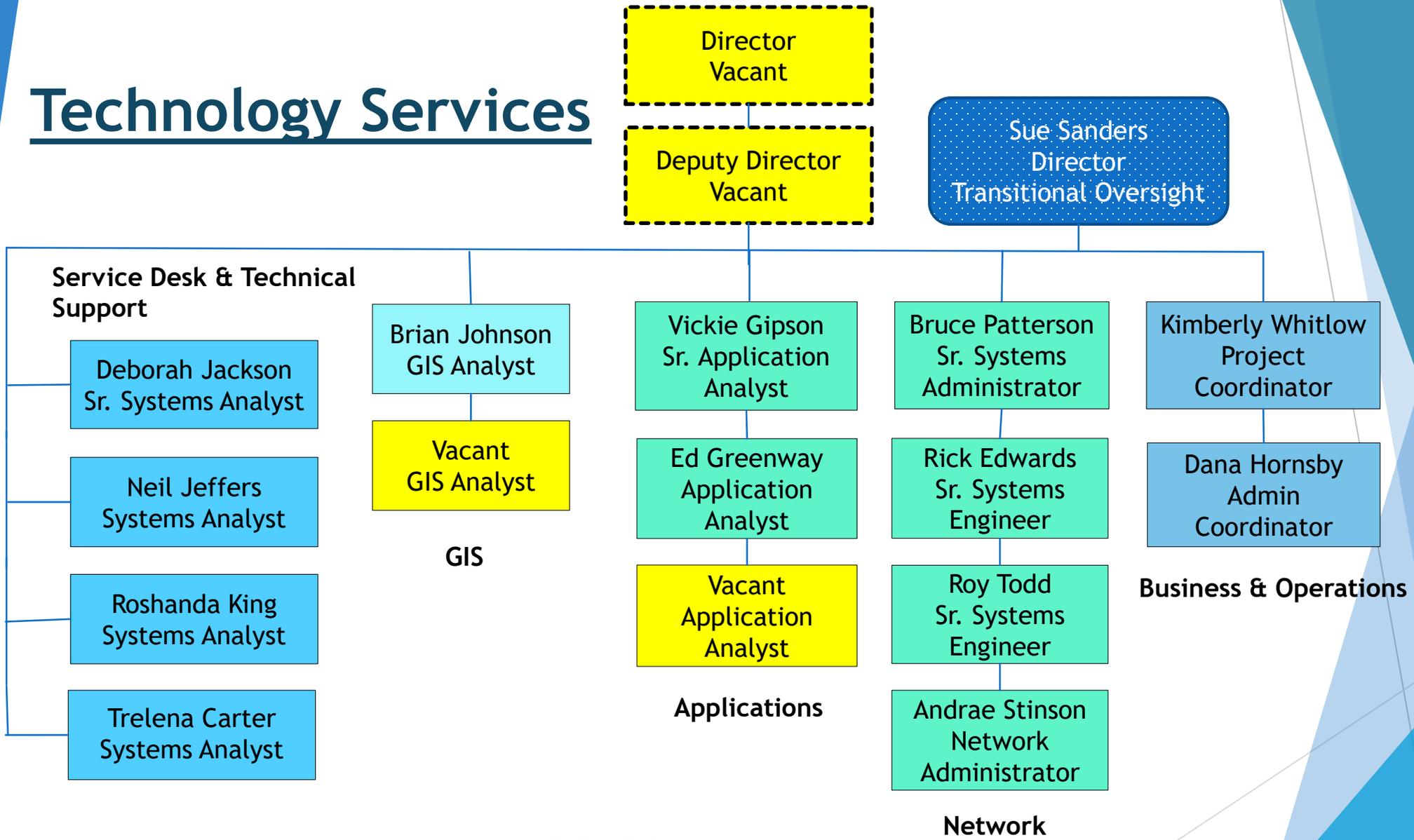
Deliver fact-based information that will facilitate sound decision making.

Promote visibility and accountability through access to public records.

Supply a vehicle for government/constituent interaction.

Ensure personal information is secure and private.

Technology Services

Director
Vacant

Deputy Director
Vacant

Sue Sanders
Director
Transitional Oversight

Service Desk & Technical Support

Deborah Jackson
Sr. Systems Analyst

Neil Jeffers
Systems Analyst

Roshanda King
Systems Analyst

Trelena Carter
Systems Analyst

Brian Johnson
GIS Analyst

Vacant
GIS Analyst

GIS

Vickie Gipson
Sr. Application Analyst

Ed Greenway
Application Analyst

Vacant
Application Analyst

Applications

Bruce Patterson
Sr. Systems Administrator

Rick Edwards
Sr. Systems Engineer

Roy Todd
Sr. Systems Engineer

Andrae Stinson
Network Administrator

Network

Kimberly Whitlow
Project Coordinator

Dana Hornsby
Admin Coordinator
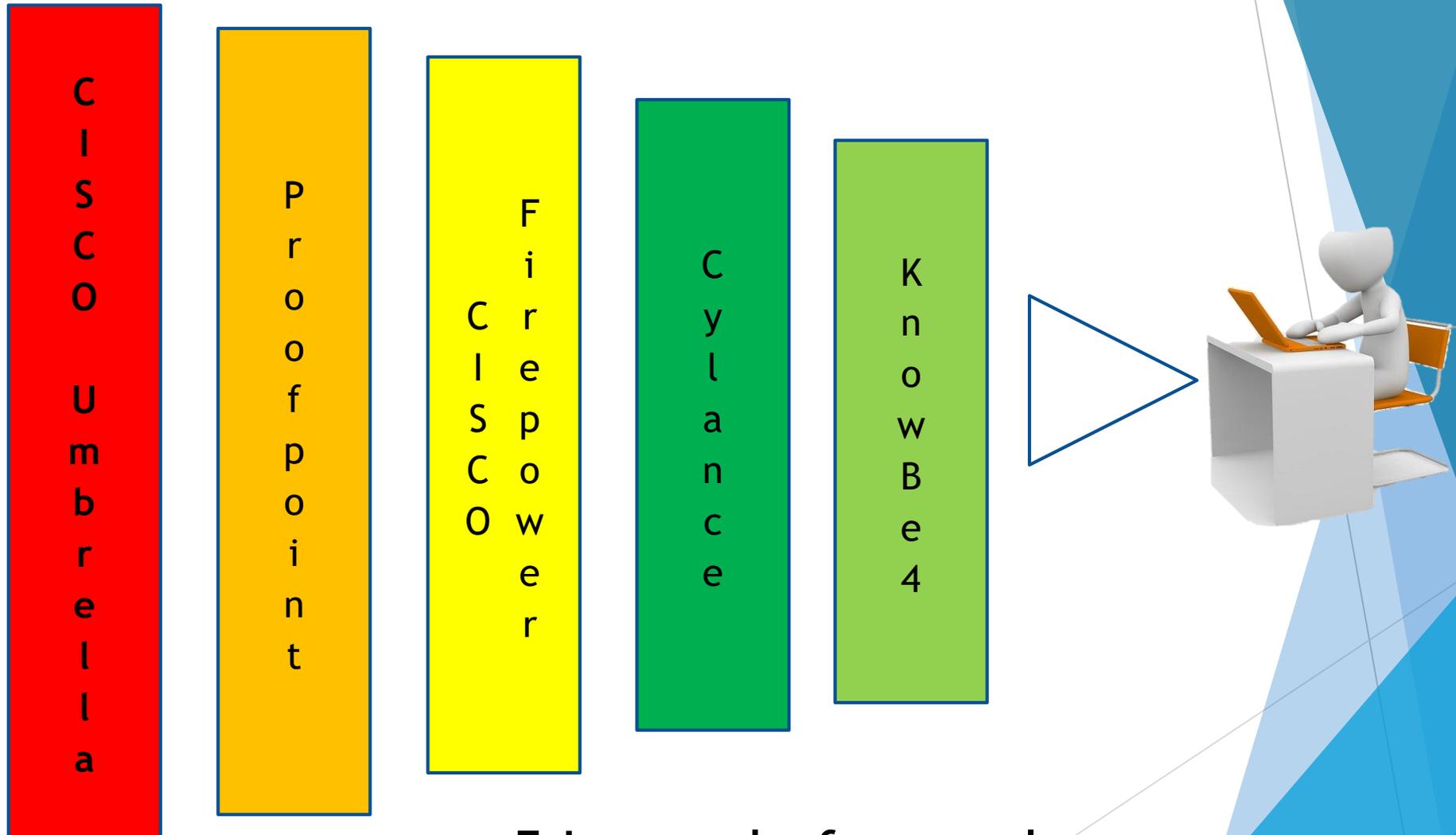
Business & Operations

17 Positions

Successes

- Major Network Security Improvements

  - CISCO Umbrella: Web Filtering identifies and blocks harmful websites
  - Proofpoint: Inbound Email Security identifies and quarantines spam email as well as emails with malware
  - CISCO Firepower: Intrusion & Detection Prevention detects and blocks unauthorized attempts to access the network
  - Cylance: End Point Protection blocks malware and safeguards against script-based, file less, memory, and external device-based attacks
  - KnowBe4: Cyber Security Education provides security awareness training combined with simulated phishing attack

Current Cybersecurity Tools

CISCO Umbrella

Proofpoint

CISCO Firepower

Cylance

KnowBe4

5 Layers before end user

Successes

- Storage Improvements
  - Installed new County wide storage repository and completed all configurations and networking.
  - Migrated County wide storage, H/I/P drives from old chassis to a new leading-edge Unity 480 device which provides greater storage flexibility, utilization and intelligence.
- E-Citation Issuance Project for Magistrate Court
- Fuel Pump System & GPS System for Fleet Services
- Re-imaged 100 Getac Systems for RCSO Patrol Deputies
- New County Facilities Brought Online with Network & Wireless – Costley Mill Event Center, Magistrate & Probate Facility & Morgue
- Installed new wireless gate system for Tatum Road
- Successfully transitioned the County to a remote work status during an unprecedented pandemic by deploying numerous forms of technology

Challenges & Opportunities

- Challenges
  - Increasing Demands for Technology Support
  - Increasing Applications, Devices and Facilities to Support
  - Capital Funding for Equipment Replacements & Infrastructure Improvements

- Opportunities
  - Transition Long Term Data Retention to Cloud
  - Implement New Equipment Inventory System for Asset Tracking & Accountability
  - Transition all User Accounts to Cloud Based Office 365
  - Transition I & P Drives to SharePoint/Teams
  - Train all Users on SharePoint/Teams/One Drive
  - Knowledgeable, Professional Staff Eager for Forward Progress & Knowledge

Commissioners' Priorities - Envision Rockdale

Infrastructure & Transportation

Technology Services Specific Initiatives for 2021 – Page 43

- Construct New Data Center to support all County computing operations to improve security and sustainability of operations and maintain back-up data center locations

- Refresh/Replacement of all end point devices

Technology Services Budget Summary

Line Item	2019 Actual	2021 Request
Personal Services & Benefits	$1,093,890	$1,194,902
Operating Expenses	$1,805,871	$2,096,339
Total Expenses	$2,899,761	$3,291,241