INFORMATION TECHNOLOGY CENTER
Fiscal Year 2011/12

Statement of Purpose

To provide the technology to enhance the delivery of County government services and increase the access to and quality of vital government data which facilitates commerce and enhances quality of life in our community. This will be accomplished in a spirit of customer service, partnership, and consultation with our stakeholders. Our guiding principles are quality, integration and cost effectiveness.

Outcomes

1.   Maximize the use of new core technologies the County has purchased over the past few years.
   a. Upgrade the current SAN infrastructure to the latest versions to provide increased capacity, recovery and speed. The current system is approaching maximum capacity in storage and data access speeds. We have been experiencing slow response from our current servers over the past year. The new SAN hardware will take advantage of Flash Drive technology and Fully Automated Storage Tiering to speed up data access. Recover point and Site Recovery manager will allow failover between sites to be reduced from a full day or more to a matter of hours. It provides the ability to expand the total number of disk drives from 240 to 960 giving us the ability to handle the data storage capacity requirements over the next five years.
   b. Upgrade the phone system to UCS Server technology from Cisco. The current servers are at end of Life 1st qtr 2012 and to keep them under contract they will have to be replaced. This will provide Virtual technology for these servers allowing for disaster recovery between Public Health and the Government Center.
   c. Provide various classes and individual training opportunities to increase the knowledge and abilities of staff throughout the agency and allow them to take full advantage of our current technologies.
   d. Block 99% of the security risks at the perimeter of the network. IT will successfully identify and repair all security events.

2.   Enhance department services and efficiency by providing and supporting applications specific to the needs of the department while maintaining an enterprise perspective.

   a.   Work with the Tax Department to analyze business processes and where feasible, work to improve these processes through the use of technology as documented by the number of processes automated.
   b.   Work with Public Health Inventory, School Nurse, Home Health and business management systems to improve efficiencies through automation.

    c.   Improve enterprise Financial and Human Resource system capabilities by upgrading the software systems to current versions.

    c.   Use analysis from helpdesk calls and new products to determine types of training offered then focus computer related training provided to County employees in these areas to reduce calls in high volume areas.

    d.   All enterprise services will maintain an uptime of at least 99.9%.

3. Provide timely, accurate information and services to citizens, employees, and stakeholders in a variety of methods via the County's Internet and Intranet services.

    a.   Maintain a strategic direction of moving appropriate information online. Continually explore and implement services that allow citizens to conduct business anytime and anyplace with the County via the Internet.

    b.   Increase the number of electronic payments 5% from previous fiscal year.

    c.   Web services and online transactions will maintain an uptime of at least 99.9%.

    d.   Maintain a 90% customer satisfaction rating with internal customers.

GEOSPATIAL INFORMATION SERVICES (GIS)

Statement of Purpose

Geospatial Information Services (GIS) provides tools to the user community to enhance and improve the quality of geographically related services including but not limited to planning, building inspections, environmental health, emergency services, economic development, infrastructure, management, facilities' management, and parcel mapping. GIS will promote good government as a multi-jurisdictional project involving the integration of resources from the County and the participating municipalities.

Outcomes

1. Provide timely, reliable, valid, and useful geospatial information to our citizens, employees, and stakeholders.

    a. Provide information via the GIS website with 1% or less of downtime.
    b. Support County applications with current GIS data and maintain 2% or less downtime.
    c. Begin migration to web based applications, replacing desktop applications, to reduce maintenance fees for licensing in FY 12/13.

2. Provide a timely response to citizens and departments.
    a. Respond to and complete 95% of map and data requests from the public within 24 hours of receiving the request.
    b. Maintain a 95% or higher satisfaction rate with departments supported by GIS.

3. Partner with other GIS agencies through the GIS Consortium to ensure continuity of data by:
    a. Coordinating with the municipalities to create a seamless zoning layer.

E-911 COMMUNICATIONS CENTER

Statement of Purpose

The Catawba County E-911 Communications Center provides emergency and administrative communications for the citizens of Catawba County by placing them in touch with public safety and related government service agencies. The center is prepared for daily communications traffic and emergencies by maintaining adequate numbers of highly trained personnel. The opportunity to save lives and property is greatly increased by having the most current state-of-the-art computerization, along with radio and telephone technology.

Outcomes

1.   To ensure citizens receive prompt emergency and public safety assistance, the Communications Center will:

    a. Answer 98% of all calls within 10 seconds. (CY 2010 98% within 10 seconds)
    b. Maintain a 90 second average dispatch time on all emergency calls throughout the County. (CY 2010 48 seconds)

2.   Provide courteous and accurate services to the public and public safety responders as evidenced by:
    a. Maintaining a ratio of sustainable complaints to call volume of less than 1:1000.

3.   Continue working with the State Highway Patrol, the Piedmont Area Communications Council, and local public safety agencies in general to establish radio and emergency interoperability between agencies in Catawba County and the surrounding area.
    a. Work with the State Highway Patrol to replace and rebuild radio towers in Catawba County as funded under Homeland Security grants.b.
    b. Work with the Piedmont Area Communications Council to implement its 11 county interoperability grant.
    c. Work to cultivate joint ventures between regional and local public safety agencies to generate savings through pooled resources.
    d. Take an active part at the state level in development of 911 center standards and funding.