

Cochise County Information Technology

IT's what we do...



CCIT Presentation

- 13 Slides Today
- Our Vision, Mission, Expectations
- A Support Overview
- The Six Divisions of IT
- Our Operational Statistics



Our Vision & Mission



- Our vision is that *we will be the County's premier technological resource; a recognized leader in innovation and customer service at all levels.*
- Our mission is *to provide innovative technology solutions and services; empowering Cochise County government to meet the needs of the community through the dedicated service of our skilled professional staff.*

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CCIT Support Overview

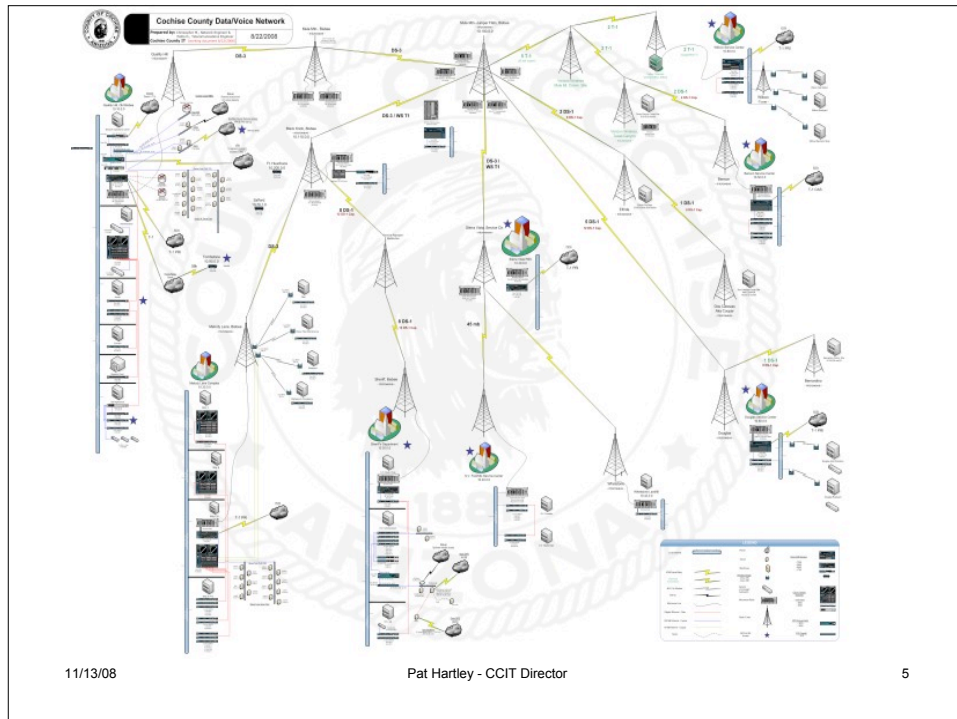


- IT People Resources
 - 25 - Full Time Staff
 - 1 - Contract Employee
 - Support Numbers
 - 1114 - User Accounts
 - 926 - Computers
 - 61 - Servers
 - 3 - Mid-Range Computers (~ 600 Users)
 - 1135 - Phones
 - 125 - Faxes
 - 84 - Mobile Data Units (78 w/ GPS)
 - 550 - Radios (250 Mobile/300 Portable)
- ... over 6219 square miles.

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The Six IT Divisions

- Business Operations
- Support Services
- Web and Programming
- Geographic Information Systems
- Networking/Telecom Services
- Microwave & Radio Services



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Business Operations



This area is responsible for the daily business operations of the IT Department department.

- Supervisor - Rosa Lopez
 - 2 Support Staff
- Budget Management
- Technology Procurement
- Contract Management
- Technology Replacement Plan
- Daily Operations
- Customer Service

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Support Services



This area is responsible for the support of computer-based services throughout the County

- Supervisor - Randy Streeter
 - 7 Staff
- Help Desk
- Computer & Printer Installation & Maintenance
- Spillman & Related Systems
- OnBase EDM
- Email Systems
- A/V Support
- File Systems & Backup
- Application Support

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Web & Programming



- Programmers
 - Supervisor - Randy Streeter
 - 3 Staff
 - Recorder's System
 - Treasurer's System
 - AS400/Logos
 - Custom Reporting
 - Legacy Custom Application Support
- Web Master - Cobban Barnett
 - *Reports to Director*
 - Internet & Intranet
 - CC Online University (*Moodle*)
 - Rich Media & Application Support

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Geographic Information Systems



GIS supports countywide use of spatial data, documents, and imagery.

- Supervisor - Walter Domann
 - 3 Staff
 - 355 County Users
- Applications - Mapview, GIST, & Avec
- Projects
 - 2010 Census
 - Web Mapping
 - Parcel Conversion
- Data
 - Parcels
 - Addresses & Centerlines
 - Aerial Photography
 - Survey Records, Plats, etc

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Networking & Telecom



Supports countywide data and voice communications.

- Supervisor - Topher Mattogno
 - 2 Staff
- Telephony
 - IP & Legacy Telephones
 - Voicemail
 - Long Distance
 - Wire Plant
- Data
 - Routers/Switches and other equipment
 - Internet Connectivity
 - Firewall, SPAM, Web Filtering
 - Secure VPN

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Microwave & Radio



Supports microwave and radio services countywide.

- Supervisor - Pablo Duarte
 - 1 Staff
- Portable and Vehicle Radio Support
- Remote Radio/Microwave Sites
- Sheriff, Public Safety, and other Emergency Communication.
- Mobile Data Units
- Support to City & Local Government
- Microwave Engineering and Support

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Operational Statistics



- Support Tickets - 4,625/Year
- Replace Between 100 and 300 Computers/Year
- Email - 3,759,135 /Year
 - SPAM/Viruses - 3,019,280 /Year
 - Legit Email - 712,000 /Year
- Stored Data
 - 3,100 Gigabytes of Information
 - (About 4,500 CDs...)
- Website
 - Avg. 28,200 Visits/Month
 - 63 countries/territories
- County Sites
 - 5 Radio Sites
 - 8 Regional Campuses
 - 11 Satellite Offices

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Questions



- Questions for Us?



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