



# *All Staff Meeting*

*Cochise County IT Department*

*February 2010*



# Welcome!



- *Topics, Food, Special Guests, and Vendor Swag!*

- *County Budget Update with Mike*

- *Pop Quiz!*

- *Help Desk Review*

- *Service Review*

- *Projects Celebration!*

- *Upcoming Projects & Ideas*

- *Q&A*

- *Door Prizes!*





# County Budget Update



- *The State budget process is “Goofy”...*
- *We have reduced our budget by 28% since 2007*
- *We are looking at a reduction of about 3 million \$*
- *We will be reducing our budget another 10% by June 30, 2011*



# Pop Quiz!



- *The person to complete the scramble first wins their choice of the vendor swag...*

- *Assemble the CCIT Mission Statement!*

*“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.”*



# Help Desk - Tickets



- *In the last twelve months we have closed 5925 tickets!!*
- *...that's nearly 500 each!*
- *...or on average, 494 per month!*



# Help Desk Review



- *We Received 283 HD Surveys (5% Return)*
- *Rated From 1 (low) to 5 (high) in Four Areas*
  - *Staff was Courteous and Helpful : 92% (5)*
  - *Staff Provided Complete & Accurate Information: 90% (5)*
  - *A Timely Response was Provided: 88% (5)*
  - *Overall Experience was Positive: 88% (5)*



- *History - The Dawn of Tek Support...*





# 2009 Service Review



- *In November I sent a survey to 75 people representing 42 departments/offices*
- *I asked them to rate us on a scale of 1 (Low) to 5 (High) in five areas since Fall of 2007*
- *Nearly 50% of the Departments/Offices Responded*
- *Thirteen provided additional written comments*

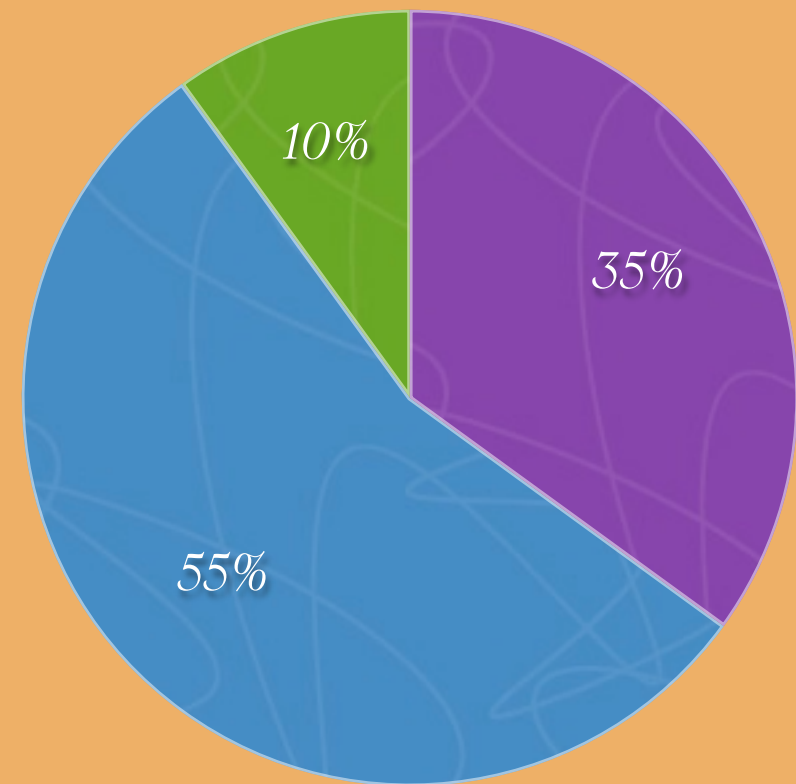




# Survey Question 1



- *The CCIT department has significantly improved its communication and information sharing with my department/office since 2007.*



- *90% Agree!*

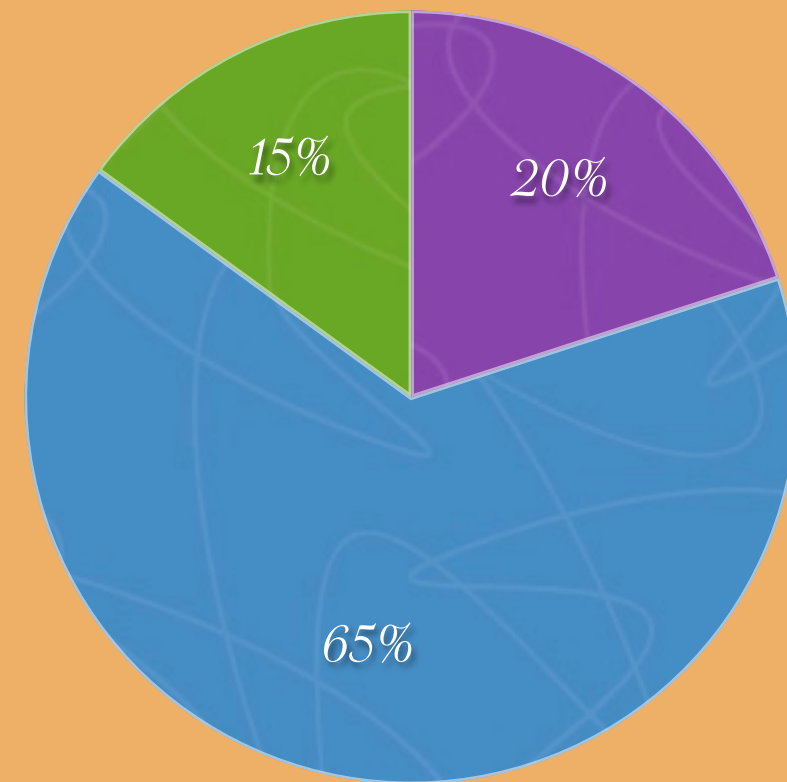


# Survey Question 2



- *The overall morale and friendliness of the CCIT staff we have worked with has improved dramatically since 2007.*

■ *85% Agree!*



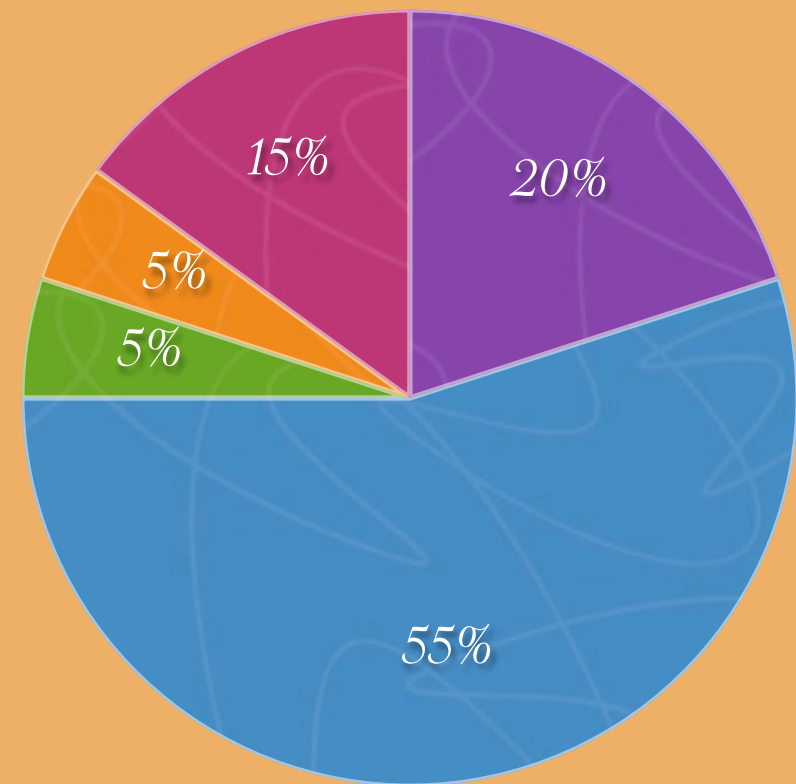
- |                       |              |
|-----------------------|--------------|
| 5 - Strongly Agree    | 4 - Agree    |
| 3 - Somewhat Agree    | 2 - Disagree |
| 1 - Strongly Disagree | N/A          |

# Survey Question 3



- *The CCIT department has done a much better job of planning and executing my department's projects over the last two years.*

■ *75% Agree!\*\**



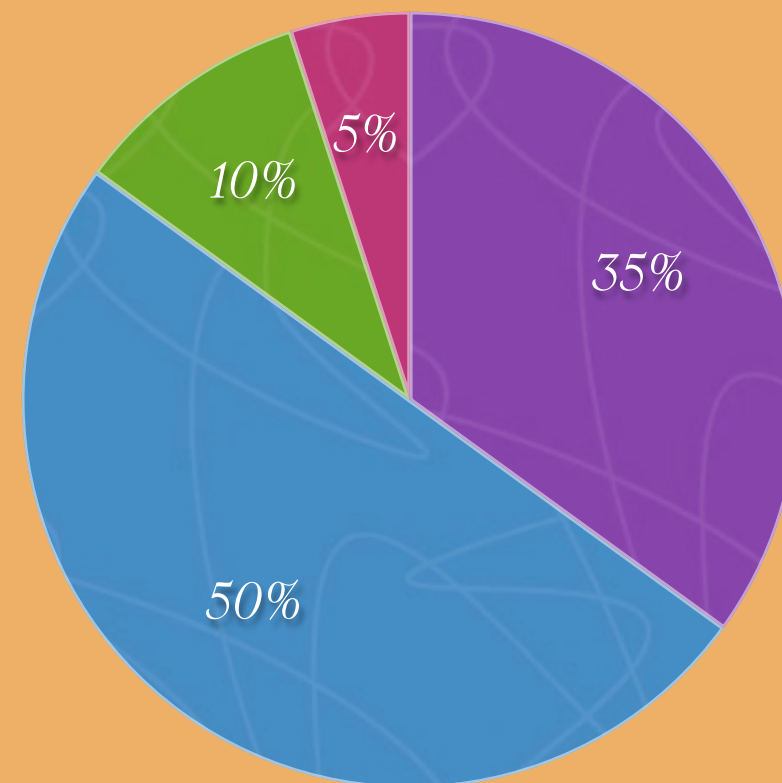
- |                       |              |
|-----------------------|--------------|
| 5 - Strongly Agree    | 4 - Agree    |
| 3 - Somewhat Agree    | 2 - Disagree |
| 1 - Strongly Disagree | N/A          |

# Survey Question 4



- *CCIT has increased its value as a resource and service partner for the technology/business/operational challenges my department faces both in the short and long-term.*

■ *85% Agree!*



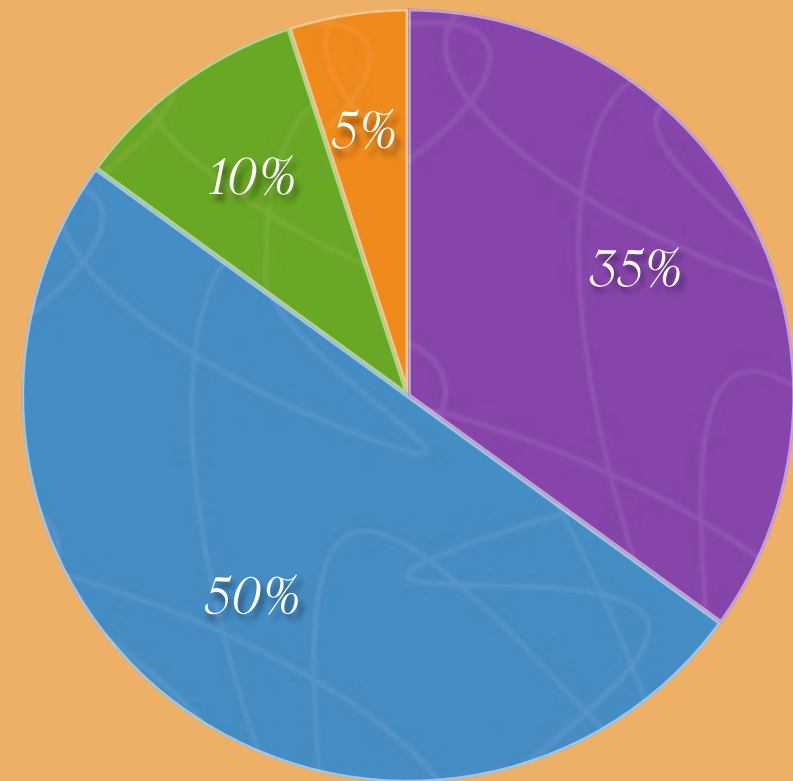
- |                       |              |
|-----------------------|--------------|
| 5 - Strongly Agree    | 4 - Agree    |
| 3 - Somewhat Agree    | 2 - Disagree |
| 1 - Strongly Disagree | N/A          |

# Survey Question 5



- *The CCIT Director has made significant strides in re-aligning the CCIT Department with the mission and goals of the County since 2007.*

■ *85% Agree!*



- |                       |              |
|-----------------------|--------------|
| 5 - Strongly Agree    | 4 - Agree    |
| 3 - Somewhat Agree    | 2 - Disagree |
| 1 - Strongly Disagree | N/A          |



# Survey Comments



- *The staff and I are very appreciative to the timely response, courtesy, professionalism and knowledge consistently conveyed by the CCIT staff. Thank you.*
- *IT has been very responsive to our needs, and prompt in meeting our requests. Although I was not a manager in 2007, my interactions with IT staff and management since May of 2008 have been very positive.*
- *Great job to entire department!!*
- *Since 2007, IT has made tremendous improvements in their customer service responsiveness and communication. I used to avoid IT because of the hassle factor involved, but since 2007, I'm very pleased with the service and staff attitude towards their internal customers. Keep it up!*





# Tek Projects!



- Replacement of the SV/Foothills Wireless Link
- OPIN Server
- Sauls Creek Project
- Upgrade of the Storage Server at QH
- Migration to AD 2003
- Dispatch Center Upgrade
- RTA Fleet Management Project
- NewWorld dotNET Conversion
- P25 Radio Deployment



# GIS Projects!



- *Parcel Conversion*

- *9-1-1 Mapping*

  - *Map Content*

  - *Call Display, Location Tools, & Response Routing*

- *Interactive Google Maps*

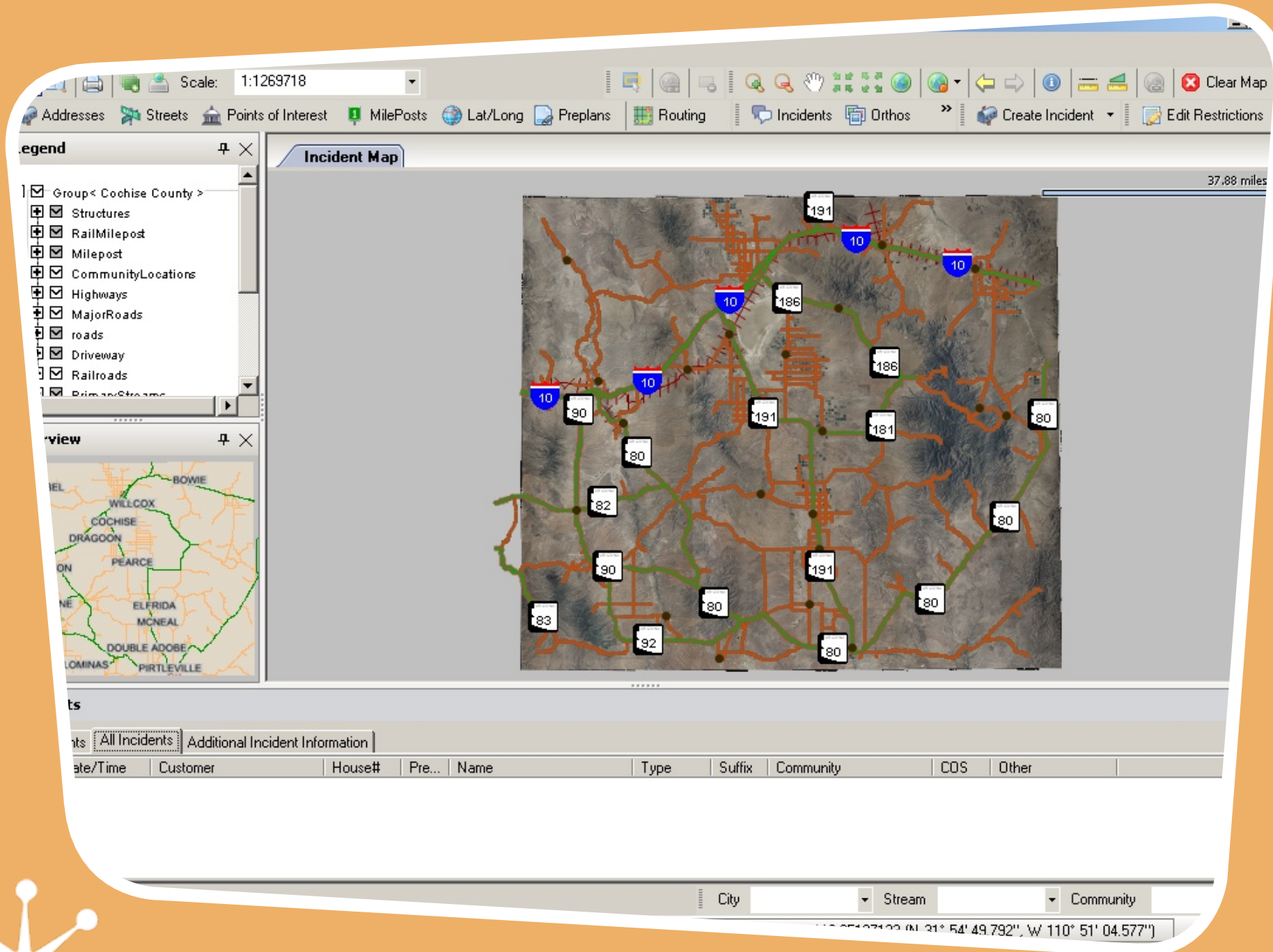
  - *Tax Deed & Lien Auctions*

- *Document Management*





  - *Subdivision Plats, Master Zoning Maps, & Illegal Dumpsites*



Orion Vela

Back





	Turn right on HIGHWAY 80	0.20
		0.88
3	Turn right on OLD DOUGLAS	0.14
*	Destination is on the right	
<b>End</b>	31.4281238, -109.8853890	



*Vela Routing*



# Some Upcoming Projects



- Exchange Upgrade
- Stiens Peak Radio System
- NewWorld CD Project
- Phone System Upgrade
- SO Projects
- GIS Projects
- Benson Connectivity Upgrade incl. Road Yard
- Assessor's CCI System
- Video Conferencing Upgrade/Expansion
- Retroencabulator Deployment...

*There is no "Done"*





# *The Retroencabulator...*





# *Emphasis for the Year*



- *Customer Service - Reduce Call Backs*
- *Documentation - WIKI*
- *Infrastructure Security & Fault-tolerance*
- *We will focus on repair, administration, planning, maintenance, and customer service.*
- *The Next Technology Environment*
- *Monthly "Geek" Awards*
- *Flexibility*



# Final Thoughts...



- Q&A?
- Thomas Edison and the Lightbulb...
- Swag Drawing!

