

Craven County Information Technology

Who are we ?

- Made up of IT and GIS personnel
 - Eight computer related professionals
 - Five GIS (Geographic Information Systems) & Tax Mapping Professionals
 - All working to provide employees and citizens a dependable, flexible, stable and secure automated environment

Craven County Information Technology

Computer Related Professionals

- Dennis B. Holton, IT Director
- Lori Williams, Assistant IT Director/Systems Analyst
- Carrie Langston, Network Analyst
- Dan Seitz, IT Computing Specialist
- Don Wainwright, Web / PC Technician
- Robbie Evans, IT Support Technician
- Michele Staten, PC Technician
- Janice Arthur, Helpdesk Technician

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GIS & Tax Mapping Professionals

- Lou Valenti, GIS Systems Administrator
- Sol Wuensch, GIS Applications Developer
- Tina Daughtey, GIS Property Mapper
- Theresa Looney, GIS/Tax Mapper
- Robin Becker, GIS/Tax Mapper

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What do we do ?

- Responsible for all computer, network, GIS and VOIP phone technologies at Craven County Government
- Assist in determining technology needs to meet staff and citizen requirements
- Provide support to implement and maintain adopted technologies
- Develop policies and training as needed for use and progression of technologies

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Who do we support ?

- Direct support involves:
 - Administration, Airport, Animal Control, Convention Center, Elections, EMS, E911, Finance, Health+, Human Resources, Maintenance, Planning/Inspections, Register of Deeds, Sheriff+, Social Services, Soil Conservation, Solid Waste, Tax+, Water, Transportation, Recreation, Veteran Services
- Indirect support involves:
 - Clerk of Court, Cooperative Extension, Economic Development, Libraries

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What do we support?

- Hardware
 - Computers, printers, routers, switches, phones, etc.
 - Selection, acquisition and support
- Software
 - Operating systems, productivity tools, application software, anti-virus, internet filtering, e-mail, web development, GIS development, imaging, phones
 - In-house programming, interfaces to outside agencies
 - Selection, acquisition, support and training
- Infrastructure
 - Copper and fiber; inside/outside/between buildings
 - Wired and wireless; 13+ County buildings
 - Design, installation and management

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What do we support?

- 635+ desktop, laptop, tablet and netbook computers in offices and vehicles connecting in a variety of methods; 300+ printers
- 200+ phones and 2 VOIP systems (Cisco & Avaya), 15+ DSL circuits
- IBM iSeries AS400 which houses many mission critical County applications
- 20+ windows based servers providing other County applications in both physical and virtual environments
- Network infrastructure; cabling, 25+ switches, 3 routers, 4 firewalls

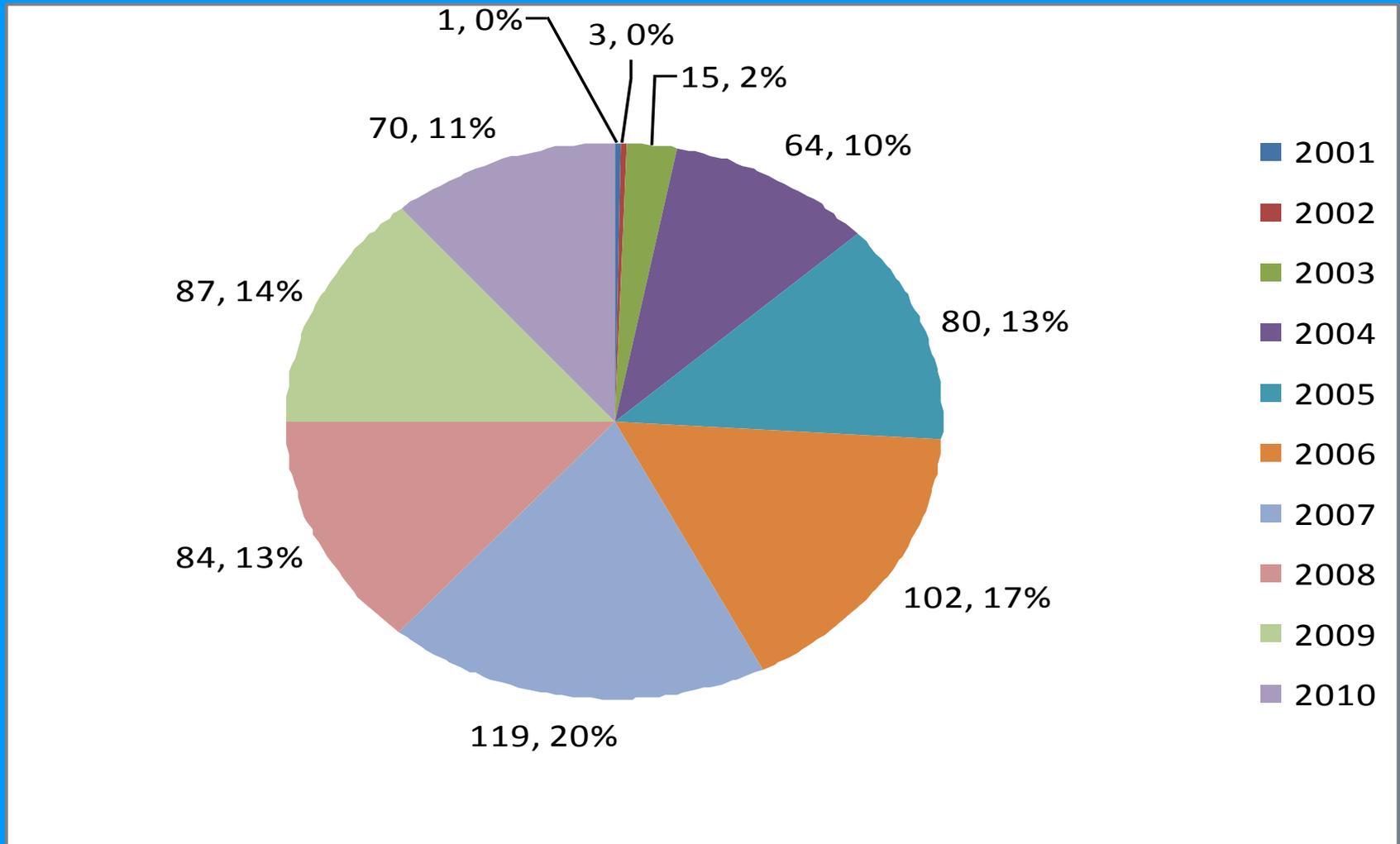
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What is our typical desktop ?

- Dell Business class unit \$900
w/17"flat panel monitor (Opti
780) (standard parts)
 - 3gb/200+gb/enhanced video
- 3-4 year warranty (parts/calls) \$217/\$400
- Professional O/S (XP/Win7) \$50
- Professional MS Office \$325
- Anti-virus and email \$150
- UPS \$55
- *Approximate Costs

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What ages are our computers ?



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What is our typical laptop ?

- Dell Business class unit w/15" monitor (E6510) (standard parts) \$1200
 - 3gb/160+gb
 - Docking station \$100
 - 3-4 year warranty (parts/calls) \$217/\$400
 - Professional O/S (XP/Win7) \$50
 - Professional MS Office \$325
 - Anti-virus and email \$150
- * Approximate costs

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What services do we provide?

- Help Desk for reporting problems and requesting assistance-business hours
- On-call support outside business hours
- Equipment troubleshooting and resolution
- Software problem resolution
- GIS functions involving property/aerial maps
- Ensure land transactions are recorded properly

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What services do we provide?

- Networking
 - Connectivity, accessibility, security
 - Office stations, remote locations, mobile units
- Websites
 - Development, usages, training (SAVVY)
- E-mail and Internet
 - Availability, support, security, training, policy
 - 5mgb CenturyLink internet pipe
- VOIP phone technology
 - Moves, adds, changes
 - Configurations, usages, expansions

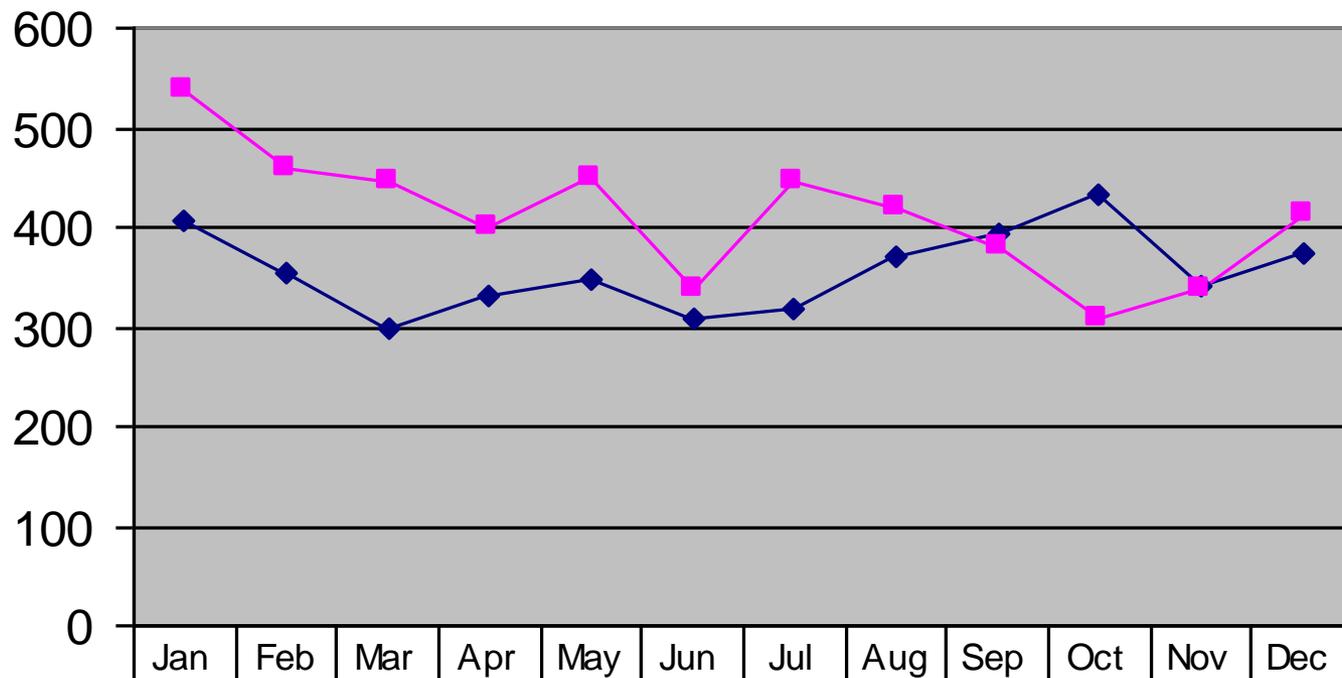
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What services do we provide?

- Programming Services
 - AS400 applications; Tax, Finance, Human Resources, Social Services, Animal Control, etc. Many in-house written applications.
 - GIS applications via ESRI software; Tax, Mapping, EMS, Health, Elections, etc. and public website
 - Windows SQL applications; equipment inventories, Health+, Sheriff+, EMS, Register of Deeds

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How many IT requests processed?



◆ 2009 Tickets	405	353	297	330	346	308	319	372	394	433	341	375
■ 2010 Tickets	539	460	446	400	448	337	445	420	380	307	339	412

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What is our network like?

- Similar to most organizations of comparable size
- Incorporate firewall to block unwanted entries/deliveries and control access
- Use routers to assist throughputs - Cisco
- Internet filtering/blocking/reporting – St.Bernard
- Anti-virus - McAfee
- Use Active Directory for control and authorization – Microsoft Windows
- Standard e-mail usage – Lotus Notes

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What is our local IT peer group ?

- Share information, ideas and resources where possible
- Joint projects: fiber, policies, software
 - City of New Bern
 - City of Havelock
 - Craven County Schools
 - Craven Community College
 - Carolina East Medical Center
 - Eastern Carolina Behavioral Services

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What challenges do we have ?

- Can desktop/laptop/printing costs be reduced?
- Continue evolution of our website
- Explore all opportunities where technology can benefit the operation and contain costs
- Continue server virtualization project to reduce number of units and consider desktops next
- Share resources where possible; internally and externally
- Concentrate on securing the data and not so much on devices used and methods of access

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Questions / Comments