

**Mission: Provide High Quality,  
Customer Centric, Efficient and  
Effective Services to County  
Departments.**

Information  
Technology/Systems/Services

Updated: December 13<sup>th</sup>, 2022

# Overview

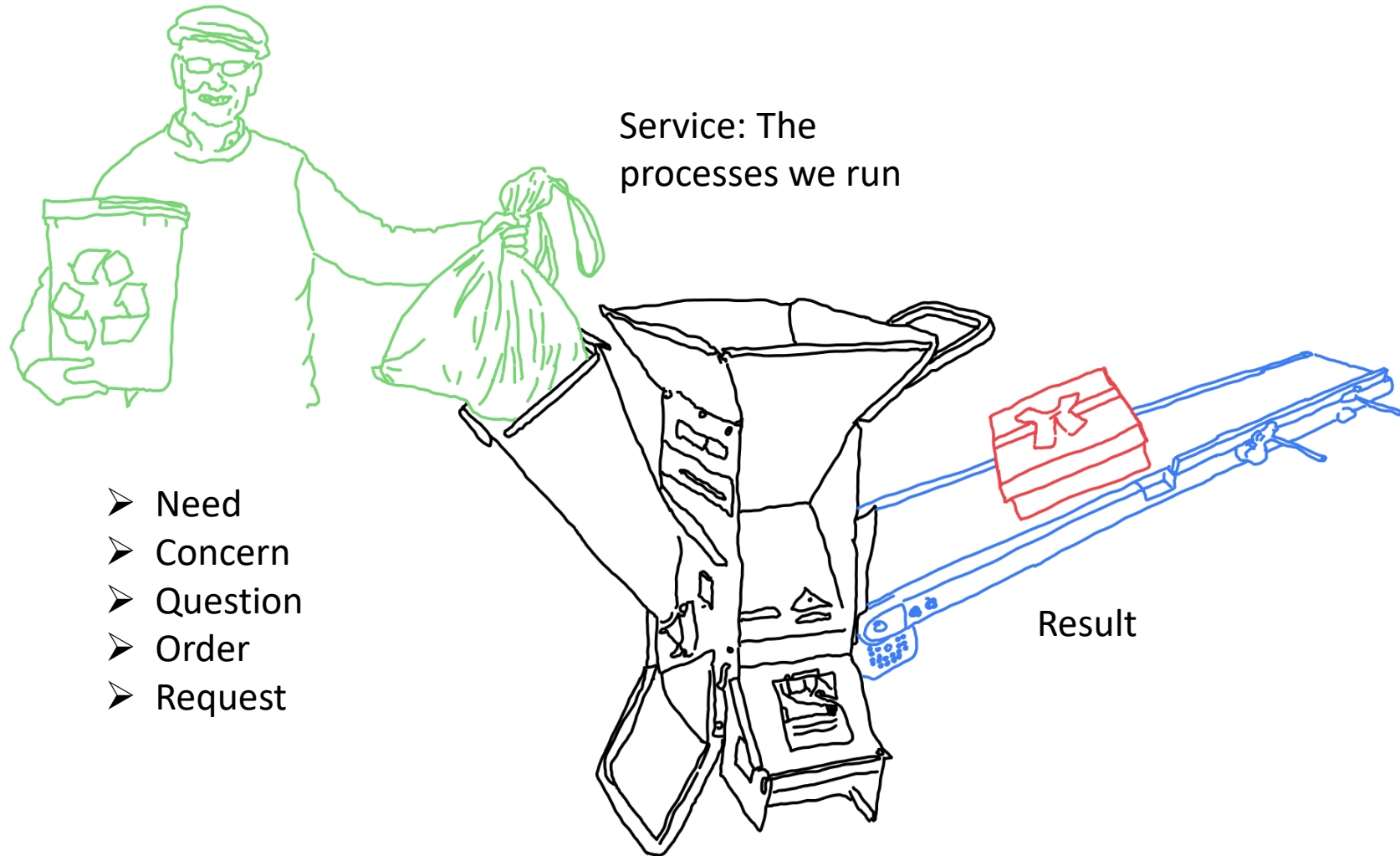
Department

Services

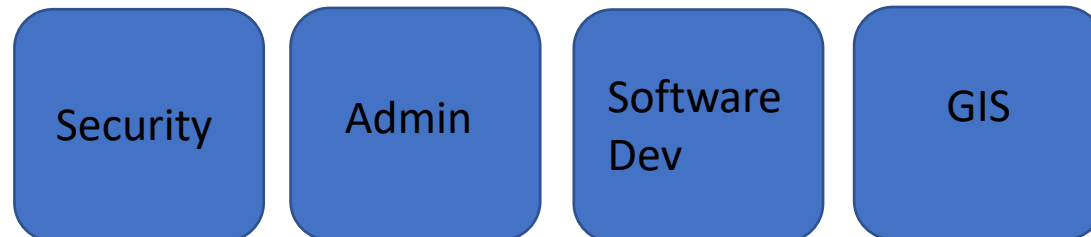
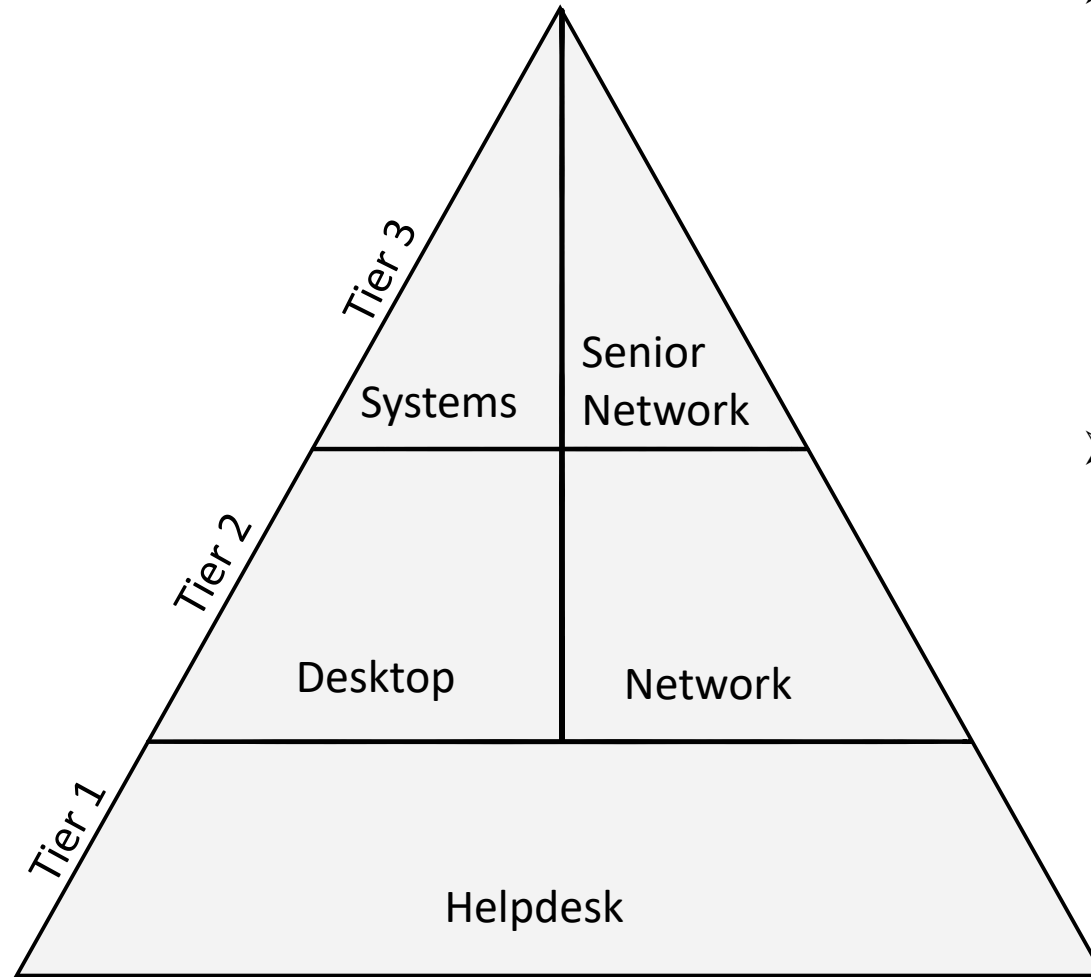
Costs



# Not A Wood Chipper



# Flow



- Users Supported: >1,200
- Divisions/Teams/Groups
  - Administration
  - Desktop
  - Network
  - Programming
  - GIS
  - Systems
  - Security
- Campuses
  - Main: Building Ops
  - Main: Wright's Auto
  - Family Justice Center
  - Cox Tower
  - Sheriff

(417) 868 4031

Helpdesk  
Admin  
Desktop

Helpdesk: Angela Phillips

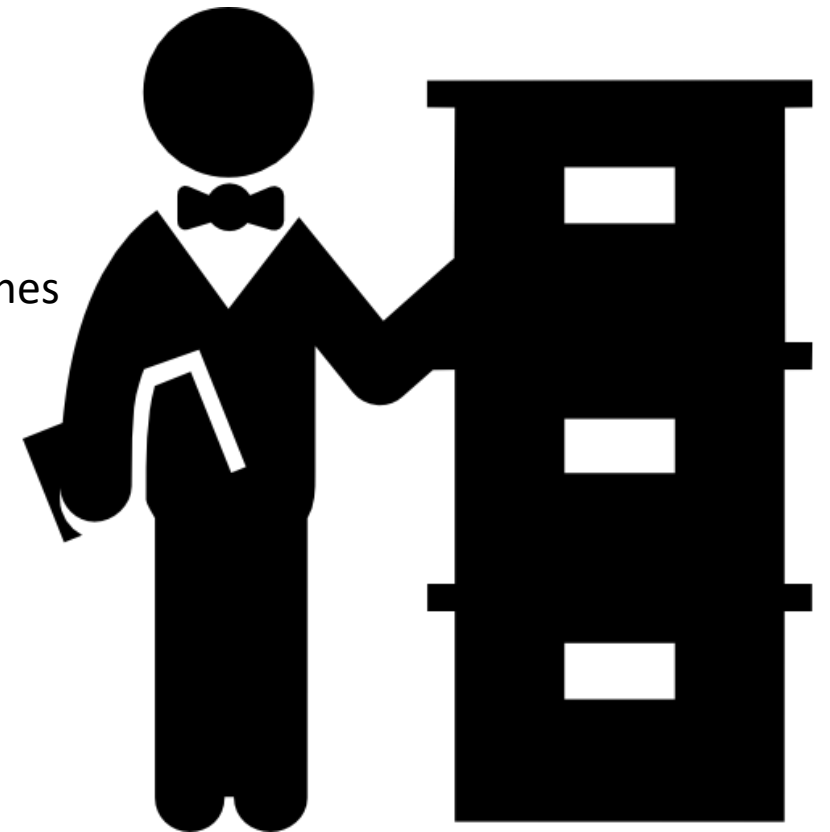
- Answer Telephones
- Provide Tier 1 Support
- Place/Dispatch Help Tickets
- Administrative Tasks
- Order Components
- Review Requisitions/POs
- Review Personnel Time

Administration: Jess Kerr

- Overall Planning
- Execution of all IT functions
- Assess Needs
- Develop IT Budget
- Manage Support Contracts
- Research Products
- Recommend Services

Desktop: Jason Marshall

- Hardware Support
- Client Application Support
- Telephone Support
- Printers, Scanners, Fax Machines



# Programming GIS

## Programming: Dave Cavener

- Eden, Dossier, PubWorks, Niche, CJIS, JailTracker, etc
- Custom reports throughout the county
- Design Custom Programs
- Building Applications
- Maintain Application and Systems

## GIS: Michael Allen

- Computer Mapping Applications
- Databases
- Custom Maps for Offices
- Support GC Cities with GIS Data



# Network Systems Security

## Network

- Wired Network Support
- Wireless Network Support
- Internet: 1Gbps
- Telephony (~1,300 Telephones)
- Hundreds of switches
- Hundreds of miles of cabling
- Wireless Access Points: 250
- Site-to-Site Connectivity
- Cameras: 1,109

## Systems

- System Implementations
- System Maintenance
- Advanced Support
- Physical Servers: ~24
- Virtual Servers: ~200
- Well over 1 Petabyte of Storage
- Access Control
- 3 Data Centers

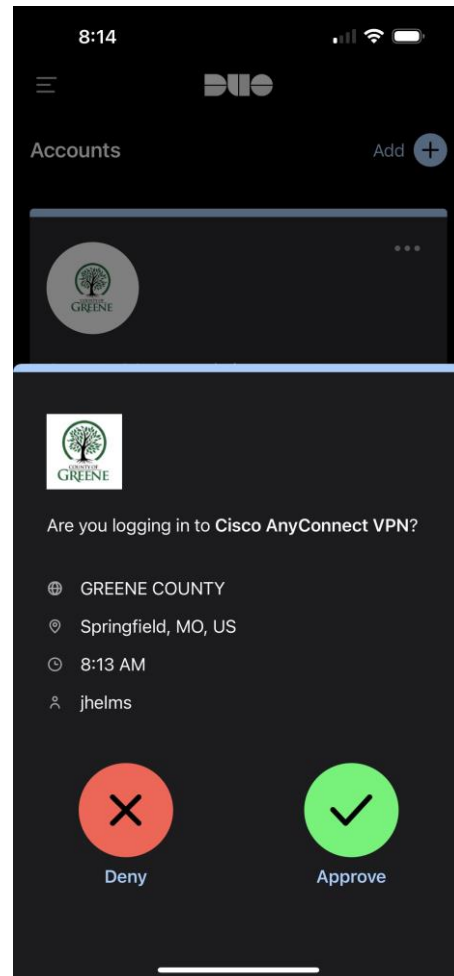
## Security

- Assess Security Posture
- Recommend Improvements
- Define Processes and Policies
- Mitigate Risks
- Firewalls
- Intrusion Prevention System
- SPAM/Virus/Web Filter Protection



# Multifactor Authentication

- Dell/EMC RSA
- Cisco DUO
- Mobile App
- Apple Watch



RSA Item	Cost
License	\$75/Perpetual
Token	\$50/3 Years
Support	\$9/Year

DUO Item	Cost
Subscription	\$36/Year
Token (Optional)	\$19.60 4-5 Years



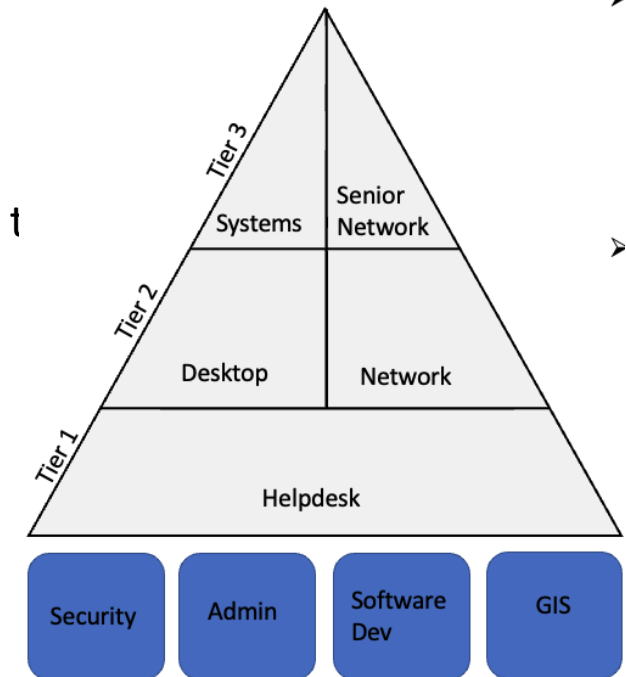
# Malicious Email Analysis

This is a service we provide in an attempt to keep the county safer from SPAM, Phishing, Spoofed Messages, and other types of malicious email.

Issue: 40+ users were sent an email from a Gmail account that was claiming to be from a Commissioner. This was a very targeted attack that took time to research and pull off.

## Events

1. Scammer Sends Email to Users
2. Within 5 minutes, the issue was reported to the Helpdesk
3. Within 10 minutes, the scammer was blocked from emailing county
4. Within 15 minutes, the potentially malicious email was removed from all users' email inboxes



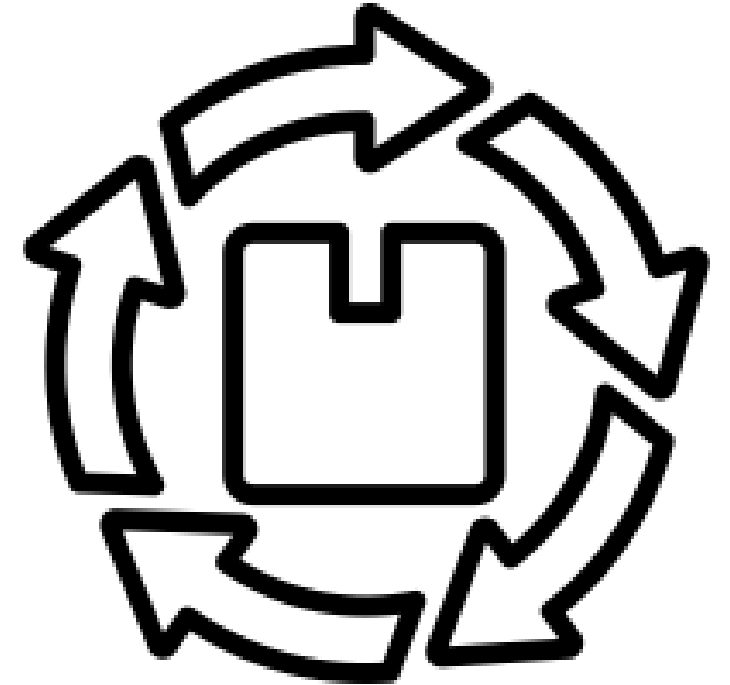
# Wireless Refresh

- Currently Refreshing WAPs
- New: Much More Powerful
- Advance Security Features
- IOT Compatibility
- Emergency Radio System
- External WIFI



# Other Service Info

- Life of Devices
  - Computer: 3-5 Years
  - Wireless AP: 3 Years
  - Switch: 5 Years
  - Telephone: 5-7 Years
  - Printers: 5 Years
- Surveillance
  - Cameras: 1,109 from Zero
  - Hundreds Record Audio
  - Specialized: Anti-Ligature
  - Televisions/Decoders
- Access Control



## Department Costs

<b>Item</b>	<b>Up Front Cost</b>	<b>Recurring</b>
<b>PC Hardware</b>	<b>\$861.99</b>	<b>4 Year Refresh</b>
<b>Laptop</b>	<b>\$900-\$3,000</b>	<b>Rugged Option</b>
<b>Monitor (24")</b>	<b>\$180</b>	<b>Most get 2</b>
<b>Volume License</b>	<b>\$185.20</b>	<b>\$45.99/year</b>
<b>Anti-Virus</b>		<b>\$10.11/year</b>
<b>Email License</b>		<b>\$37.68/year</b>
<b>Office License</b>	<b>\$297.19</b>	<b>Or \$221.76/year</b>
<b>MS Teams</b>		<b>\$80.40/year</b>
<b>Summary</b>	<b>\$1,000-\$4,000</b>	<b>\$100-\$400/year</b>

## Added IT/IS Costs

Item	Cost	Notes
Security Monitoring	\$11,082.52/Year	
Web Filtering	\$14,527.56/Year	
vCenter License	\$1,359.88/Year	
vSphere Licenses	\$40,000/Year	
Network Monitoring	\$10,000/Year	
Systems Monitoring	\$15,000/Year	
Storage Cost	\$1,200/TB	Well over 1PB
PC Management Tool	\$22.40/Year	
Client Access Licenses	\$40,000/3 Years	
Maintenance Increase	~14%/Year	10-25%/System

# Conclusion

Department

Services

Costs

