

2007-08 Accomplishments

1. Completed the analysis of necessary infrastructure and equipment in order to develop contracts with AT&T and Cisco for a robust network upgrade capable of the growth necessary to facilitate additional technologies.
2. Determined to replace the Checkpoint firewall with a Cisco firewall solution during the upgrades within item #1, and that the domain would be upgraded to Windows 2008 during calendar year 2009.
3. Improved the timeliness of web updates to the County's internet site by implementing additional staffing assigned to webmaster duties and by facilitating departmental updates where feasible.
4. Provided analyst testing and implementation support for Probation, Court and District Attorney case management systems amounting to a total of 2800 hours of staff time.
5. Reduced the backlog of customer service calls from an average of 350 in FY06-07 to 330 in FY07-08.
6. Increased support for the County's IFAS Fiscal Accounting System in order to upgrade hardware and software to a web-enabled version.