

**DEPARTMENT OF INFORMATION TECHNOLOGY
2014 Annual Report**

The Department of Information Technology started the year off busy replacing computers that were running Windows XP which was not going to be supported after April 1st. Through technology we push out updates to computers from the internet on a monthly basis and the Windows XP operating system would no longer be supported so this would leave the computer vulnerable to viruses. We did not purchase all new computers. Some computers could be reformatted and reloaded with Windows 7 operating system and put back into production to keep cost down.

The Technology Department was able to save the County thousands of dollars by upgrading the channelized T1 telephone line to a primary rate interface (PRI) line. Channelized T1's do not provide the capability necessary for caller ID. The PRI is a cheaper high capacity service that divides a T1 digital signal into 24 channels and uses the 24th channel for signaling information for special features, including caller ID and automatic number identification. Along with this change, in April, we ported the OFA telephone lines from their stand-alone phone system to our system. This saved phone line and maintenance cost and allows us to troubleshoot problems from our system and not depend on the phone company to take care of the problem at a cost to us. I also worked closely with other Departments to combine accounts into one to save money on writing checks for paying invoices. The department continues to bill back the departments based on their usage from the bills. These changes resulted in a significant amount of savings for the County.

The Department was fortunate to have an unpaid intern working with us for about a month. His time was very productive in producing an internal incident reporting program for the Department of Social Services. Along with Don Horan, Director of Administrative Services for Social Services and Darby Lavery, Network Administrator for Information Technology the intern was successful in producing a program that would alert workers in Social Services and the Sheriff's Office of possible dangers.

The Department of Information Technology continues to service and support all servers, computers, computer related equipment, software and telephone equipment throughout the county with a staff of four people. Part of our support involves the purchase of new servers and computers, setting them up and installing the necessary software needed for the employee to do their job. We are instrumental in software purchases to aid departments to do business more efficiently. The following departments rely on us for network connectivity, phone support and technical expertise:

Clerk of Board	Employment & Training	Public Safety Building
County Administrator	Fire Service	Public Works
County Attorney	Historian	Real Property Tax Services
County Clerk/Motor Vehicles	Mental Health	Social Service
County Courts	Office for Aging	Stop DWI/Youth Bureau
District Attorney	Personnel	Treasurer
Economic Development	Probation	Veterans
Elections	Public Defender	Weights & Measurers
Emergency Services		Workers Compensation

Health Department including cancer services, the clinics and the WIC office.

Respectfully submitted,
Deborah M. Button, Director
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Information Technology