

Information Technology

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Mission

The mission of the Information Technology (IT) Department is to provide quality, responsive and cost-effective information technology solutions and services that enable County departments, agencies, and local government units to be successful in achieving their respective missions, striving always to exceed expectations.

Overview

The Kent County Information Technology (IT) Department links County services to the general public by providing a secure and robust computing environment to more than 30 departments and several local governments. The Information Technology Department is organized into work teams that facilitate delivery of application and infrastructure services.

- **Security Team:** Works to insure that County IT implements security measures across applications and infrastructure to support constituent expectations and regulatory or statutory requirements as well as educates County staff on appropriate behavior relative to cyber security
- **IT Service Desk:** Responds to user problem reports and service requests, and provides support for staff computers, printers, and desktop applications
- **Application Teams:**
 - **Financial Systems Team:** Maintains software for the County's accounting, payroll, and human resource systems
 - **Justice Systems Team:** Supports applications for the County Prosecutor's Office, multiple courts, the Sheriff's Department, and the Correctional Facility
 - **Geographic Information Systems Team:** Supports the design, implementation, and maintenance of GIS.
 - **Specialty Applications:** Provides customer applications design, support, and implementation capabilities to County staff
- **Infrastructure Teams:**
 - **Network Support Team:** Supports the networks which connect systems within the County, the County's connection to the Internet, and secure connections to local governments and the State of Michigan, as well as the County's PBX telephone system
 - **Systems Team:** Operates, administers, and maintains the servers, storage, archival, and backup systems that support the County's computing environment

Major projects planned include continued upgrades to the County's network infrastructure, including wireless network deployment, improvements to our ability to work collaboratively both internally and externally, security enhancements to maintain compliance with all applicable regulations and industry best practices, expansions in storage capacity, and efforts aimed at reducing cost and increasing efficient operations.

Strategic Goals

Strategic issues for the Department include:

- Provide a full range of application services, including consulting, project management, and business process analysis/re-engineering (Proactive and Innovative Government)
- Reduce cost of Kent County government operations (Efficient Use of Resources)
- Maintain/enhance partnerships and relationships that support the mission of Kent County government (Proactive and Innovative Government)
- Provide a robust and flexible computing infrastructure that is capable of handling current and projected needs of internal customers and external client agencies (Efficient Use of Resources)
- Provide leadership to the County in applying technology to the challenges of local government in the 21st century (Proactive and Innovative Government)
- Provide responsive and cost-effective support of installed applications, services, and hardware (Efficient Use of Resources)

Significant Accomplishments

- The IT Department, in conjunction with Facilities Management, successfully completed the movement of our secondary data center from its former location at Juvenile Detention to the building at 1565 Cedar. This was an unexpected undertaking, and consequently the timeframe to pull it off was far shorter than we would have liked. While there was some disruption to other planned projects, those IT staff involved minimized direct service outages and completed this complex series of tasks on schedule. It is difficult to portray the effort that went into planning and execution.
- The Justice team, working along with members of the Systems team, successfully implemented a new version of CourtView. While most CourtView upgrades are a fairly routine process, this one in particular made a number of technical changes that allow us to “break the chains” that bind CourtView to JailView. In addition to being critical for the migration from JailView to a new Jail Management System, it also allows us to move ahead on a number of other important projects such as electronic warrants and improvements to the Specialized Business Docket.
- The Service Desk implemented a replacement for its previous service request management system. The new application, Wendia POB, has a much-improved user interface, which should result in higher levels of satisfaction from IT customers. Internally, POB provides us with better statistical reporting and management overviews of the work flowing through the department.
- The Network team began the introduction of a replacement for our two-factor remote access system. We are moving to replace the RSA tokens formerly used with text message authentication sent to a mobile device, typically a smartphone. This is a common two-factor model, so it should be well-accepted by our customer base. In addition, it relieves people of the burdens of keeping track of the token and remembering the proper sequence of password and PIN entry.
- The firm that handles management of the accessKent website released a significant “facelift” to the site. This new look simplifies the interface and adds the ability to translate any given page into Spanish. This same translation mechanism can potentially support other languages in the future. These changes will provide an improved experience for citizen interaction with our e-government portal.
- As part of our ongoing efforts to improve our cybersecurity posture, the Security Team introduced a new web content filtering mechanism. This examines all inbound internet traffic to detect and block malicious content from flowing into our network. As is true of any security tool, this does not insure we will never have to deal with malicious content or hacking attempts. However, it is a worthy addition to the County’s portfolio of defenses.
- The Telecommunications Team worked with the Health Department to migrate the Sheldon Clinic to our Voice-Over-IP (VoIP) phone platform. This effort was undertaken when the phone system then in use at the Clinic failed and there was no easy replacement available.

DEPARTMENT: INFORMATION TECHNOLOGY

Department Mission Statement:

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Service Area: Service Desk

Service Area Mission Statement:

Provide a single point of contact for anyone requiring support or requesting service from the Information Technology department

Goal

- Provide continuous improvement in response to those who have trouble or require additional services in using County computing resources.

Objectives

- Meet or exceed the published Service Level Agreement levels of 90% when responding to problems or service requests.
- Maintain our rating in the annual IT survey for responsiveness at or above 4.20 (out of a possible 5.0)
- Maintain our rating in the annual IT survey for quality of service at or above 4.20 (out of a possible 5.0)

Indicators	2014 Actual	2015 Expected/ Actual	2016 Expected/ Actual	2017 Expected/ Actual
Outcomes				
Responsiveness to requests (from annual IT survey)	4.11	>4.20/ 4.05	>4.20/ 4.17	>4.20
Quality of service provided (from IT survey)	4.23	>4.20/ 4.19	>4.20/ 4.30	>4.20
SLA achievement (all categories)	86.30%	>90.00%/ 86.63%	>90.00%/ 90.68%	>90.00%

Indicators	2014 Actual	2015 Expected/ Actual	2016 Expected/ Actual	2017 Expected/ Actual
Outputs				
Number of computers supported	1,500	1,500/ 1,800	1,850/ 1,824	1,850
Number of users (IDs) supported	2,200	2,200/ 2,150	2,150/ 2,600	2,630
Number of problem tickets closed	7,367	7,500/ 9,102	8,000/ 6,614	7,200
Number of service tickets closed	2,905	2,900/ 4,509	4,500/ 2,921	3,600

Service Area: Website Development and Management (accessKent)

Service Area Mission Statement:

To provide an online presence that is well organized, easy to use, dependable, convenient, and representative of the values of Kent County.

Goals

- Provide an attractive, easy-to-use online portal that assists citizens and other interested parties
- Increase operating efficiencies by providing online transactions that are available 24 hours a day

Objectives

- Increase traffic to the site by at least 5% annually
- Increase document downloads by at least 5% annually
- Maintain overall satisfaction as measured by the IT survey at or above 4.10 (out of a possible 5.0)
- Increase online adoption rate for Vital Records to 24%
- Increase online adoption rate for Deeds to 80%

Indicators	2014 Actual	2015 Expected/ Actual	2016 Expected/ Actual	2017 Expected/ Actual
Outcomes				
Number of web site visitors	2,101,235	>2,000,000/ 2,376,974	>2,200,000/ 2,213,231	>2,200,000
Overall satisfaction (from IT survey)	4.07	>4.05/ 4.13	>4.05/ 4.20	>4.10
Adoption rate for Vital Records	23.20%	>24.00%/ 23.40%	>24.00%/ 23.50%	>23.50%
Adoption rate for Deeds	85.80%	>80.00%/ 88.30%	>90.00%/ 89.00%	>90.00%
Number of document downloads	655,734	>600,000/ 781,991	>850,000/ 582,262	>600,000

Indicators	2014 Actual	2015 Expected/ Actual	2016 Expected/ Actual	2017 Expected/ Actual
Outputs				
Number of content page views	5,393,757	>5,300,000/ 7,320,170	>7,500,000/ 6,236,721	>6,500,000
Number of customer transactions	240,448	>235,000/ 262,261	>270,000/ 293,473	>300,000
Total revenue generated	\$1,605,366	>\$1,550,000 / \$2,015,860	>\$2,200,000 / \$2,311,979	>\$2,500,000
Portal revenue generated	\$192,172	>\$180,000/ \$222,713	>\$225,000/ \$254,148	>\$265,000

Service Area: Application Services

Service Area Mission Statement:

Provide cost-effective and high quality services for implementation, integration, and maintenance of software applications that support County departments and agencies

Goal

- Provide high quality, cost effective application development, integration, and maintenance services to County departments and agencies

Objectives

- Maintain our rating in the annual IT survey for responsiveness at or above 4.20 (out of a possible 5.0)
- Maintain our rating in the annual IT survey for quality of service at or above 4.20 (out of a possible 5.0)

Indicators	2014 Actual	2015 Expected/ Actual	2016 Expected/ Actual	2017 Expected/ Actual
Outcomes				
Responsiveness to requests (from annual IT survey)	4.07	>4.05/ 4.24	>4.10/ 4.02	>4.20
Quality of service provided (from annual IT survey)	4.14	>4.05/ 4.23	>4.10/ 4.03	>4.20

Indicators	2014 Actual	2015 Expected/ Actual	2016 Expected/ Actual	2017 Expected/ Actual
Outputs				
Number of problem tickets completed	518	500/ 578	550/ 518	525
Number of service requests completed	595	600/ 553	550/ 523	525
Number of OnBase Users	NA	681/ 681	881/ 491	620
Number of documents in OnBase	NA	5,535,572/ 5,535,572	6,270,000/ 6,893,000	8,616,000

Service Area: Infrastructure Services

Service Area Mission Statement:

Provide a stable, reliable, secure, and cost-effective computing environment that supports County departments, agencies, and local units of government.

Goal

- Provide a stable, reliable, secure, and cost-effective computing infrastructure environment that supports County departments, agencies, and local units of government.

Objectives

- Maintain average server availability at or above 99%
- Maintain the number of servers supported per staff at 45
- Maintain the number of network components supported per staff member at 115
- Maintain our rating in the annual IT survey for network responsiveness at or above 3.90 (out of a possible 5.0)
- Maintain our rating in the annual IT survey for availability of system resources at or above 3.90 (out of a possible 5.0)
- Decrease the number of unplanned service outages

Indicators	2014 Actual	2015 Expected/ Actual	2016 Expected/ Actual	2017 Expected/ Actual
Outcomes				
Average services availability	99.95%	99.90%/ 97.00%	>99.00%/ 99.50%	99.90%
Network responsiveness (out of 5.0)	3.86	>3.85/ 3.91	>3.90/ 3.93	>3.90
Availability of system resources (out of 5.0)	3.88	>3.85/ 4.04	>3.90/ 4.07	>3.90
Number of unplanned service outages	26	<20/ 32	25/ 18	22

Indicators	2014 Actual	2015 Expected/ Actual	2016 Expected/ Actual	2017 Expected/ Actual
Efficiencies				
Servers supported per staff	43.75	42.00/ 52.88	56.00/ 54.75	46.50
Network components supported per staff	116.00	116.00/ 127.67	130.00/ 119.00	120.00
Storage utilization	NA	68.29%/ 68.29%	75.90%/ 89.13%	75.00%

Indicators	2014 Actual	2015 Expected/ Actual	2016 Expected/ Actual	2017 Expected/ Actual
Outputs				
Number of servers managed by IT	347	350/ 423	448/ 438	375
Number of external network connections managed by IT	64	65/ 67	67/ 52	52
Number of network components managed by IT	348	350/ 383	390/ 357	360
Number of problem tickets completed	1,321	1,300/ 1,214	1,250/ 794	1,000
Number of service requests completed	2,016	2,100/ 2,141	2,150/ 1,941	2,100
Online storage capacity (terabytes)	NA	230.40/ 230.40	230.40/ 230.40	260.00
Online storage utilized (terabytes)	NA	157.36/ 157.36	174.86/ 205.29	195.00