**Program Description**

The Information Technology department continually works to fulfill its mission to provide highly available, innovative, secure, cost-effective and compliant services for Yuba County and related agencies by partnering with business leaders, implementing appropriate technology and enabling best practices for all government functions.

Within the last year and a half, the county has had a major evacuation, a major fiber cut, a power generator failure during a power outage and a minor data center fire. The IT department must work to provide resilient services that can survive most of these contingencies.

Even with the additional service level required, we need to continually look to decrease costs for equipment and services used across the county. We plan to use secure cloud services, where appropriate and cost effective, to help us deal with contingencies that impact county facilities and deal with growth of data over time.

The Information Technology department also needs to help all departments be more efficient and modernize the functions that are currently supported on legacy hardware and look to provide new functionality for core public administration and public safety functions.

**Accomplishments**

**FY 2016-2017**

The Information Technology Department completed several projects that improved overall availability and security as well as provided new capabilities. Some of the significant ones are below.

- Implemented IT Services for new Sheriff facility
- Hired 2 IT technicians and rolled-out new help desk phone line
Information Technology

Paul LaValley – Chief Information Officer

- Migrated email services to Microsoft Government Cloud (Office 365) for cost reduction
- Migrated to new Mobile Device Management system (Intune) for email on tablets/smartphones – eliminating costs for old system
- Implemented cloud-based storage for data back-ups
- Started evaluating cloud-based disaster recovery
- Completed demonstrations of updated Public Safety and Public Administration systems from SunGard
- Upgraded Public Wireless Infrastructure (installed more access points and expanded bandwidth 5-fold)
- Upgraded County Internet Bandwidth to 300MB from 100MB at same cost
- Implemented password reset self-service for improved security, customer satisfaction, and cost savings
- Implemented secure wireless connection to new Victim Witness facility to provide cost-effective high-speed connection
- Work on upgrading county web presence and content management

Business Continuity and Disaster Recovery
- Start formal program
- Configure Nevada County as potential Disaster Recovery site
- Look for cost reductions
- Consolidate Security Tools to reduce overlap and reduce costs

Pending Issues/Policy Considerations FY 2017-2018

Fiber Franchise agreement expiration in 2019: The county utilizes high-speed fiber-optic cables to connect the networks for all our major facilities. There is currently no cost associated with the usage since the fiber is provided by the local broadband provider, Comcast, under a Franchise Agreement that allows access to county homes and businesses. That agreement is set to expire in 2019. The cost to replace the fiber-optic cables or contract for similar services is very expensive.

Goals and Objectives FY 2017-2018

The IT Department needs to continue expanding to meet the increasing needs for automation across the county.

Specific initiatives and projects follow.

Cloud Services
- Utilize cloud storage for archived video retention
- Further evaluate cloud-based disaster recovery alternatives

Modernize legacy systems
- Budget and plan for updating Public Safety and Public Administration systems
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