



Information Technology Services 2026 Business Plan Presentation

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Service Delivery Mission

Our goal is to create a cohesive, agile, and secure technology ecosystem that propels the County forward in achieving its vision, mission, and values.

Key objectives include:

- Providing expert support and innovative technology solutions
- Overseeing technology projects, budgets, and contracts
- Streamlining business processes through automation
- Developing cost-effective solutions
- Improving service delivery to both internal business units and county residents
- Maintaining robust cybersecurity measures

2025 Efficiencies and Improvements

Migrations

- Local user folder data migration to OneDrive
- Aumentum Cloud lift
- Microsoft Access Database

Enhancements

- Taxpayer Interactive Portal
- GIS/Tax Assessor Office application
- Sheriff Administration application
- GIS database migration Oracle to SQL server

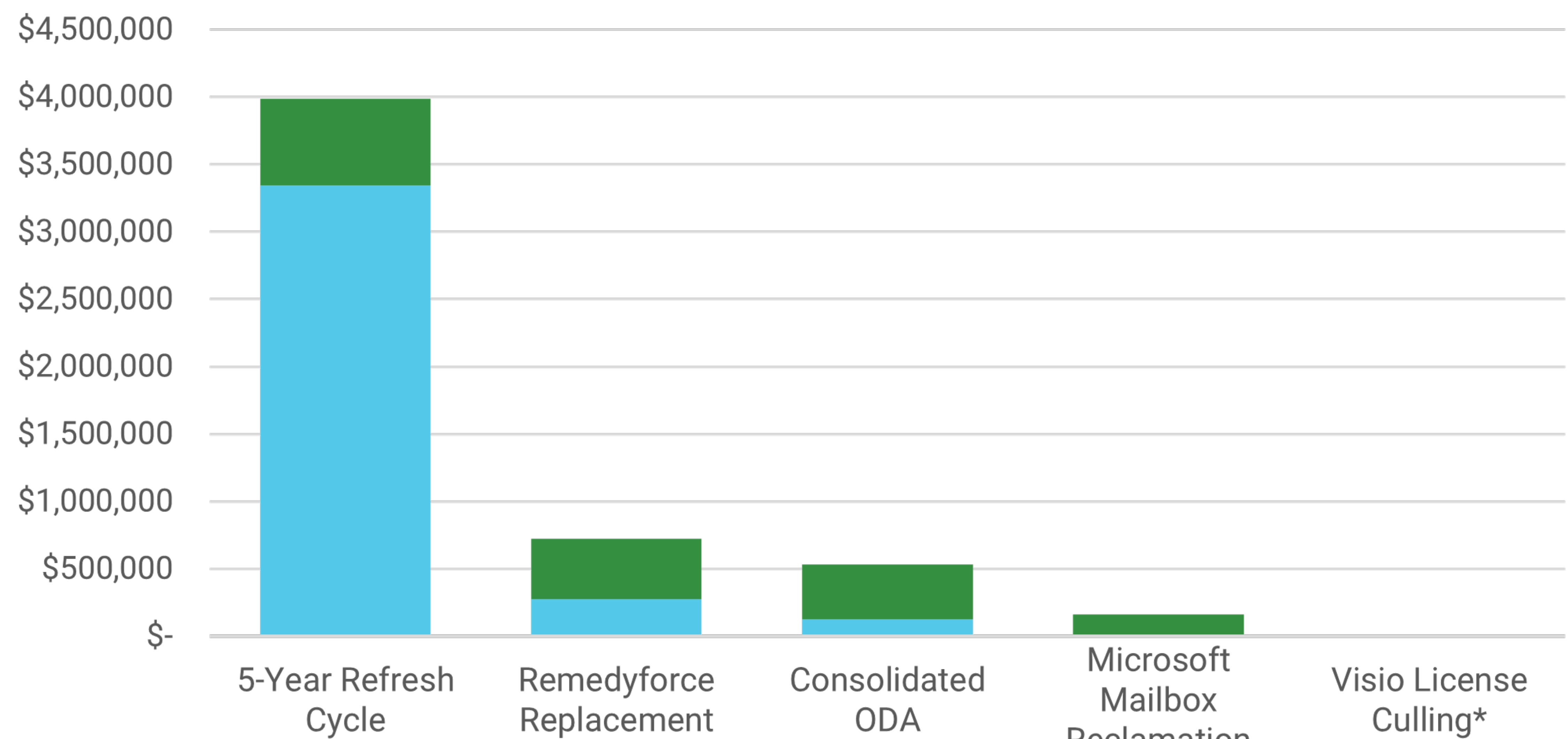
Modernizations

- IT Service Management System
- Deployment of Windows Hello

Operational Efficiencies

- Contract consolidations/reductions
- Enterprise-wide solutioning
- Process optimization and automations
- Comprehensive inventory of technology software and systems
- Cybersecurity enhancements

Efficiencies



Total Existing State:
\$5,422,515

Total New Solutions:
\$3,742,152

Total Cost Avoidance:
\$1,680,363

■ 1st Year Savings/Cost Avoidance	\$643,333.33	\$451,074.57	\$410,456.00	\$164,324.16	\$11,175.00
■ New Solution	\$3,345,000.00	\$273,853.86	\$123,298.00	\$-	\$-
Existing State	\$3,988,333.33	\$724,928.43	\$533,754.00	\$164,324.16	\$11,175.00

*Value is too small to appear on this chart

Emerging Developments and Our Path Forward

Shift to Cloud technologies

Transition services and data centers to vendor-hosted/cloud-based platforms where feasible.

Enhance system availability

Ensure high availability of systems with redundancy, failover, and load balancing.

Improve customer service

Implement proactive, responsive support to anticipate and resolve issues early.

Optimize through automation

Streamline County operations via automation to make our work faster, easier, and more accurate by using technology to handle repetitive or time-consuming tasks.

AI strategic utilization

Employ strategic utilization of AI within the County's IT Department to enhance operational efficiency to solve problems, improve how we work, and make better decisions across the county.

2026 Strategic Goals and Efficiencies

- Continue operational process improvements
- Continue Infrastructure optimization thru cloud migrations
- Continue building cyber defenses built around Zero Trust
- Migrate legacy systems to cloud environments
- Streamline public services through digital experience design
- Cultivate an innovative, diverse, and skilled workforce
- Ensure infrastructure resiliency with tested recovery plans
- Implement and leverage AI based tools that can enhance and improve operational efficiencies



People Strategies

- Workplace Culture
 - Promote collaboration and open communication
 - Recognition and appreciation
- Employee Engagement
 - Regular feedback and one-on-one meetings
 - Employee surveys
 - Meaningful work assignments
 - Career growth opportunities
 - Team building activities
- Workforce Development
 - Training and certification
 - Mentorship and coaching programs
 - Succession planning
 - Cross-functional skill development
 - Knowledge sharing

