



IT Department Annual Report - 2024

Introduction The County IT Department is pleased to present the annual report for 2024. This year has been marked by significant infrastructure improvements, critical system updates, and the expansion of our IT team to better support county operations. Our focus remains on enhancing security, reliability, and efficiency across all county IT services.

Major Projects Completed in 2024

1. Network Updates

- Upgraded core network infrastructure to improve speed, security, and reliability.
- Implemented enhanced network monitoring tools to proactively address potential issues.

2. Virtual Environment Updates

- Completed upgrades to the county's virtual infrastructure, ensuring better performance and scalability.
- Enhanced data redundancy and disaster recovery capabilities.

3. 911 System Update

- Successfully assisted in the upgrade of critical components of the 911 system to enhance emergency response capabilities.
- Improved system uptime and reliability for first responders.

4. Wi-Fi System Update

- Modernized county Wi-Fi infrastructure to provide better coverage and performance in key government buildings.
- Implemented security enhancements to protect against unauthorized access.

5. System Monitoring

- Deployed advanced monitoring tools to improve real-time analysis and response to IT incidents.
- Increased automation for alerting and troubleshooting potential system failures.

6. BYOD Upgrade for A/V Rooms

- Upgraded Bring Your Own Device (BYOD) capabilities in county meeting rooms, enhancing connectivity and compatibility.
- Improved A/V performance and ease of use for county employees and board members.

7. County Board iPad Upgrades

- Provided updated iPads for County Board members to support their workflow and access to critical documents.
- Ensured secure device management and improved user experience.

8. IT Ticket System Update

- Upgraded the IT ticketing system to streamline service requests and improve response times.
- Introduced automation features for more efficient IT support.

9. VPN Update

- Enhanced the county's VPN system to provide better security and connectivity for remote users.
- Improved authentication measures to safeguard county data.

10. Exchange On-Prem Update

- Updated the on-premises Exchange system for better security and email performance.
- Implemented measures to improve spam filtering and email reliability.

Additional IT Improvements

- **Laptop Replacement:** Replaced 10 laptops as part of the scheduled hardware rotation to maintain up-to-date equipment.

- **IT Team Expansion:** Hired a full-time support staff employee in the fall of 2024 to enhance IT service delivery and support county departments.

Conclusion The County IT Department remains committed to delivering high-quality technology services to support county operations. The accomplishments of 2024 reflect our dedication to continuous improvement, security, and efficiency. We look forward to building on this progress in the coming year with new initiatives and further advancements in county IT infrastructure.