Technology Solutions Progress Report FY2022
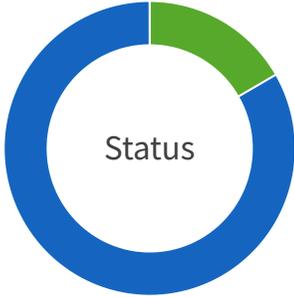
Date not set

Report Created On: Aug 12, 2022

6

Goal

Overall Summary

Status

	%
On Track	16.67
Completed	83.33

98%

Progress

0   100

Report Legend   No Update   Overdue   **Priority**

Goal 3.1.15 | Jul 01, 2021 - Jun 30, 2022 | Completed   Progress 100%

Ensure optimal hardware performance and maintenance of technology

Owner: John Gallimore

Update provided by John Gallimore on Aug 05, 2022 18:35:20

On track; no disruptions.

Personal Computer images per department

Personal Computer images per department (goal: 1.5)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:13:17
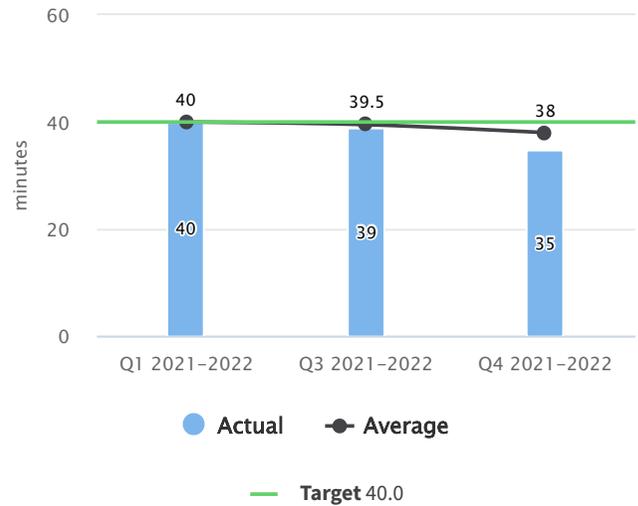

● Actual ━●━ Average

━━ **Target** 1.5

Comment
moving more computer users to laptops

Average Personal Computer re-image time in minutes

Average PC re-image time in minutes (goal: 40 minutes or less)
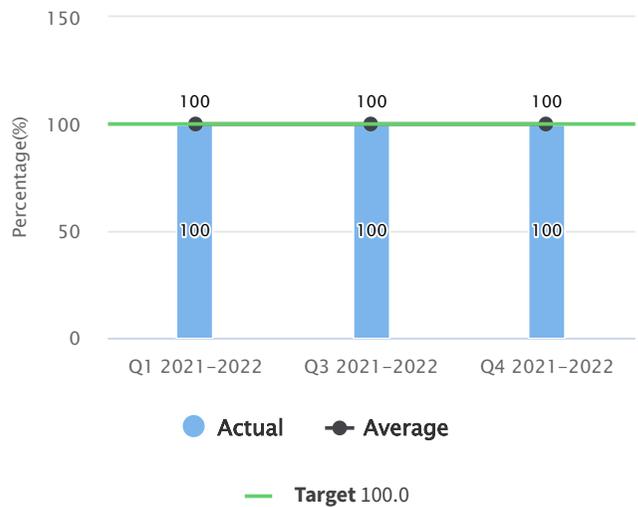
Owner: John Gallimore

Last Update: Apr 16, 2022 13:13:57

● Actual ━●━ Average

━━ **Target** 40.0

Percentage of PC deployments tested

Percentage of PC deployments tested (goal: 100%)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:14:28

● Actual ━●━ Average

━━ **Target** 100.0

Goal 3.1.16 | Jul 01, 2021 - Jun 30, 2022 | Completed   Progress 100%

Ensure efficient and effective network

Owner: John Gallimore

Update provided by John Gallimore on Aug 05, 2022 18:35:50

On track; no disruptions.

Network and Active Directory audits

Number of Network and Active Directory audits completed each fiscal year (goal: 4 or more)

Owner: John Gallimore
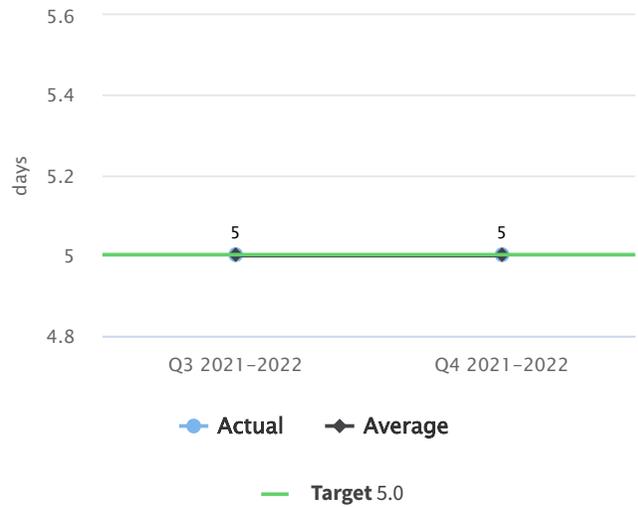
Last Update: Apr 16, 2022 13:15:33

● Actual   ●— Sum

— **Target** 4.0

Comment
completed quarterly

Days to deploy critical patches and security updates

Number of days to deploy critical patches and security updates (goal: 5 days or less)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:16:54

●— Actual   ◆— Average

— **Target** 5.0

Comment
Microsoft patch releases are not under our control. Patches are tested and deployed when available.

Security Door system audits completed annually

Security Door system audits completed each fiscal year (goal: 4 or more)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:17:27

● Actual   ●— Sum

— **Target** 4.0

Goal 3.1.17   Jul 01, 2021 - Jun 30, 2022   Completed   Progress 100%

Improved accountability and fiscal outcomes - Technology Solutions

Owner: John Gallimore

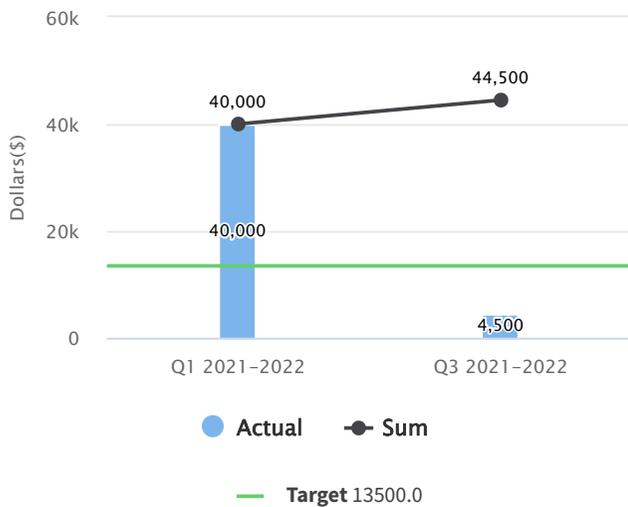*Update provided by John Gallimore on Aug 05, 2022 18:35:57*

> On track; no disruptions.

Dollars saved through contract management and technologies

Dollars saved through contract management and new technologies (Goal: $13,500 or more)

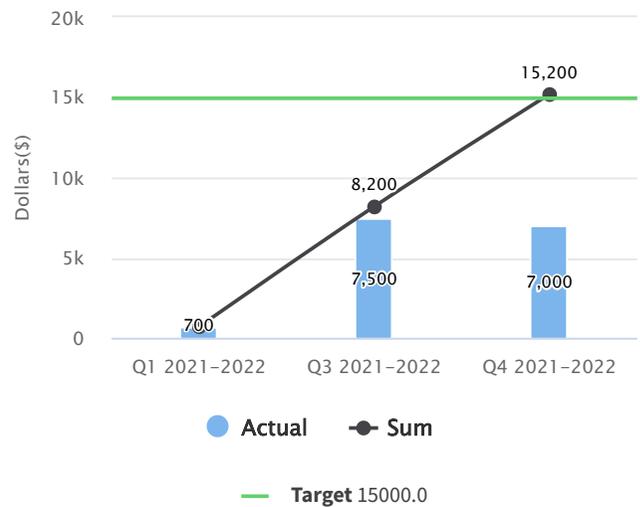*Owner: John Gallimore*

Last Update: Jan 15, 2022 14:42:06

Comment
revised Microsoft Enterprise Agreement, adjusted licensing and saved over $40,000/yr in the 3 year program.

moving to a different emergency notification platform - saving $4,500/yr

Dollars saved through reusing and recycling hardware

Dollars saved through reusing and recycling hardware (Goal: 15,000 or more)
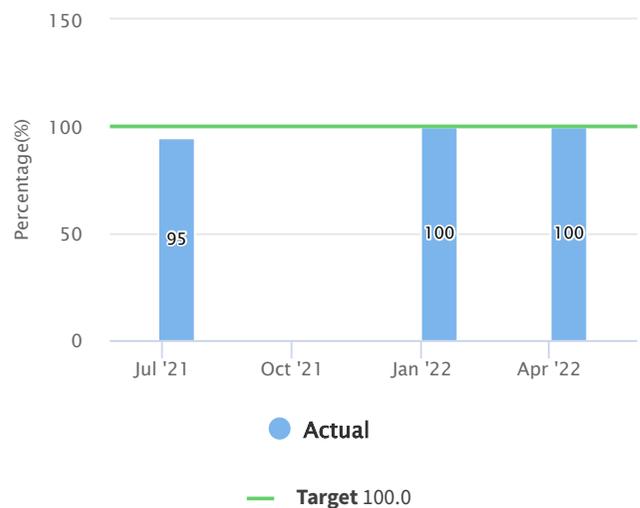
Owner: John Gallimore

Last Update: Apr 16, 2022 13:22:03

Comment
recylcing obsolete/unused hardware

Percentage of inventory tracked

Percentage of inventory tracked (Goal: 100%)

Owner: John Gallimore
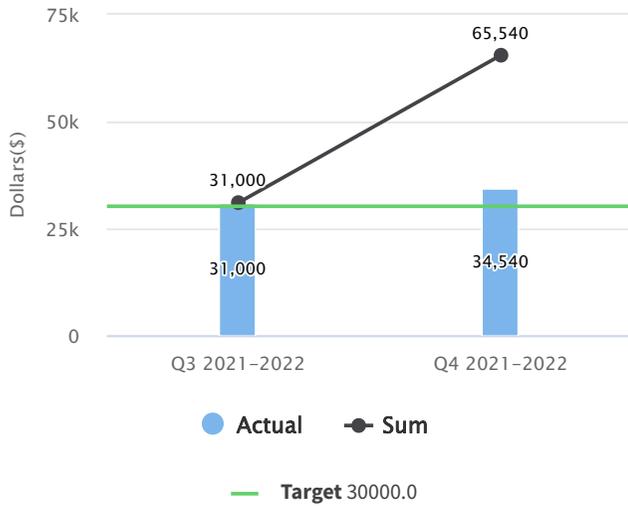
Last Update: Apr 16, 2022 13:22:43

Dollars secured in grant funds

Dollars secured in grant funds (Goal: $30,000 or more)

Owner: John Gallimore

Last Update: May 20, 2022 14:16:02

Comment

PEG channel grant funds; $31,000

USAC/Rural Health Care(DDVS;DCHD); $4,200

USAC/Emergency Connectivity Fund (Library); $12,925
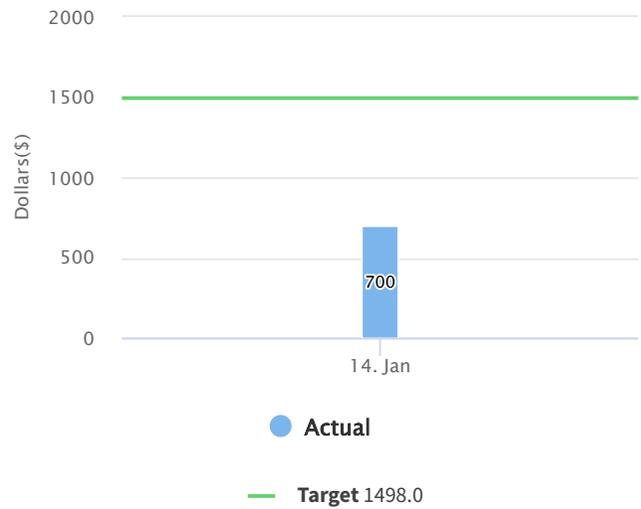
USAC/e-Rate (Library; $4,045

Technology expenditure per endpoint served

Metric: Technology expenditure per endpoint served (Goal: $1,500 or less each fiscal year)

Owner: John Gallimore

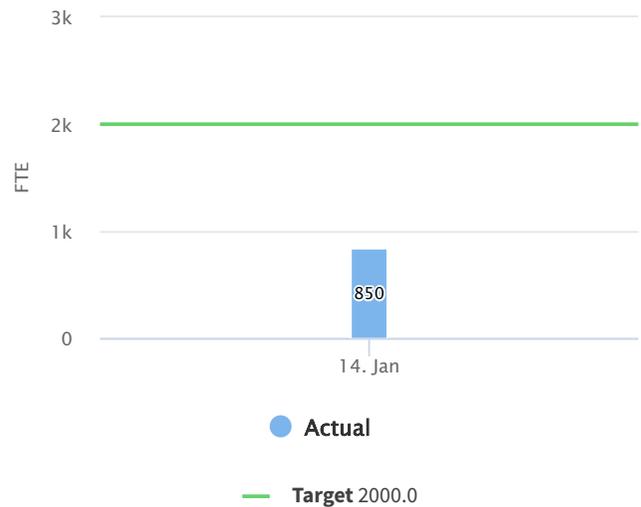*Last Update: Jan 15, 2022 15:10:22*

Comment

Year-to-date expenditure divided by (devices + users)

Tickets per HelpDesk employee

Number of tickets per help desk FTE (Goal: 2,000 per fiscal year)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:35:35

Comment

1709 tkts; 4 FTE

Goal 3.1.18   Jul 01, 2021 - Jun 30, 2022   Completed   Progress 100%

Increase professional development opportunities for staff - Technology Solutions
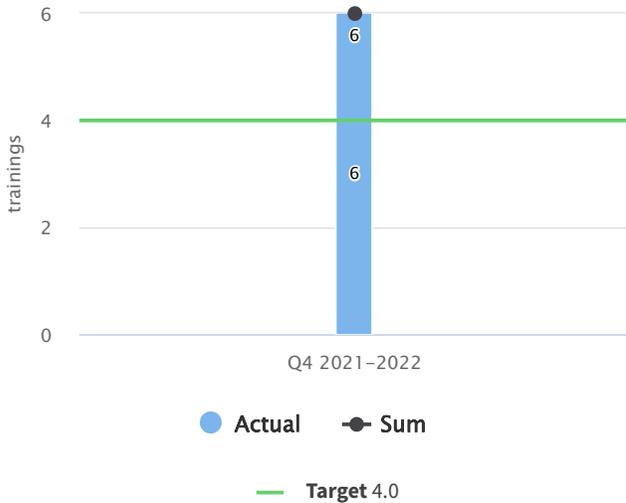
Owner: John Gallimore

On track; no disruptions.

Microsoft Office user training programs offered

Number of Microsoft Office user training programs offered each fiscal year (Goal: 4 or more)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:39:09
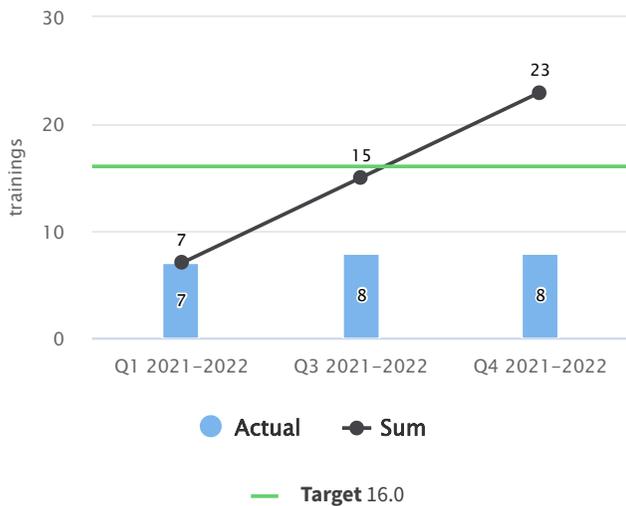

● Actual ●— Sum

—— **Target** 4.0

Comment
Remote training and automated content

Information Technology and Cyber Security trainings

Number of Information Technology trainings offered; including cyber security training each fiscal year (Goal: 16 or more)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:39:51
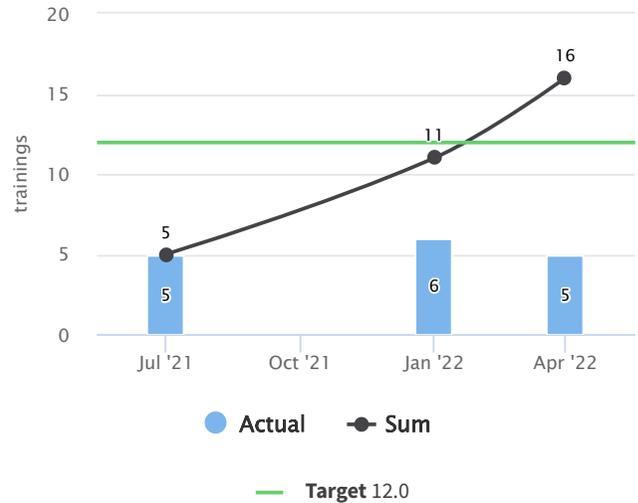

● Actual ●— Sum

—— **Target** 16.0

Comment
Information security training and phish testing.
Digital Phone training for new phone system.
TechTuesdays

Professional development for Technology Solutions staff

Number of trainings achieved by Technology Solutions staff (Goal: 12 or greater for department)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:41:14

● Actual ●— Sum

—— **Target** 12.0

Comment
technology development skills classes and new technology virtual training

Employee satisfaction with Technology Solutions services

Percent of countywide employees who are satisfied with Technology Solutions services (Goal: 85% or greater)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:41:47

● Actual ●— Average

—— **Target** 85.0

Phish prone percentage

Percentage of computer users that fail monthly phishing tests (Goal: 7% or less failure rate)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:42:19

Comment
percentage varies monthly

Goal 3.1.19 🕑 Jul 01, 2021 - Jun 30, 2022   On Track   Progress 90%

Harness technology to increase communication and outreach to engage citizens and businesses

Owner: John Gallimore

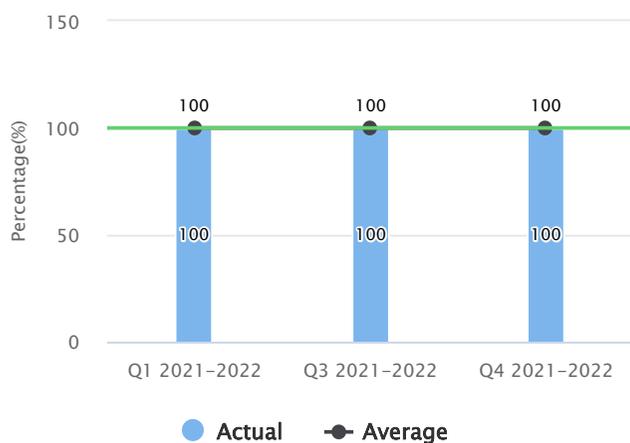*Update provided by John Gallimore on Aug 05, 2022 18:36:09*

On track; no disruptions.

Public Education & Government channel content updated

Percentage of Public Education and Government (PEG) channel content reviewed /updated quarterly (Goal: 100%)

Owner: John Gallimore

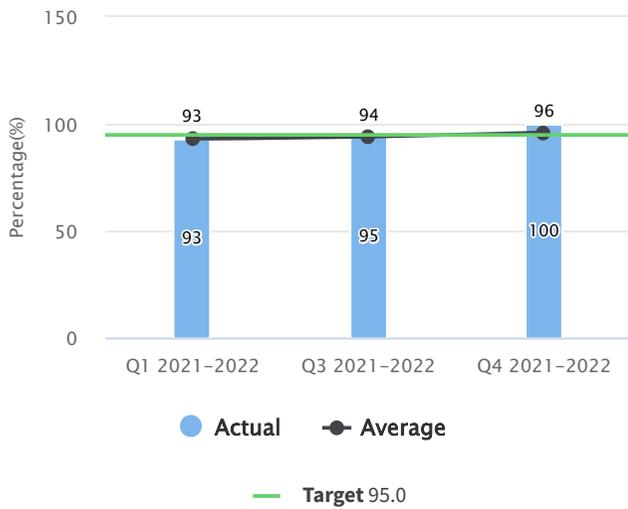*Last Update: Apr 16, 2022 13:10:29*

— **Target** 100.0

Comment
content updated when provided by departments

Routine Helpdesk response within 8 working hours

Routine helpdesk requests responded to within 8 working hours of ticket creation (Goal: 95% of requests)

Owner: John Gallimore

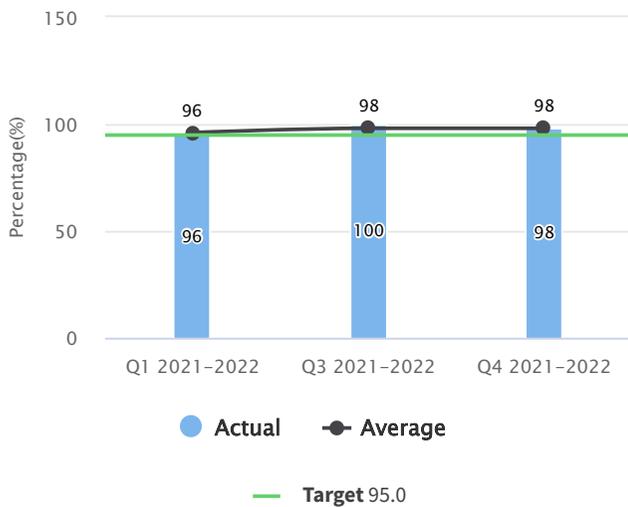*Last Update: Apr 16, 2022 13:11:27*

Target 95.0

Emergency Helpdesk response within 1 hour

Emergency helpdesk requests(system outage) responded to within 1 hour of ticket creation (Goal: 95% of requests)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:45:46
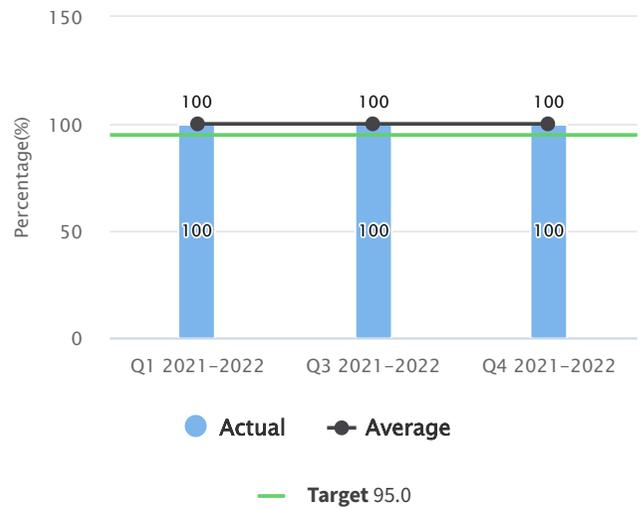

Target 95.0

Comment
all emergency tkts responded within 1 hour

Major system repairs response within 2 business days

Major system repairs responded to within two business days of ticket creation (Goal: 95% of requests)

Owner: John Gallimore
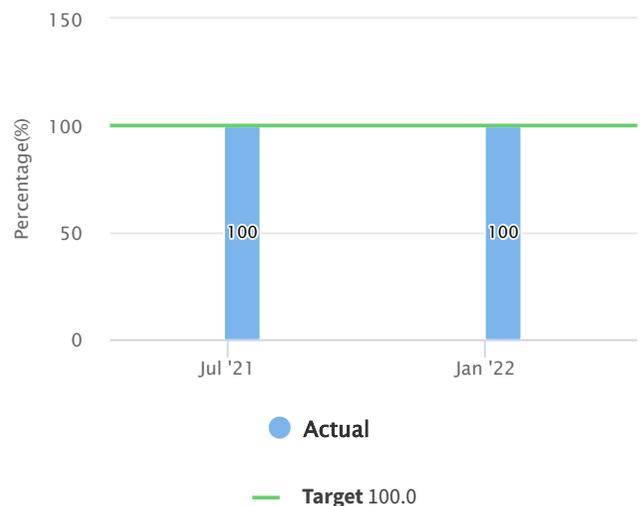
Last Update: Apr 16, 2022 13:46:30

Target 95.0

Comment
2 major service interruptions responded-to within 1 hour

Departments who place policies on Sharepoint

Percent of departments who are placing policies on Sharepoint (Goal: 100% of 19 departments)

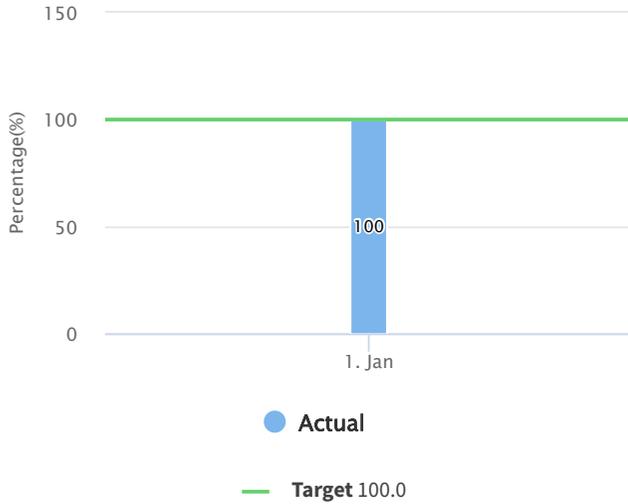*Owner: John Gallimore*

Last Update: Jan 15, 2022 14:49:16

Target 100.0

Comment
118 Sharepoint sites; 29 active;

Accounts Payable automation

Automate accounts payable process by December 31, 2022 (Goal: 100%)

Owner: Robin West

Last Update: Jan 15, 2022 14:48:38
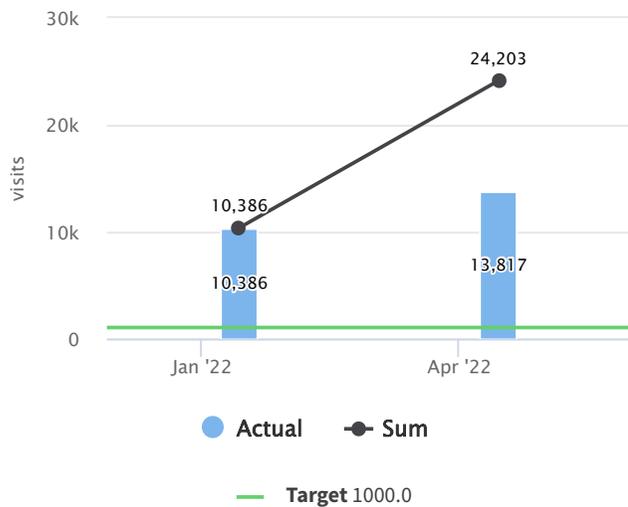

Comment
DELETE THIS METRIC - no longer relevant; project cancelled per Robin.

County Website Visits

Number of County website visits each fiscal year (Goal: 1,000 or more)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:54:07

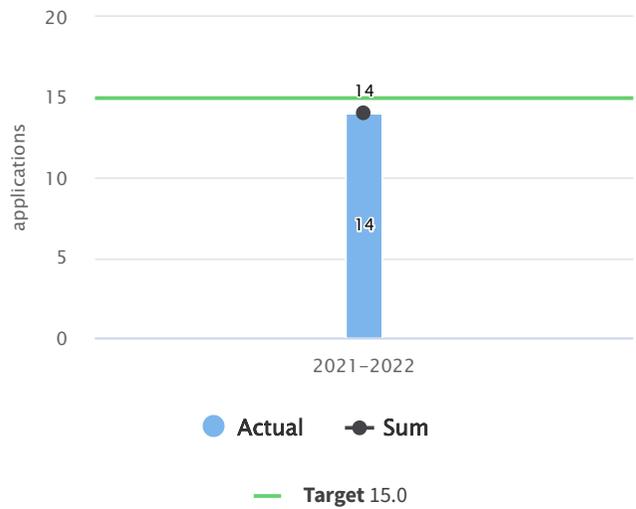## GIS Web Applications

Number of GIS web applications introduced / enhanced by June 30, 2022 (Goal: 15 or more)

Owner: John Gallimore

Last Update: Apr 16, 2022 13:56:16

Comment
See map gallery; MGIST projects

Goal 3.1.21   Ongoing - Ongoing   Completed

Enhance Employee Wellness - Technology Solutions

Owner: John Gallimore

Update this period:

100% of employees on the County Health policy (and covered spouses) were compliant with the Health Risk Assessment this year.

Employees compliant with Health Risk Assessment

Percent of employees, and spouses, covered by County insurance who are compliant with completing a Health Risk Assessment (on file in the Employee Wellness Clinic) by June 30, 2022. (Goal: 85% or greater)

Owner: John Gallimore

Last Update: Aug 01, 2022 18:15:39

● Actual

— **Target** 85.0