



# Technology Solutions Progress Report FY2023

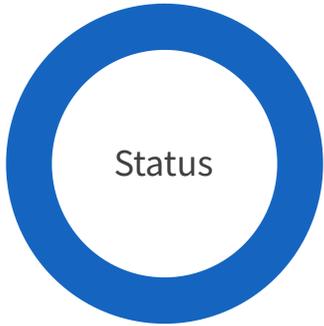
Current Reporting Date: Jul 31, 2023

Report Created On: Jul 27, 2023

6

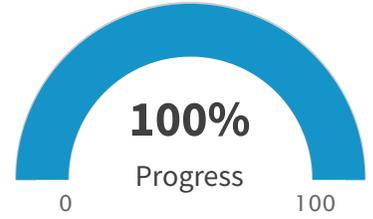
Goal

## Overall Summary



Completed

%  
100.0



Report Legend



Priority



No Update



Overdue

**Goal 3.1.15**

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Ensure optimal hardware performance and maintenance of technology

Owner: John Gallimore

Update provided by John Gallimore on Jun 30, 2023 04:00:01

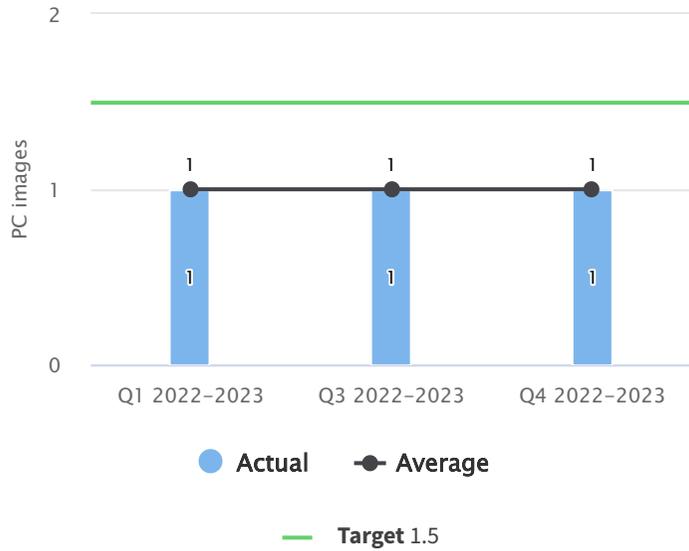
On track; no disruptions

**Personal Computer images per department**

Personal Computer images per department (goal: 1.5)

Owner: John Gallimore

Last Update: Jul 14, 2023 12:37:01



Comment

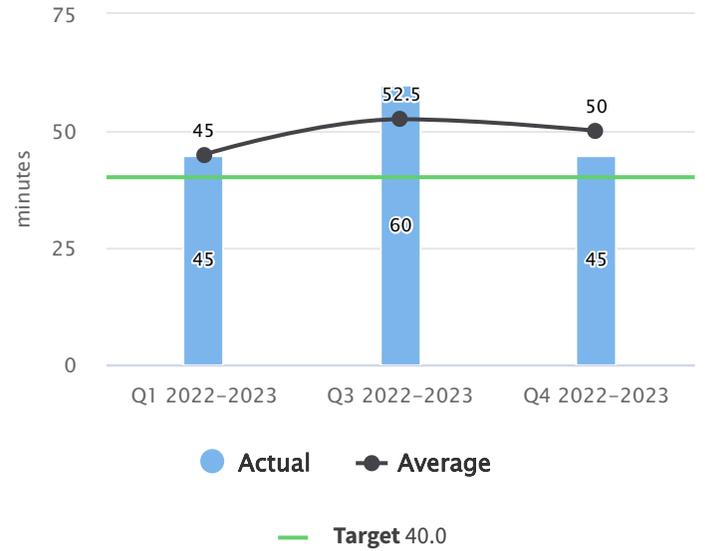
We have been able to standardize more computer images across departments with multiple divisions.

**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: Jul 14, 2023 12:37:30



Comment

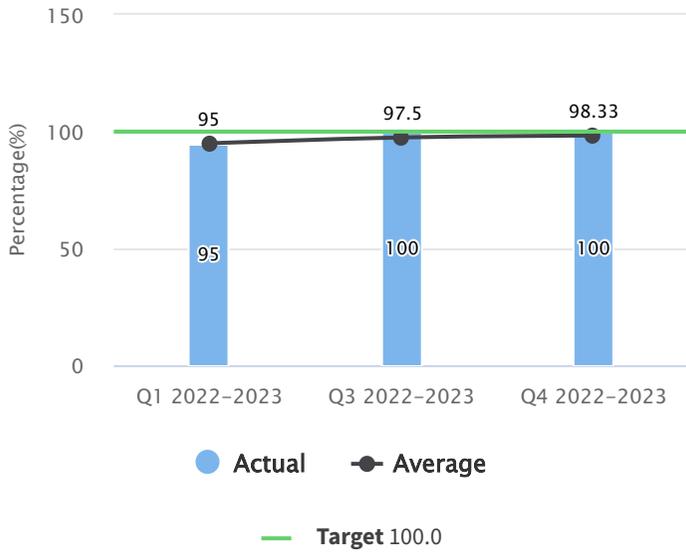
Recent changes with Microsoft Windows and our internal infrastructure has extended machine re-image time slightly.

## Percentage of PC deployments tested

Percentage of PC deployments tested (goal: 100%)

Owner: John Gallimore

Last Update: Jul 14, 2023 12:37:49



Comment

New computer hardware is being tested for updated images.

**Goal 3.1.16** Jul 01, 2021 - Jun 30, 2023 Completed Progress 100%

Ensure efficient and effective network

Owner: John Gallimore

Update provided by John Gallimore on Jun 30, 2023 04:00:01

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: Jul 14, 2023 12:39:14



Comment

Quarterly audit has been completed.

## 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: Jul 14, 2023 12:39:30



Comment

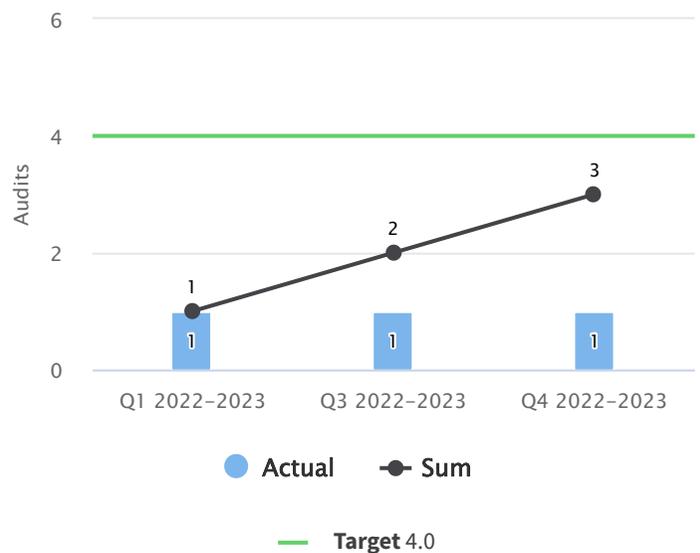
Due to the increasing frequency of updates and their complex nature, we are exercising more caution when deploying updates. Updates are deployed once they are evaluated for stability and to minimize downtime. Update cycles normally occur twice per month.

## Security Door system audits completed annually

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

Owner: John Gallimore

Last Update: Jul 14, 2023 12:39:43



Comment

Quarterly update completed.

Improved accountability and fiscal outcomes - Technology Solutions

Owner: John Gallimore

Update provided by John Gallimore on Jun 30, 2023 04:00:01

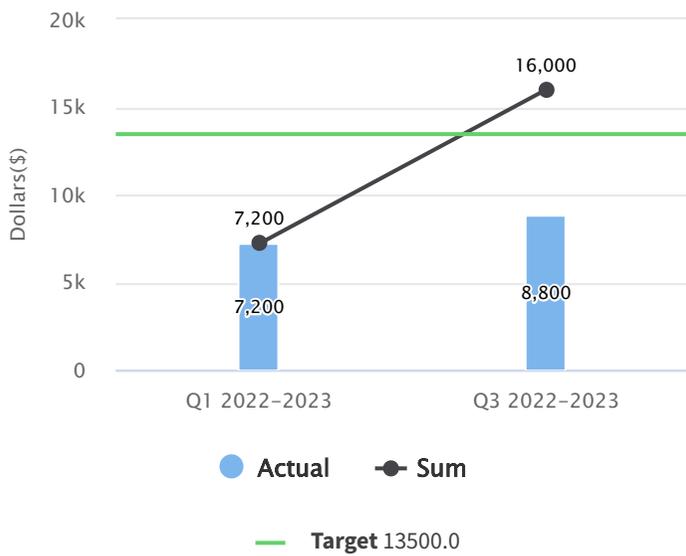
On track; no disruptions

**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: Jul 14, 2023 12:42:12



Comment

Mobile devices moved to different wireless carrier. \$3,600 quarterly savings.

Changed emergency notification provider resulting in \$3,600 annual savings, easier to use platform and greater user satisfaction.

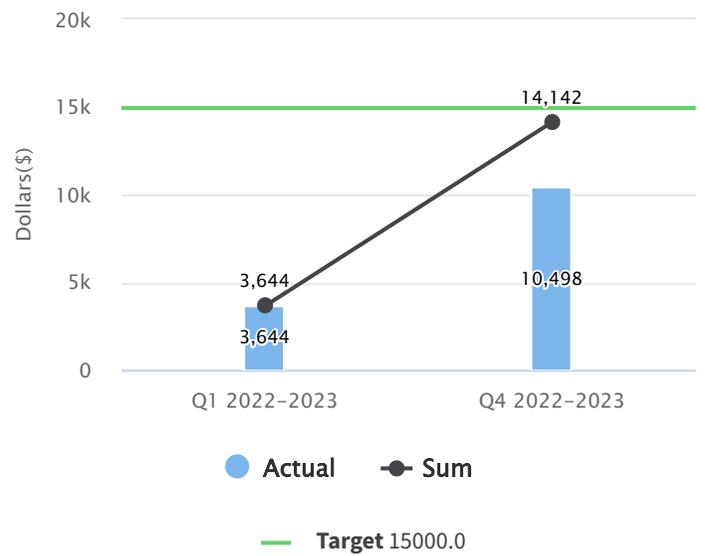
Migrating HHS mobile phones to another carrier;

**Dollars saved through reusing and recycling hardware**

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

Owner: John Gallimore

Last Update: Jul 14, 2023 12:42:33



Comment

Items sold on Govdeals and funds recovered \$1644); Computers repurposed to new uses (\$2,000).

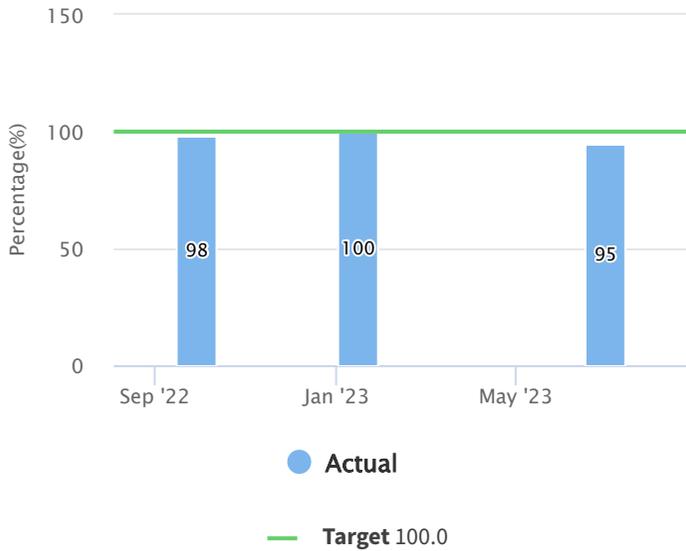
Repurposed computers from Senior Services to Library

### Percentage of inventory tracked

Percentage of inventory tracked (Goal: 100%)

Owner: John Gallimore

Last Update: Jul 14, 2023 12:43:23



Comment

Some items located in departments with contract workers are difficult to locate.

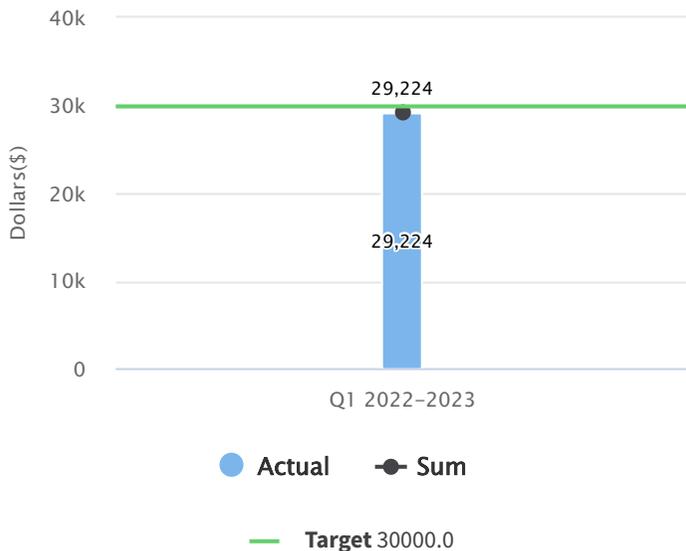
Remote items may not scan due to user behavior

### Dollars secured in grant funds

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

Owner: John Gallimore

Last Update: Nov 18, 2022 16:41:55



Comment

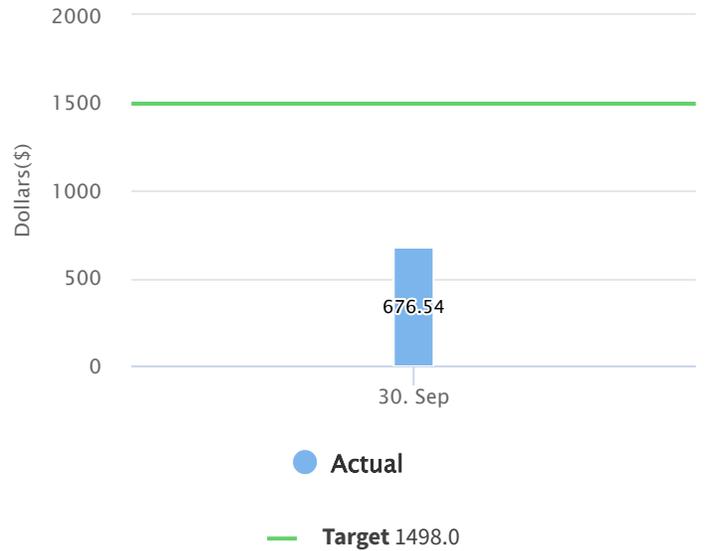
PEG channel grant funds (\$29,000). USAC rural healthcare grant (\$224)

### Technology expenditure per endpoint served

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

Owner: John Gallimore

Last Update: Jul 14, 2023 12:44:10



Comment

Operating expense per endpoint not including personnel and capital expense.

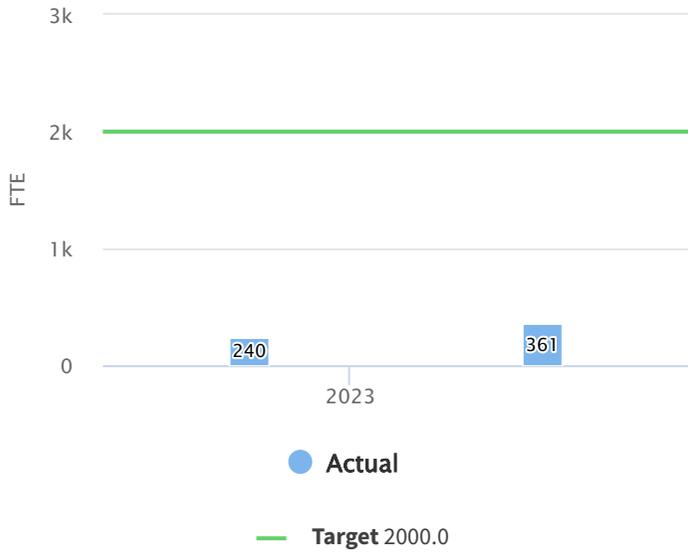
No changes through 6/30/2023

## Tickets per HelpDesk employee

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

Owner: John Gallimore

Last Update: Jul 14, 2023 12:46:42



Comment

961 tkts for 4 FTE

361 tickets for 4FTE

### Goal 3.1.18

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Increase professional development opportunities for staff - Technology Solutions

Owner: John Gallimore

Update provided by John Gallimore on Jun 30, 2023 04:00:01

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: Jul 14, 2023 12:48:17



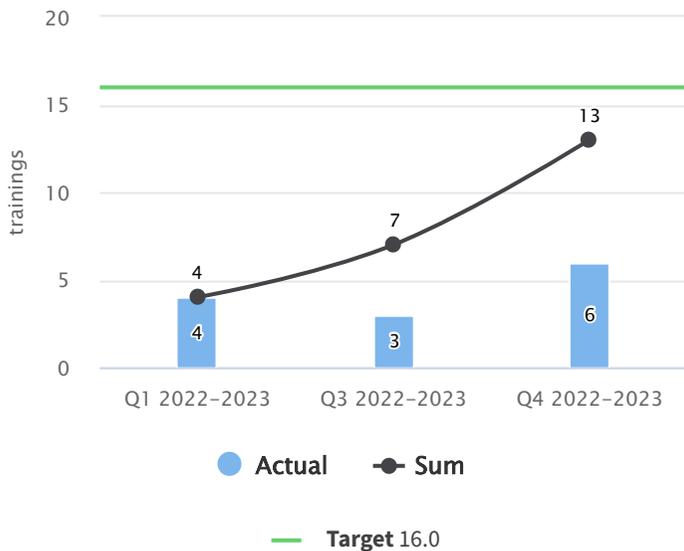
Comment  
quarterly training provided through weekly tech tips in employee newsletter and on desktop computer screensavers

### 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: Jul 14, 2023 12:48:38



Comment  
Ongoing information security trainings for County employees.

### 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: Jul 14, 2023 12:50:18



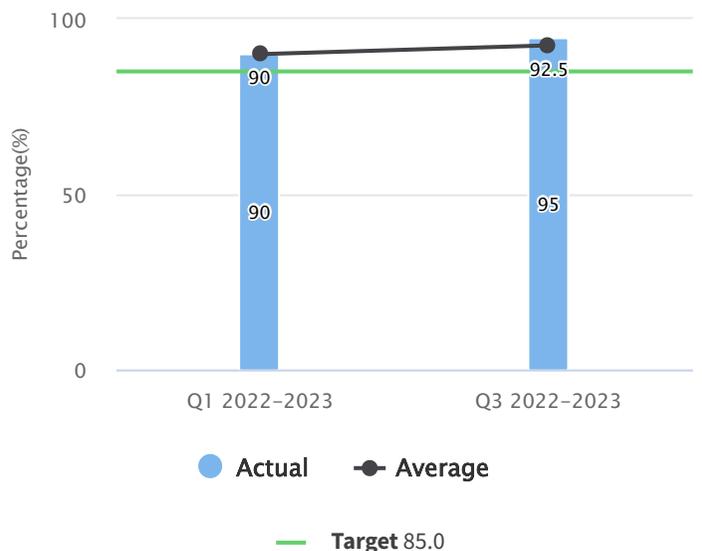
Comment  
Staff training completed: Windows configuration; Peak Agenda/Boards&Commissions; website accessibility; IPAWS emergency alerting.

### 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: Jan 16, 2023 18:49:12

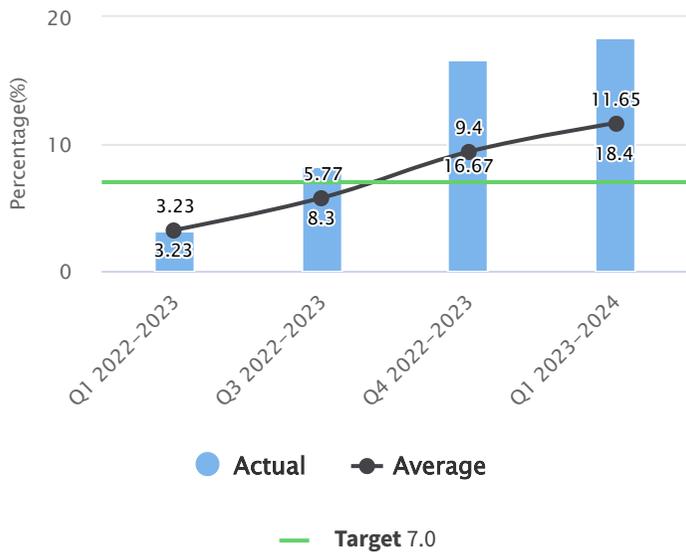


## Phish prone percentage

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

Owner: John Gallimore

Last Update: Jul 14, 2023 12:56:45



### Comment

1st quarter FY2023, users averaging 3.23% phish-prone;

Implemented new phishing testing methodologies which use artificial intelligence to craft specially tailored emails; users are having to learn to be more cautious as testing emails are more sophisticated to mimic genuine phishing attacks

### Goal 3.1.19

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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

Owner: John Gallimore

Update provided by John Gallimore on Jun 30, 2023 04:00:01

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: Jul 14, 2023 12:57:46



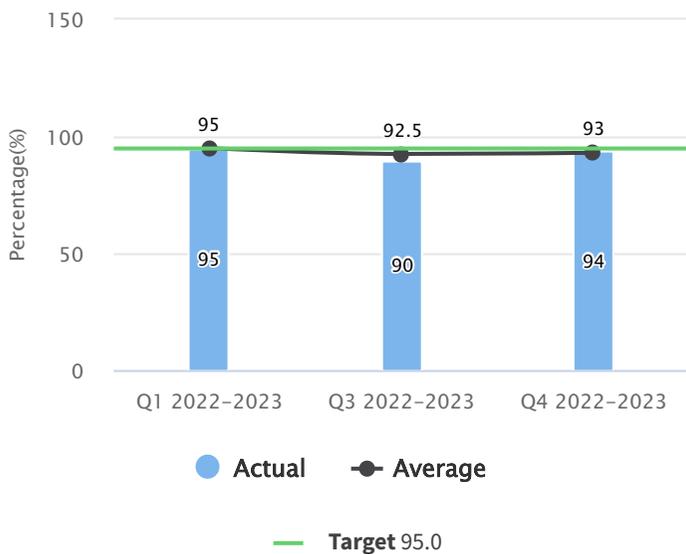
Comment  
All content provided by departments posted each month.

### 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: Jul 14, 2023 13:08:42



### 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: Jul 14, 2023 13:09:00

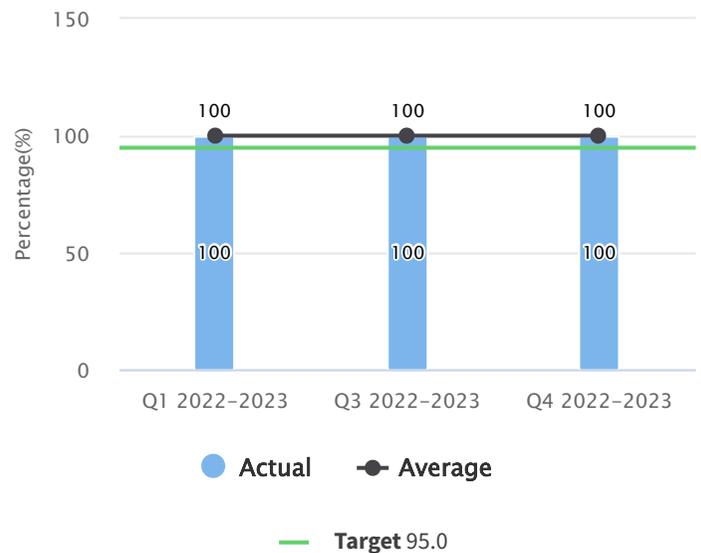


### Major system repairs response within 2 business days

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

Owner: John Gallimore

Last Update: Jul 14, 2023 13:09:13

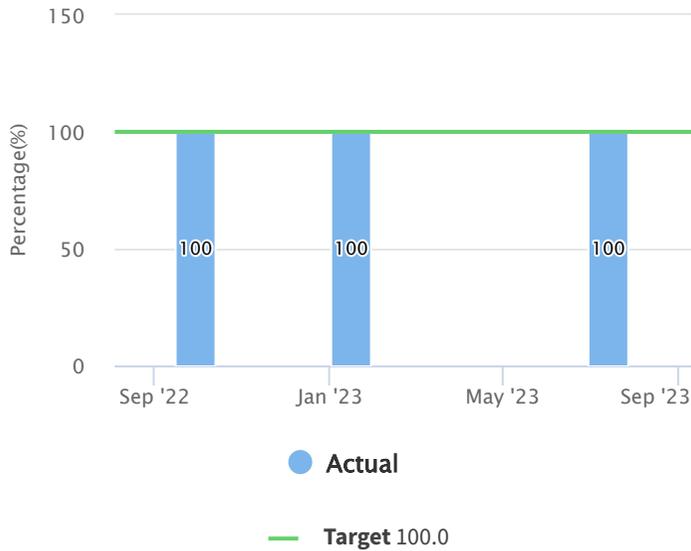


## Departments who place policies on Sharepoint

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

Owner: John Gallimore

Last Update: Jul 14, 2023 13:11:45



Comment  
204 total sites; 11 active; 57,940 files; 97.5GB stored

## County Website Visits

Number of County website visits each fiscal year (Goal: 650,000 or more)

Owner: John Gallimore

Last Update: Jul 14, 2023 13:17:45



Comment  
204,242 total pageviews; 162,888 unique pageviews for FY23,Q1

Google Analytics changed June 1; statistics reset so only last 30 days available

## GIS Web Applications

Number of GIS web applications introduced / enhanced by June 30, 2023 (Goal: 15 or more)

Owner: John Gallimore

Last Update: Jul 14, 2023 13:24:19



**Goal 3.1.21**

Ongoing - Ongoing

Completed

Enhance Employee Wellness - Technology Solutions

Owner: John Gallimore

Update provided by Cindy Chapman on Jul 27, 2023 20:59:06

Update this period: This goal was met at 100%

**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, 2023. (Goal: 85% or greater)

Owner: John Gallimore

Last Update: Jul 27, 2023 20:58:47

