

# INFORMATION SERVICES

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## **Mission**

*To support the County government in accomplishing its mission and goals by providing technological systems and services.*

**Department Summary:** Information Services provides strategic information technology planning, decision support services, and day-to-day-operations in nine core areas to all county departments, technological collaboration and support with the schools and state and federal agencies, and professional collaboration and coordination with other jurisdictions throughout the state.

**IT Governance** - Provide organizational strategic, enterprise-wide guidance and input for technology and systems that allows the county to meet service demands and maximize financial investment in technology.

**800MHz Public Safety Radio Communications and Infrastructure** - Manage and support the public safety 800MHz radio system throughout the County, which includes two existing towers, one tower under construction, and planning for two additional proposed towers. Support 2500 radios for first responders, county departments, and schools, to include first responder tone paging system and other related systems.

**GIS** - Provide geographical information to citizens and staff through the Internet, Intranet, desktop applications, direct system interfaces, and traditional mapping products. Used for enhancement to public safety, land development, and business systems by providing seamless access and easy methodologies to spatially view data according to geographical location. Responsible for site plan, survey review, and E-911 addressing.

**Application Development/ Integration/Project Management** – Provides comprehensive services in the deployment of new application systems, process re-engineering, systems acquisition support, project management, and business analysis.

**Network Services, LAN/WAN Network Infrastructure, and Telecommunications** – Provide management, security, and support of host computer systems, servers, LAN/WAN enterprise network and wireless access serving county facilities over 409 square miles. Provides support for 70+ servers and 5.0 terabytes of production data. Manages firewall security and virus protection for all county systems. Provides day-to-day operations of network and telecommunications infrastructure, long-range planning for future expansion of county facilities, disaster planning, and contingency planning. Provides oversight and management of cell tower leases and revenues.

**Customer Service/ Operational Support** – Provide day-to-day operations of enterprise facilities, county network. Supports approximately 1000 personal computers, laptops, 35 county sites, 150 printers, 175 mobile computer terminals, and other related peripherals, such as cell phones, scanners, PDAs, etc.

**Applications Maintenance and Support** - Perform ongoing maintenance, enhancement, and support of existing business systems, and day-to-day problem identification and resolution. Supported systems include all county financial and revenue collection systems, as well as document management, eGovernment, BOS and Planning Commission Agenda Packet Systems.

**Telephone Service and Support** – Provide management, security, and support of the countywide telephone system.

**Government Channel, Audio/Visual, Security Cameras, Electronic Building Security Access** - Support the cable television broadcasting of Comcast, Verizon, and Cox, which include live production of BOS and Planning Commission meetings, support for broadcast of other public service, community productions, and video editing and support technology. Also supports multiple electronic security camera and lock systems.

Information Services also serves on the followings committees: Communications Task Force, Information Services Steering Committee (ISSC) Cable Television & Telecommunications Commission (CTTC), Virginia Local Government Information Technology Executives (VaLGITE), and Fredericksburg Area CIO Group.