

Information Technology

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Mission

The mission of the Information Technology (IT) Department is to provide quality, responsive and cost-effective information technology solutions and services that enable County departments, agencies, and local government units to be successful in achieving their respective missions, striving always to exceed expectations.

Overview

The Kent County Information Technology (IT) Department links County services to the general public by providing a secure and robust computing environment to more than 30 departments and several local governments. The Information Technology Department is organized into work teams that facilitate delivery of application and infrastructure services.

- **Security Team:** Works to insure that County IT implements security measures across applications and infrastructure to support constituent expectations and regulatory or statutory requirements as well as educates County staff on appropriate behavior relative to cyber security
- **IT Service Desk:** Responds to user problem reports and service requests, and provides support for staff computers, printers, and desktop applications
- **Application Teams:**
 - **Financial Systems Team:** Maintains software for the County's accounting, payroll, and human resource systems
 - **Justice Systems Team:** Supports applications for the County Prosecutor's Office, multiple courts, the Sheriff's Department, and the Correctional Facility
 - **Geographic Information Systems Team:** Supports the design, implementation, and maintenance of GIS.
 - **Specialty Applications:** Provides customer applications design, support, and implementation capabilities to County staff
- **Infrastructure Teams:**
 - **Network Support Team:** Supports the networks which connect systems within the County, the County's connection to the Internet, and secure connections to local governments and the State of Michigan, as well as the County's PBX telephone system
 - **Systems Team:** Operates, administers, and maintains the servers, storage, archival, and backup systems that support the County's computing environment

Major projects planned include continued upgrades to the County's network infrastructure, including wireless network deployment, improvements to our ability to work collaboratively both internally and externally, security enhancements to maintain compliance with all applicable regulations and industry best practices, expansions in storage capacity, and efforts aimed at reducing cost and increasing efficient operations.

Strategic Goals

Strategic issues for the Department include:

- Provide a full range of application services, including consulting, project management, and business process analysis/re-engineering (Proactive and Innovative Government)
- Reduce cost of Kent County government operations (Efficient Use of Resources)
- Maintain/enhance partnerships and relationships that support the mission of Kent County government (Proactive and Innovative Government)
- Provide a robust and flexible computing infrastructure that is capable of handling current and projected needs of internal customers and external client agencies (Efficient Use of Resources)
- Provide leadership to the County in applying technology to the challenges of local government in the 21st century (Proactive and Innovative Government)
- Provide responsive and cost-effective support of installed applications, services, and hardware (Efficient Use of Resources)

Significant Accomplishments

- The Specialty Apps team implemented an OnBase solution at the Drain Commissioners Office designed to reduce their paper footprint. Existing historical paper documents were scanned by a third-party vendor and are being imported into Onbase. In addition to importing historical documents, all new documents related to drains are being scanned in as well. Notably, because of this project they were able to reclaim a room that once was filled with file cabinets. Moving forward, we are looking at making the images in OnBase available to mobile devices, and further data integration with GIS.
- The Specialty Apps team implemented the first phase of an OnBase solution to allow the Sheriff's Department to enter warrant requests electronically. This includes a web portal for data entry, and a workflow component used by the Prosecutors Office for processing requests, allowing warrant requests to move through the Prosecutors Office electronically, eliminating paper movement. This functionality is intended to expand to other municipal law enforcement agencies in the future.
- The Security Team continued to enhance the County's overall IT security position by launching a new security awareness training program, KnowB4, designed to measure and increase employee vigilance and overall knowledge of security best practices regarding email. Additionally, implementation of the Rapid7 vulnerability management platform and conducting routine external web penetration testing are providing increased visibility of critical security elements and improving confidence in the County's overall IT security posture.
- The Service Desk worked with Facilities Management to extend their work order/ticketing system into the Facilities Management department, replacing a legacy work order system and improving workflow for maintenance requests and tracking preventive maintenance. Additionally, the same system was expanded within IT to introduce improvements related to change management process discipline and communication.
- In 2018, the Network Team completed a major upgrade to the County's "core" network, significantly improving bandwidth availability between/within the County's datacenters and improving overall resiliency. Current performance metrics indicate connectivity between datacenters is considered world-class.
- The Financial Team supported the County-wide implementation/go live of the human resource component of the A360 ERP system. Significant efforts went into data conversion, interface testing, and ongoing support.
- The firm that handles management of the accessKent website released a new administrative application for the Animal Shelter staff as well as a dog licensing portal for veterinarians and other local units. They continue to manage and support over sixty web applications used by the public and internal county employees.

DEPARTMENT: INFORMATION TECHNOLOGY

Department Mission Statement:

Our mission is providing quality information technology services, enabling our customers to be better at what they do.

Service Area: Service Desk

Service Area Mission Statement:

Provide a single point of contact for anyone requiring support or requesting service from the Information Technology department

Goal

- Provide continuous improvement in response to those who have trouble or require additional services in using County computing resources.

Objectives

- Meet or exceed the published Service Level Agreement levels of 90% when responding to problems or service requests.
- Maintain our rating in the annual IT survey for responsiveness at or above 4.20 (out of a possible 5.0)
- Maintain our rating in the annual IT survey for quality of service at or above 4.20 (out of a possible 5.0)

Indicators	2015 Actual	2016 Expected/ Actual	2017 Expected/ Actual	2018 Expected/ Actual
Outcomes				
Responsiveness to requests (from annual IT survey)	4.05	>4.20/ 4.17	>4.20/ 4.28	>4.20
Quality of service provided (from IT survey)	4.19	>4.20/ 4.30	>4.20/ 4.24	>4.20
SLA achievement (all categories)	86.63%	>90.00%/ 90.68%	>90.00%/ 84.52%	>90.00%

Indicators	2015 Actual	2016 Expected/ Actual	2017 Expected/ Actual	2018 Expected/ Actual
Outputs				
Number of computers supported	1,800	1,850/ 1,824	1,850/ 1,784	1,800
Number of users (IDs) supported	2,150	2,150/ 2,600	2,630/ 2,679	2,680
Number of problem tickets closed	9,102	8,000/ 6,614	7,200/ 7,691	7,700
Number of service tickets closed	4,509	4,500/ 2,921	3,600/ 6,527	5,000

Service Area: Website Development and Management (accessKent)

Service Area Mission Statement:

To provide an online presence that is well organized, easy to use, dependable, convenient, and representative of the values of Kent County.

Goals

- Provide an attractive, easy-to-use online portal that assists citizens and other interested parties
- Increase operating efficiencies by providing online transactions that are available 24 hours a day

Objectives

- Increase traffic to the site by at least 5% annually
- Increase document downloads by at least 5% annually
- Maintain overall satisfaction as measured by the IT survey at or above 4.10 (out of a possible 5.0)
- Increase online adoption rate for Vital Records to 24%
- Increase online adoption rate for Deeds to 80%

Indicators	2015 Actual	2016 Expected/ Actual	2017 Expected/ Actual	2018 Expected/ Actual
Outcomes				
Number of web site visitors	2,376,974	>2,200,000/ 2,213,231	>2,200,000/ 2,872,504	3,100,000
Overall satisfaction (from IT survey)	4.13	>4.05/ 4.20	>4.10/ 4.22	>4.10
Adoption rate for Vital Records	23.40%	>24.00%/ 23.50%	>23.50%/ 27.00%	>28.50%
Adoption rate for Deeds	88.30%	>90.00%/ 89.00%	>90.00%/ 88.90%	>89.50%
Number of document downloads	781,991	>850,000/ 582,262	>600,000/ 596,956	>640,000

Indicators	2015 Actual	2016 Expected/ Actual	2017 Expected/ Actual	2018 Expected/ Actual
Outputs				
Number of content page views	7,320,170	>7,500,000/ 6,236,721	>6,500,000/ 7,906,170	>8,500,000
Number of customer transactions	262,261	>270,000/ 293,473	>300,000/ 316,123	>335,000
Total revenue generated	\$2,015,860	>\$2,200,000/ \$2,311,979	>\$2,500,000/ \$2,508,119	>\$2,600,000
Portal revenue generated	\$222,713	>\$225,000/ \$254,148	>\$265,000/ \$282,845	>\$293,000

Service Area: Application Services

Service Area Mission Statement:

Provide cost-effective and high quality services for implementation, integration, and maintenance of software applications that support County departments and agencies

Goal

- Provide high quality, cost effective application development, integration, and maintenance services to County departments and agencies

Objectives

- Maintain our rating in the annual IT survey for responsiveness at or above 4.20 (out of a possible 5.0)
- Maintain our rating in the annual IT survey for quality of service at or above 4.20 (out of a possible 5.0)

	2015 Actual	2016 Expected/ Actual	2017 Expected/ Actual	2018 Expected/ Actual
Indicators				
Outcomes				
Responsiveness to requests (from annual IT survey)	4.24	>4.10/ 4.02	>4.20/ 4.08	>4.20
Quality of service provided (from annual IT survey)	4.23	>4.10/ 4.03	>4.20/ 4.12	>4.20

	2015 Actual	2016 Expected/ Actual	2017 Expected/ Actual	2018 Expected/ Actual
Indicators				
Outputs				
Number of problem tickets completed	578	550/ 518	525/ 493	510
Number of service requests completed	553	550/ 523	525/ 626	575
Number of OnBase Users	681	881/ 491	620/ 384	420
Number of documents in OnBase	5,535,572	6,270,000/ 6,893,000	8,616,000/ 7,511,904	8,263,000

Service Area: Infrastructure Services

Service Area Mission Statement:

Provide a stable, reliable, secure, and cost-effective computing environment that supports County departments, agencies, and local units of government.

Goal

- Provide a stable, reliable, secure, and cost-effective computing infrastructure environment that supports County departments, agencies, and local units of government.

Objectives

- Maintain average server availability at or above 99%
- Maintain the number of servers supported per staff at 45
- Maintain the number of network components supported per staff member at 115
- Maintain our rating in the annual IT survey for network responsiveness at or above 3.90 (out of a possible 5.0)
- Maintain our rating in the annual IT survey for availability of system resources at or above 3.90 (out of a possible 5.0)
- Decrease the number of unplanned service outages

	2015 Actual	2016 Expected/ Actual	2017 Expected/ Actual	2018 Expected/ Actual
Indicators				
Outcomes				
Average services availability	97.00%	>99.00%/ 99.50%	99.90%/ 99.99%	99.95%
Network responsiveness (out of 5.0)	3.91	>3.90/ 3.93	>3.90/ 3.96	>3.95
Availability of system resources (out of 5.0)	4.04	>3.90/ 4.07	>3.90/ 4.12	>4.00
Number of unplanned service outages	32	25/ 18	22/ 14	20

	2015 Actual	2016 Expected/ Actual	2017 Expected/ Actual	2018 Expected/ Actual
Indicators				
Efficiencies				
Servers supported per staff	52.88	56.00/ 54.75	46.50/ 54.71	50.00
Network components supported per staff	127.67	130.00/ 119.00	120.00/ 104.33	108.33
Storage utilization	68.29%	75.90%/ 89.13%	75.00%/ 79.76%	65.00%

Indicators	2015 Actual	2016 Expected/ Actual	2017 Expected/ Actual	2018 Expected/ Actual
Outputs				
Number of servers managed by IT	423	448/ 438	375/ 383	350
Number of external network connections managed by IT	67	67/ 52	52/ 50	50
Number of network components managed by IT	383	390/ 357	360/ 313	325
Number of problem tickets completed	1,214	1,250/ 794	1,000/ 915	950
Number of service requests completed	2,141	2,150/ 1,941	2,100/ 2,000	2,100
Online storage capacity (terabytes)	230.40	230.40/ 230.40	260.00/ 250.00	280.00
Online storage utilized (terabytes)	157.36	174.86/ 205.29	195.00/ 199.40	205.00