



## MONMOUTH COUNTY IT SHARED SERVICES

### *Monmouth County Information Technology Services* *Mission Statement*

*“Provide high quality infrastructure, support, and innovation in the planning, development, deployment, and integration of state-of-the-art information technology products and services for all Departments in the County of Monmouth”*





## MONMOUTH COUNTY IT SHARED SERVICES

### *Monmouth County Information Technology Shared Services* *Our Focus*

*To be a partner-focused organization that delivers high quality technology shared services through the value of cost, reliability, and insight that helps partners improve business and minimize risk or loss*



## MONMOUTH COUNTY IT SHARED SERVICES

### *Monmouth County Information Technology Services*

#### The ITS Team:

- Network Operations (NetOps)  
Support Data Servers, Storage and Backup in multiple data centers
- Application Development (AppDev)  
Develop custom Applications for various Departments
- Service Desk (SDesk) – ITIL and HDI Certified  
Support hardware and software for over 1,300 computers
- Voice, Infrastructure and Security (VISe)  
Support Voice, Video, Wireless and Security Infrastructure
- Business Management  
Support day to day operations with procurement, budgeting and asset management



## MONMOUTH COUNTY IT SHARED SERVICES

### **Data Center Footprint**

- Raised Floor Area
- Rack space with dual Power Distribution Unit's (PDU) and networking
- Redundant 120 KVA, 3 phase Uninterruptable Power Supply (UPS)
- Redundant Liebert Cooling Systems
- Air and Humidity Levels Monitored and Controlled
- Fire Suppression System
- Diesel Generator
- Secured locked facility with Security Guard and badged entry
- Surveillance cameras with monitor and video archive
- Green Computing though Virtualization - Hardware Reducing, Cost Saving and Energy Saving Technology
- Offsite Disaster Recovery (DR) Location



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## MONMOUTH COUNTY IT SHARED SERVICES

### *Our Data Center Service Catalog*

#### **Connectivity**

- Diverse ISP Connections to the Internet
- Gigabit Fiber Optic Network Backbone
- Wide Area Network (WAN) Connectivity, support over 35 County Buildings through Private Fiber, Verizon, LightPath, and Comcast
- Network Load Balancers (99.9% Application Uptime)
- Backup Recovery and Data Deduplication (Specialized compression for eliminating repeating data)
- Data and File Level Replication (Real time data synchronization to DR)
- Real-Time Network Monitoring and Alerting





## MONMOUTH COUNTY IT SHARED SERVICES

### *Our Data Center Service Catalog*

#### **Security**

- High Availability Firewalls
- Intrusion Detection System (IDS) to detect malicious activity
- Intrusion Prevention System (IPS) to prevent malicious activity
- Multiple Endpoint Applications for Virus and Malware Detection
- Member of;
  - ✓ Multi-State Information Sharing and Analysis Center (MS-ISAC)
  - ✓ Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC)
  - ✓ New Jersey Cybersecurity and Communications Integration Cell (NJCCIC)
- Cyber Initiatives through Homeland Security and AT&T
  - ✓ Weekly Hygiene Reports
  - ✓ Penetration Testing - External and Internal
- SysAdmin, Audit, Network and Security (SANS)
  - ✓ Securing the Human - End-user Awareness Training including email Phishing awareness
  - ✓ Certified Forensic Engineer
- Cyber Operations Security Team – Incident Response through AT&T Partnership



## MONMOUTH COUNTY IT SHARED SERVICES

### *Technology Offering*

What we provide - Rent our Space

- Colocation Data Center offers municipalities enhanced security, redundancy and connectivity by utilizing economies of scale
- Rack Space, Networking , Cooling and Dual Power Distribution
- Encrypted Connectivity through Internet Service Provider
- Real-time network monitoring
- 24x7x365 Remote Access
- In-house certified technicians and engineers
  - ✓ Facility Technicians
  - ✓ Network Engineers
  - ✓ NOC Technicians
  - ✓ Security Administrators

❖ What you provide: Server and Storage

*“All this with minimum cost and complexity”*



## MONMOUTH COUNTY IT SHARED SERVICES

### *Take Away Questions*

- ✓ What is your current strategy for Disaster Recovery – Data, Server, and Facility?
- ✓ Do you currently utilize virtualization technology?
- ✓ Who supports your Information Technology (IT)?
- ✓ Are you familiar with cloud technology offerings?
- ✓ How can we help with short and long term needs?



# MONMOUTH COUNTY IT SHARED SERVICES

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