



Information Technology

Barnstable County Information Technology Department
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The Barnstable County Information Technology Department was formed in July of 2005. The mission of this department is to provide the staff and offices of the County of Barnstable with high quality advice and support in the technology and communications fields. The IT staff will maintain computer hardware and software, recommend, design and implement technology improvements, install and test hardware and software, and provide day-to-day troubleshooting and support. The Information Technology department manages and administers the County's networks and multi-user systems.

Over the course of the past year, the County hired Neu-Eon Technologies to perform the first Strategic Technology Assessment for the County. While the report found that the Information Technology department has built a strong foundation for IT at Barnstable County, key recommendations for improvements were made.

Recommendations for Improvement:

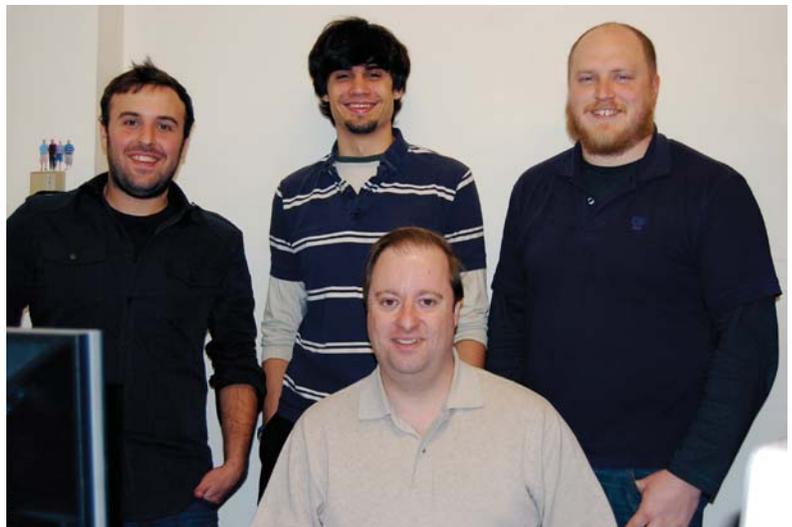
Create an IT Department Charter;

Create a set of IT policies to guide computer use at Barnstable County;

Barnstable County Annual Report FY 2010

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*Back: Billy Travers, Ryan Johnson, Chris Burt
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Remove web development from the department charter and re-locate web hosting off-site;

Create the IT Working Group to work directly with IT for planning and guidance;

Outline a three-year phase-in of all recommendations contained on the plan.

Other highlights of the past year in the Information

Technology department include:

Implemented an automated Help Desk ticketing system to track all support requests to the Information Technology Department. The system provides step-by-step communication to users on their particular support issue.

Handled a record number of support requests, numbering almost 1200 over the course of the year.

Added a new building to the Barnstable County computer network and fiber ring, as a portion of the old jail was renovated in order to house the Health Department.

Completed the County's first IT security assessment. The focus of the assessment was compliance with the State's new law on protecting personal information of citizens of the Commonwealth of Massachusetts. Several compliance issues were identified and corrected. Several potential threats were also corrected.

Introduced the first blade server system to County IT operations. Blade servers are a greener technology that requires less energy and cooling.

Provided training to eight County departments on the WordPress content management system. Provided transition assistance where necessary to convert sites to this technology.

Began the process of implementing the Strategic Technology Assessment, including policy writing, improving backup services, and more.

Funded a one-year consultant position to provide additional IT technical support services for the County.