

Information Technology

Mission

To provide services that meet the diverse needs of our customers and build strong partnerships through leadership, collaboration and best practices in IT services management.

Program Description

The Information Technology department installs and maintains the PCs, laptops and telephone system for County employees. The department also provides technical and application support to registered County users.

Performance Measures

Sustainability Plan Goal:



Support Service - provides support for those departments and services that directly align with Buncombe County's Sustainability Plan goals.

Information Technology	2015/16 Actual	2016/17 Amended Budget	2016/17 Estimated	2017/18 Adopted Budget
Expenditures:				
Personnel	5,890,654	6,195,189	5,825,381	6,068,706
Operating	4,866,619	5,667,203	5,157,818	5,484,218
Capital	299,420	174,953	174,953	0
TOTAL:	11,056,693	12,037,345	11,158,152	11,552,924
Revenues:				
Restricted			5,400	5,400
Sales & Services	78,867	72,592	81,540	63,321
County	10,977,826	11,964,753	11,071,212	11,484,203
TOTAL:	11,056,693	12,037,345	11,158,152	11,552,924

		FY2016		FY2017		FY2018
		Target	Actual	Target	Actual	Target
Department Goal	Create a structure and culture that continually enhances the technology skills and abilities of the County workforce.					
Objective	Create/Improve technology training opportunities for County employees.					
Measure	Number of events and training opportunities offered.	40	33	25	13	10
Measure	Number of attendees.	200	364	250	220	200
Department Goal	Continuous improvement of service desk support operations.					
Objective	Reduce the most frequent and critical service desk submissions via the iSupport System.					
Measure	Number of service desk submissions involving identified target issues.	N/A	-60.74	-20%	-32%	-20%
Department Goal	Provide reliable, secure, and efficient technology infrastructure for all County departments.					
Objective	Minimize service interruptions via unscheduled server/network/radio downtime.					
Measure	Minutes of unscheduled service interruptions for County systems. (Percentage of available minutes).	99.90%	99.74%	99.90%	99.96%	99.95%