



## 2018 Department Report Information Technology & Communication Services

Tioga County's ITCS department has continued its work of providing reliable and effective information technology services to all County departments and several outside agencies. 2018 marks a transitional year for the department, as we have been gearing up to implement the planned shared services initiative as a component of the county-wide shared services plan. Highlights of efforts and projects in 2018 include:

- Migration of nearly all workstations from Windows 7 to Windows 10. Along with this upgrade, many security enhancements were made to the configuration of all County systems that take advantage of new Windows 10 technologies. Additional products and tools were implemented to simplify this process and prepare the IT department to handle additional systems from towns and villages utilizing the same staffing levels. This deployment took significantly less time than the last time the county infrastructure was migrated (Windows XP to Windows 7 in 2012-2014.)
- Extensive work on shared services with the constituent municipalities within the County to achieve savings. IT services were identified as a key area to achieve shared services savings with the Towns and Villages early in the year. A grant was submitted to New York State in the summer, and the County was notified it was awarded this grant in December, totaling ~\$210K. Under shared services, towns and villages in the County can elect to have the County's IT department manage their computer and technology infrastructure. This not only results in a significant upgrade in services for the entity, but reduces costs as much as 30%. The initial entities coming on board for shared services are the Town of Owego and the Village of Waverly.
- Staffing changes – Early in 2018 the department added a Geographic Information Systems (GIS) Technician position. This position brought in house work that was being paid through a consultant but also resulted in a significant enhancement of the capabilities of the GIS department. The ITCS department also had a nearly five-year period of staff stability come to an end, with the first retirement of a long-time employee occurring mid-year. This individual has been with the County just over 10 years. In late 2018, the department hired a new position to replace this – Network Administrator. The goal of the new Network Administrator position is, in part, to make the department better prepared for the upcoming IT shared services work.
- Build-out of Southern Tier Network – The department has been working closely with Southern Tier Network (STN) to ensure the successful completion of the large fiber optic network being constructed in the County. This project was funded with state money and STN is a non-profit entity that holds this fiber as a public good. A nexus point for this

network has been built in the County Office Building at 56 Main Street that can be utilized by other providers seeking to build enhanced services for County residents and businesses. The overall goal is to enable more competitive Internet service providers to enter our markets. As of the end of 2018, two providers have signed agreements to utilize space in our facility, helping to make that goal a reality.

- Continued cost savings identified – The ITCS department continued to routinely identify ways to either save costs or achieve efficiencies in County operations through the year. In 2018, a large number of the County's copier fleet was due for lease renewal. ITCS identified new contracts for copiers that reduced the County's cost over 5 years by 60% (\$250K savings, \$50K/yr.)

Looking into 2019, the department is gearing up for the onboarding of municipalities for shared services as well as other potential projects which include items such public wireless via the Tourism office and the deployment of technology known as LoRaWAN, a low-power long-range wireless technology useful for businesses and entities throughout the County. The County has migrated the role of Director of Information Technology to the new title of Chief Information Officer, to reflect the changes that have occurred in the department and the broader scope of IT's role in various aspects of the County's operations, and the department staff continues to be active in state-wide staff development initiatives in an effort to ensure the County's IT efforts are guided by up-to-date trends and technologies.

Report Submitted By:

Douglas Camin

A handwritten signature in black ink, appearing to read "Douglas Camin". The signature is stylized and cursive.

Chief Information Officer  
January 31, 2019