Information Technology Performance Measures

May 11, 2021

Information Technology

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.

	%	#
🟢 On Track	43.75	7
🔵 Completed	56.25	9

GOAL: Provide an increasing level of service to those that use the County's computing resources when they experience problems or require additional services

	%	#
🟢 On Track	50.0	1
🔵 Completed	50.0	1

Updated on May 05, 2021 19:06:57

Continued collaboration with various departments to increase efficiency and capability of remotely-working staff.

Jan 01, 2019 - Ongoing | On Track

Onbase document management system

Continues to improve organizational reach and impact. Highlights included numerous process improvements for various departments (Probate Court, Drains), new training methodology for employees and IT staff, and an application upgrade that will provide increased functionality and enhanced security.

Updated on May 05, 2021 18:59:03

Completed major upgrade to document management platform which positions this application for electronic signature capabilities, expected in 2021.

Ongoing - Ongoing | Completed

Employee Notification System

Working with Emergency Management and Communications to implement new employee notification system.

Updated on Feb 16, 2021 18:59:51

Status updated to "Completed"

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

	%	#
🟢 On Track	100.0	1

Updated on May 05, 2021 19:06:14

Currently engaged in 40+ system integration projects for various departments.

| Ongoing - Ongoing | On Track |

Objective: Meet or exceed the published Service Level Agreement levels of 90% when responding to problems or service requests.

For 2019 and 2020, IT managed an average of 16,000 service tickets/year (1,334/month)

New Measure

Objective 15.2.1 Objective: Meet or exceed the published Service Level Agreement levels of 90% when responding to ...

% of Time Service Meets or Exceeds Service Level Agreements

● Actual　—●— Goal
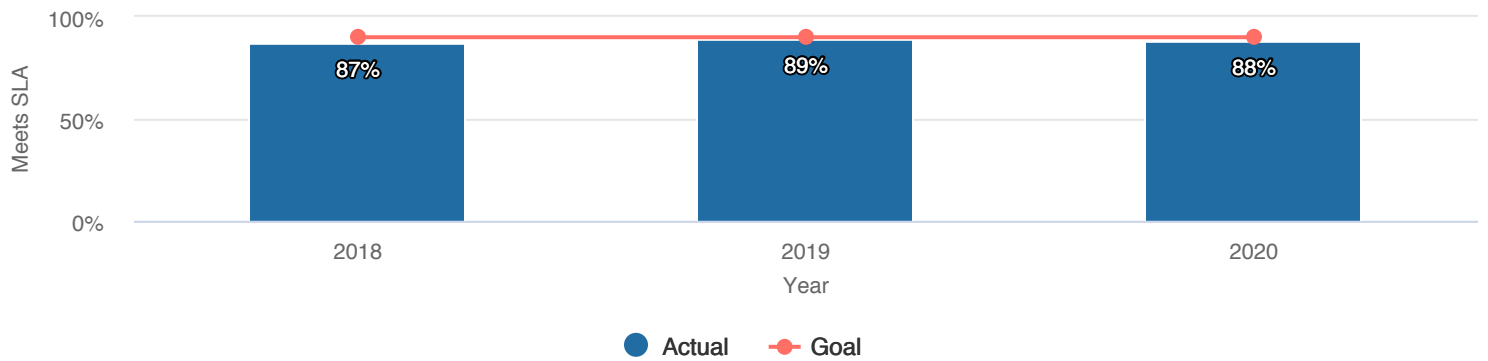
GOAL: Provide a stable, reliable, secure, and cost-effective computing infrastructure environment that supports County departments, agencies, and local units of government.

	%	#
● On Track	75.0	3
● Completed	25.0	1

IT Security

- Deployment of multi-factor authentication for select applications.
- Implementation of platform for better managing cloud-based applications.

Jan 01, 2019 - Dec 31, 2019   Completed

Enterprise Storage Replacement – The replacement of the County's legacy EMC storage infrastructure with new Pure storage platform significantly increases storage capacity and performance while maintaining resiliency and reducing overall physical footprint and energy consumption.

Updated on Feb 10, 2020 18:32:04

Jan 01, 2020 - Ongoing   On Track

The County continues to increase use of functionality included in the Microsoft Office 365 environment to support initiative such as data analytics and other departmental workflow and process improvements. This includes increased adoption of Sharepoint, OneDrive, and PowerBI platforms.

Updated on Feb 10, 2020 18:32:14

Ongoing - Ongoing   On Track

New Phone System

Have begun planning for the implementation of a new phone system in 2020, which will have significant impact on the organizational culture of the County. Anticipated improvements/enhancements will allow employees and staff to self-manage their desired way of interacting with the phone system, make better use of already established platforms, such as Office 365 and mobile phones, and increase engagement capabilities for interacting with County customers.

*Updated on May 06, 2021 15:47:18*

Ongoing - Ongoing   On Track

Decrease the number of unplanned service outages, maintaining average server availability at or above 99%.

- 99% availability = 3.65 days/year or 7.2hours/month of downtime
- 99.95% availability = 4.38 hours/year or 21.56 mins/month of downtime

IT - % Services Availability

Objective 15.3.7 Decrease the number of unplanned service outages, maintaining average server availability at or a...

% Services Availability
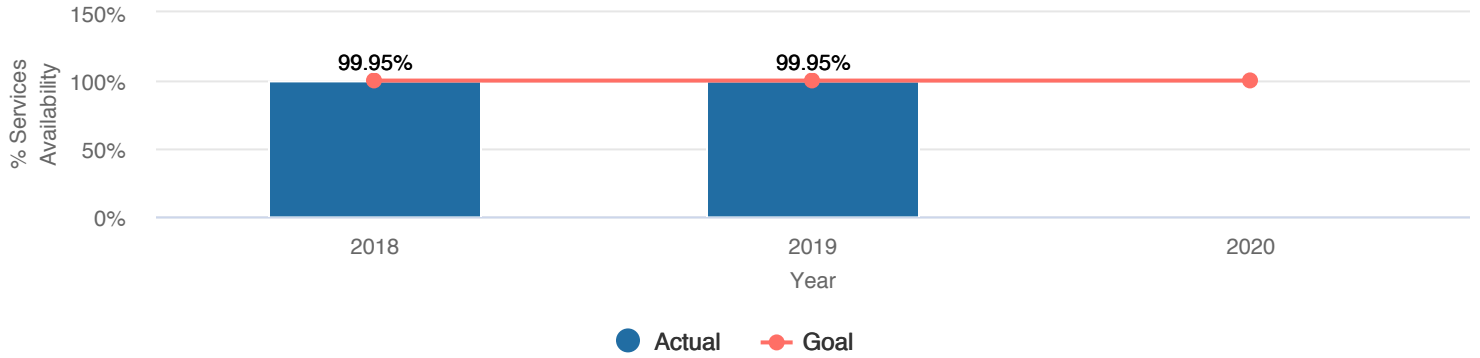
GOAL: Provide an attractive, easy-to-use online portal that assists citizens and other interested parties

	%	#
● On Track	100.0	1

Updated on Feb 10, 2020 18:32:38
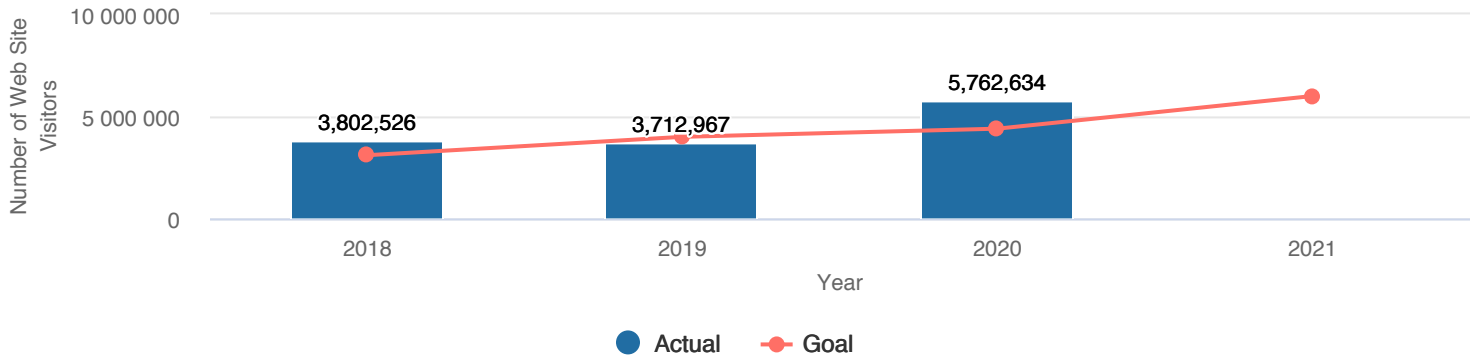
Ongoing - Ongoing	On Track

Increase traffic to the site by at least 5% annually

IT - Number of Web Site Visitors

Objective 15.4.1 Increase traffic to the site by at least 5% annually

Number of Web Site Visitors

GOAL: Educate County staff on Information Security awareness.

	%	#
● On Track	100.0	1

Ongoing - Ongoing	On Track	*Updated on May 06, 2021 15:41:07*

Objective: Maintain average email phishing-prone percentage of County staff at less than 10%.

A 10% positive response rate is considered acceptable industry best-practice, 5% is considered optimal.

New Measure

Objective 15.5.1 Objective: Maintain average email phishing-prone percentage of County staff at less than 10%.

% of Email Phishing-Prone Staff
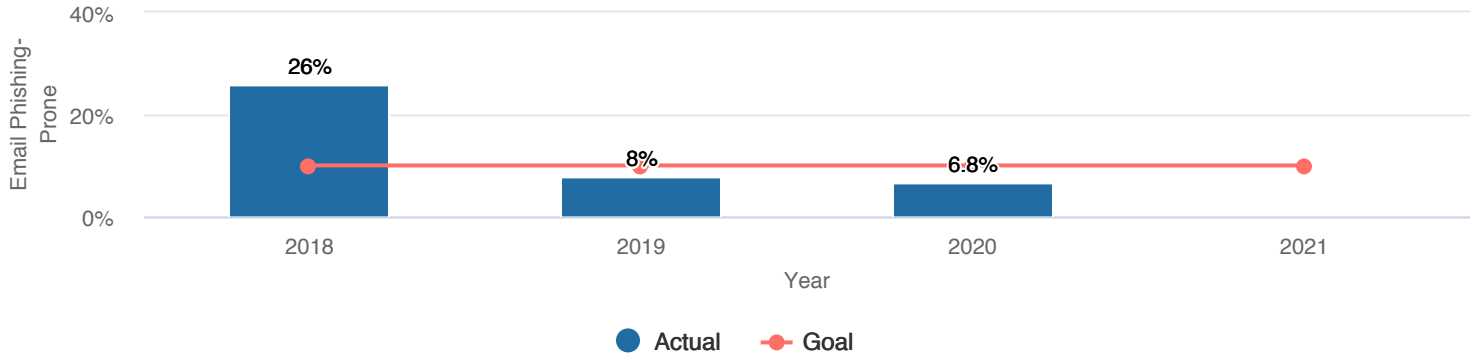
Significant Accomplishments

	%	#
● Completed	100.0	7

Feb 20, 2020 - Dec 31, 2020 | Completed

Remote Work Support

The IT Department successfully enabled large-scale remote work capabilities for County staff tasked with, if possible, working remotely while maintaining their respective critical services. This included the deployment of several hundred new laptop computers and signaled the transition of the County work force from an office-based work force to a remotely-capable work force. To support this effort, various changes to the traditional IT service model were necessary including a revised IT Service Desk support workflow, the implementation of a new endpoint security platform, increased IT security monitoring and logging, and the ability to utilize County phone services from remote work locations. At the same time, IT successfully supported the migration of the Courts system to a virtual presence, including County-wide Court implementation of Zoom while preserving required recording capabilities. As the pandemic continued, IT collaborated with various departments to continually increase efficiency and capability of remotely-working staff.

Significant Accomplishment
Innovation

Jan 01, 2020 - Dec 31, 2020 | Completed

Sheriff Dept Support

The IT Department continues to support numerous projects at the Sheriff Dept requiring technology input and cross-platform integration, including a new Video Visitation system, selection of a new Jail Management System, facility security camera upgrades, in-car and body-cam video systems, and ongoing upgrades to critical information and fingerprinting systems.

Significant Accomplishment
Collaboration

Feb 01, 2020 - Dec 31, 2020   Completed

IT Security Upgrades

The IT Department has made several enhancements to IT Security, including the implementation of Carbon Black, a behavior-based endpoint security tool, increased use of encryption on deployed laptops, and numerous capability enhancements and alerting for system logging and access attempts. Cumulatively, these efforts increase confidence in the knowledge of which devices are on the County network, when, and what is occurring. Future enhancements include the deployment of multi-factor authentication for select applications as well as a platform for better managing cloud-based applications, which continue to increase the complexity of IT's service portfolio.

Significant Accomplishment
Innovation

Jan 01, 2020 - Dec 31, 2020   Completed

Upgrades

Onbase Upgrade – The IT Department has recently completed a major upgrade to our document management platform (Onbase), which helps position this application for electronic signature capabilities, which is expected early in 2021.

GIS Upgrade – The IT Department completed a significant architecture upgrade to the County's GIS platform.

Significant Accomplishment
Innovation

Jan 01, 2020 - Dec 31, 2020   Completed

Data Analytics – The IT Department provided substantial input and support to the County's ongoing data analytics initiative.

Significant Accomplishment
Collaboration

Feb 01, 2020 - Dec 31, 2020   Completed

Remote Collaboration Platforms

County staff has successfully embraced remote collaboration platforms such as Zoom and Microsoft Teams, internally and externally, and used them creatively to maintain County services with minimal disruption.

Significant Accomplishment
Innovation

Jan 01, 2020 - Dec 31, 2020   Completed

Mass Communication Tool

The County has implemented the Everbridge mass notification for County staff, and is using it in a limited capacity at the Sheriff Dept and IT Dept, with additional usage expected to increase in 2021.

This tool was implemented with the input of a cross-functional governance team that will continue to provide ongoing feedback and usage throughout the County.

Significant Accomplishment
Collaboration