



LEE COUNTY IT DEPARTMENT FY 2008-2009

Goals & Objectives

Mission Statement: The mission of the Information Technology Department is to provide our customers with high quality, cost-effective, innovative, and responsive technical services.

Goal: (Network and Enterprise Services)

- Facilitate the collection, storage, security and integrity of electronic data on the enterprise network while ensuring appropriate, responsive and reliable data access.

Objectives:

1. Maintain enterprise services and data accessibility during 98% of working hours.
 - * Will log all network related outages with information about department, services affected and total outage time. Outage times will be calculated against total working hours.
2. Maintain adequate backup and recovery system for organizational data by performing validated, automated, recoverable backups within specified time constraints 95% of time.
 - * Data critical to organizational business – every 2 hours
 - * Data critical to departmental business – every 4 hours
 - * Data critical to individual business – every 8 hours
 - * Will measure what data is stored offsite and frequency of backup vs. above criteria.
3. Maintain a network with 95% of computers whose antivirus pattern files are up-to-date.
 - * Will monitor via the antivirus server logs the number of total computers on the network in comparison to the number of computers on the network that have antivirus pattern files that are at least 2 days within the pattern file of the local LAN server as well as ensuring that the antivirus server itself has antivirus pattern files no older than 12 hours of the parent Internet antivirus server.

Goal: (Helpdesk Operations)

- Guarantee that Lee County Employees have accurate, consistent, and timely solutions to system problems or issues.

Objectives:

1. Provide timely response to urgent and non-urgent IT Work Requests within given time constraints (Urgent – 4 hours, High -1day, Medium 3 days, Low – 5 days) for 95% of all received requests.
 - * Measure Time request was received vs. response time.
2. Provide issue resolution for user requests by maintaining less than 10% of requests that become overdue.
 - * Divide # of tickets overdue by number of requests received.

Goal: (Telecommunication Services)

- Develop, enhance, and manage the County's telecommunication system to provide high speed, transparent, and highly functional connectivity among all information resources in a cost effective manner.

Objectives:

1. Maintain incoming/outgoing voice communications 99% of all working hours.
 - * Will log all telecommunication issues with information about department, employee name, and total outage time. Outage times will be calculated against total working hours. If this percentage is not met within reason the specific phone systems for each department will be analyzed for the possibility of necessity for new or different technology to be put in place. Simply because the percentages are not met will not be the only causation of a department receiving a new or different telecommunications technology solution.