

PURPOSE

Telecom goals, objectives, and measures are included in Information Technology.

MAJOR PROGRAMS**INFRASTRUCTURE MANAGEMENT**

Includes installation, configuration, testing and maintenance for new and existing systems for the County Network, Voice/Data, Audio/Visual, Servers, Email and Storage Environment.

FY 2014 Goals & Objectives

- To deliver required and cost effective solutions for the replacement of the current Legacy Applications.
- To reduce the overall support and maintenance costs.
- Maintain 70-80% virtualization of county wide servers.

PERFORMANCE MEASURES	FY 2011 ACTUAL	FY 2012 ACTUAL	FY 2013 ACTUAL	FY 2014 Q1	FY 2014 Q2	FY 2014 Q3	FY 2014 Q4
Capacity Management							
Percentage of Servers Virtualized	n/a	n/a	76	77%	81%	84%	84%
Availability Management							
Court Management System	99%	99%	99.90%	100.00%	99.95%	100.00%	99.95%
PeopleSoft	98%	98%	98.90%	99.95%	100.00%	100.00%	100.00%
Email	n/a	n/a	99.90%	100.00%	100.00%	100.00%	100.00%
Internet	n/a	n/a	98.98%	100.00%	100.00%	100.00%	100.00%
Audio Visual	n/a	n/a	98.90%	100.00%	100.00%	100.00%	99.95%