

Telecommunications

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 2017 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.

	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Q1	FY 2017 Q2	FY 2017 Q3	FY 2017 Q4
Infrastructure Management								
Capacity Management								
% of Servers Virtualized	76.00%	84.00%	84.00%	84.00%	88.00%	89.00%	89.00%	89.00%
Availability Management								
Court Management System	99.90%	99.95%	100.00%	100.00%	99.00%	100.00%	100.00%	100.00%
PeopleSoft	98.90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
E-Mail	99.90%	100.00%	100.00%	100.00%	99.00%	100.00%	100.00%	100.00%
Internet	98.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Audio Visual	98.90%	99.95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%