FY 2020 Telecommunications Statistics

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.

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 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020* Q1	FY 2020* Q2	FY 2020* Q3	FY 2020* Q4
Infrastructure Management								
Capacity Management								
% of Servers Virtualized	84.00%	89.00%	89.00%	94.60%	95.00%	94.70%	94.50%	94.50%
Availability Management								
Court Management System	100.00%	100.00%	99.00%	99.00%	100.00%	99.00%	99.00%	100.00%
PeopleSoft	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
E-Mail	100.00%	100.00%	98.00%	100.00%	100.00%	99.00%	100.00%	100.00%
Internet	100.00%	100.00%	99.00%	97.00%	100.00%	99.00%	100.00%	100.00%
Audio Visual	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

*Disaster Declaration issued by County Judge March 16,2020 due to COVID-19