



Collin County IT



Collin County Information Technology
Caren Skipworth, IT Director

IT Re-Organization to ITIL

Information Technology Infrastructure Library (ITIL)

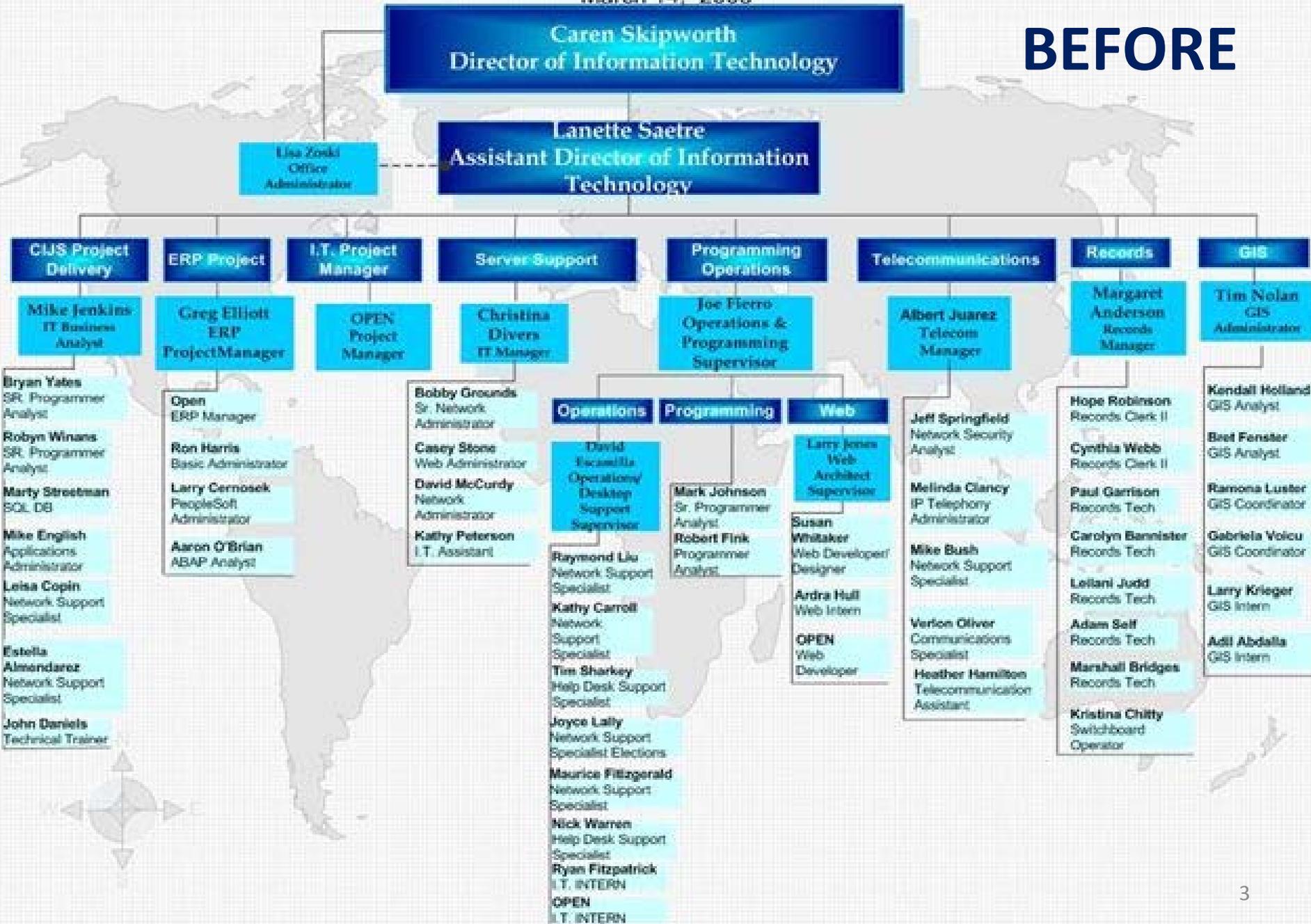
- ✓ Focused on improving customer service.
- ✓ Provides proven standards, documentation & repeatable processes.
- ✓ Follows best practices.
- ✓ Controls future IT staff growth.
- ✓ Uses IT resources more effectively by working smarter.

Collin County being one of the 1st County Governments in Texas to restructure to ITIL.

Information Technology Organizational Chart

March 14, 2008

BEFORE



Collin County Information Technology

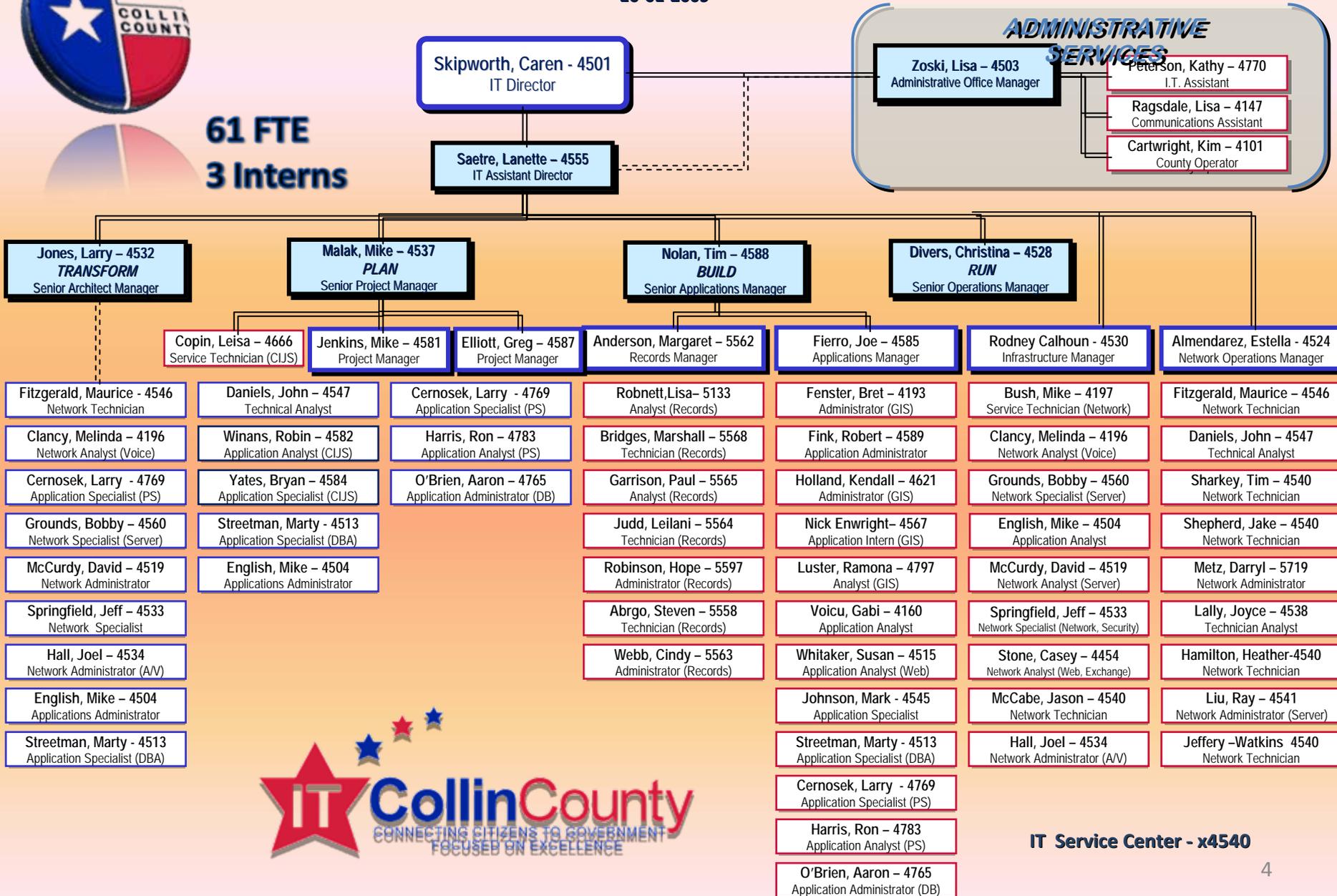
Organization Chart

10-01-2009

AFTER

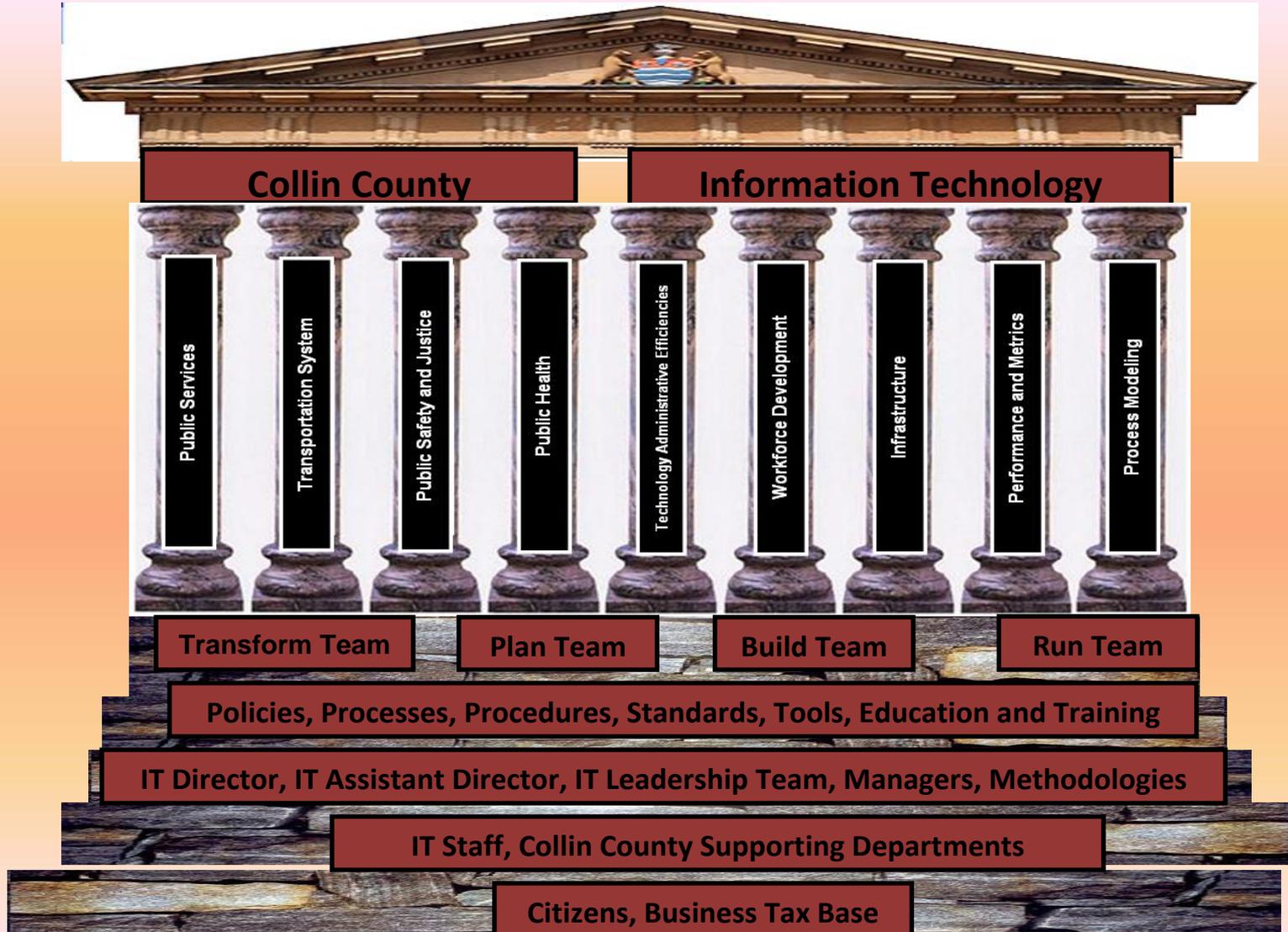


61 FTE
3 Interns



IT Service Center - x4540

Aligning IT PFP's with County's Goals



Collin County IT

Purpose:

The Department of Information Technology delivers qualitative and innovative information technology solutions to citizens, to the business community and to Collin County staff for convenient access to appropriate information and services.

Goals & Objectives:

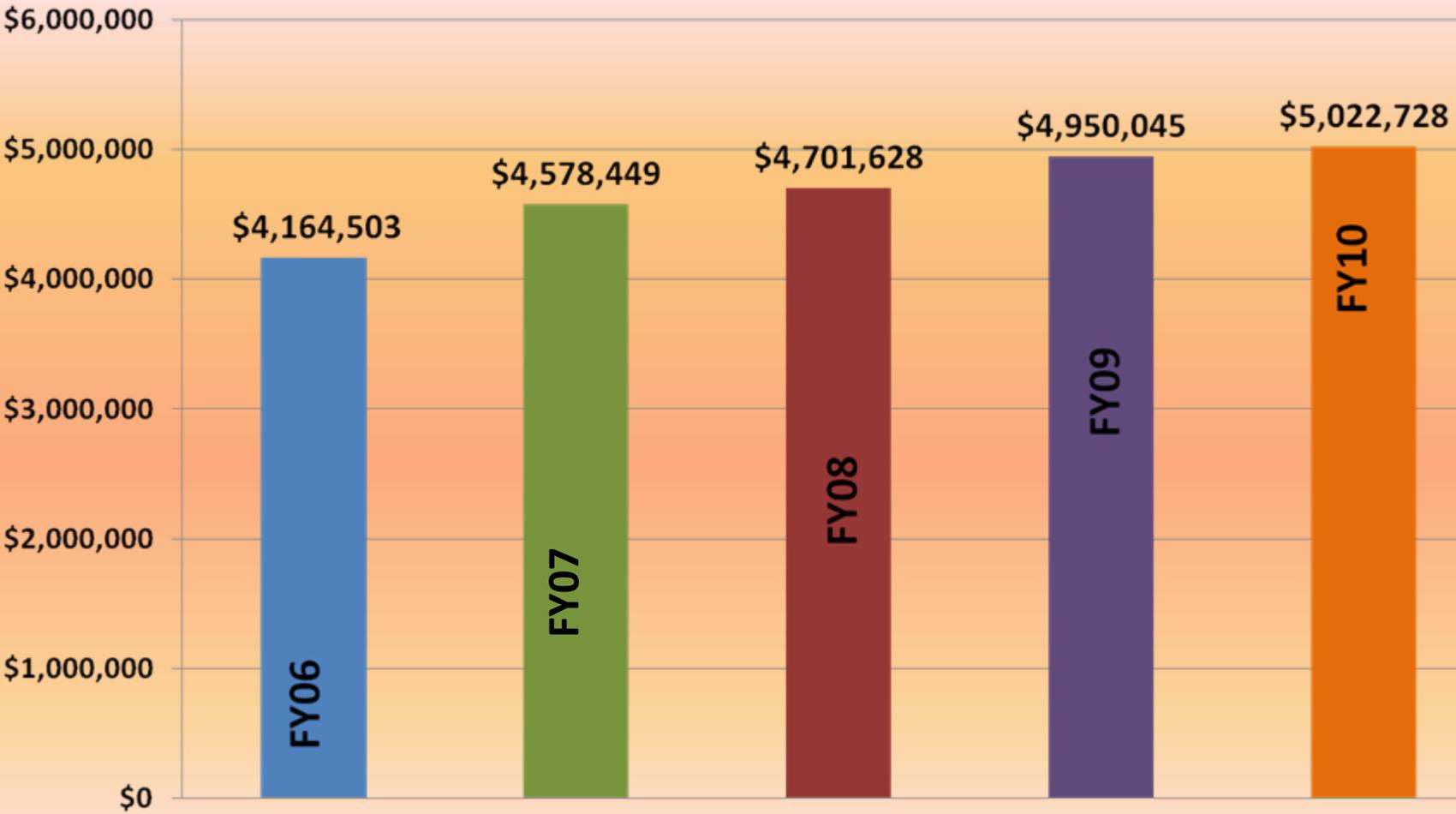
1. Work with County Departments to improve business operations by thoroughly understanding business needs and by planning, implementing and managing the best information technology solutions available.
2. Provide citizens, the business community and Collin County staff with convenient access to appropriate information and services through technology teamwork and eGovernment.
3. Ensure effective technical and fiscal management of the Department's operations, resources, projects and contracts.

Collin County IT Budget – 5 Years

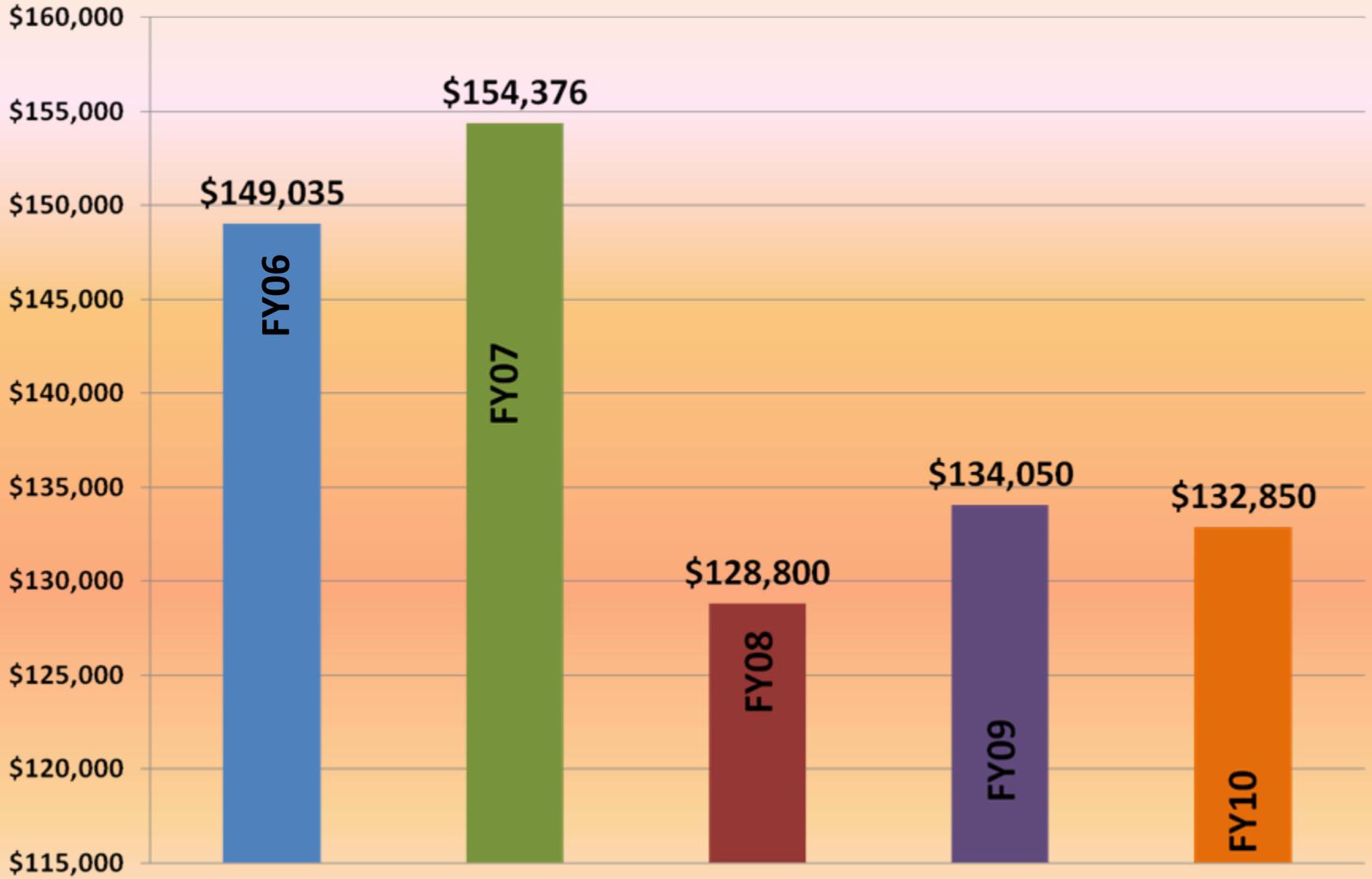
	2006 Adopted Budget	2007 Adopted Budget	2008 Adopted Budget	2009 Adopted Budget	2010 Adopted Budget
Salaries & Benefits					
I/T Admin-0601	2,366,796	2,653,585	2,725,747	2,874,630	2,894,179
Telecom-0620	456,133	441,791	582,894	613,248	630,665
Records-0630	393,045	457,714	470,597	475,897	489,192
ERP-0640	533,594	538,458	446,216	498,859	515,418
GIS-0650	414,935	486,901	476,174	487,411	493,274
Total	\$4,164,503	\$4,578,449	\$4,701,628	\$4,950,045	\$5,022,728
Traning & Travel					
I/T Admin-0601	90,500	100,341	86,000	91,000	92,000
Telecom-0620	20,400	20,900	19,500	21,000	17,600
Records-0630	6,800	7,300	4,200	3,200	3,100
ERP-0640	14,235	14,235	8,300	8,050	8,850
GIS-0650	17,100	11,600	10,800	10,800	11,300
Total	\$149,035	\$154,376	\$128,800	\$134,050	\$132,850
M&O					
I/T Admin-0601	16,025	12,025	64,430	11,500	20,500
Telecom-0620	55,821	19,700	7,417	16,871	1,100
Records-0630	79,330	75,500	52,700	104,400	51,200
ERP-0640	16,265	5,000	2,700	1,500	650
GIS-0650	37,000	37,000	40,051	39,551	35,600
Total	\$204,441	\$149,225	\$167,298	\$173,822	\$109,050
Capital					
I/T Admin-0601	765,267	25,560	323,669	296,256	20,000
Telecom-0620	28,024	57,133	32,959	28,838	0
Records-0630	2,984	6,602	2,025	23,567	0
ERP-0640	0	0	36,000	0	0
GIS-0650	0	21,211	4,625	5,510	0
Total	\$ 796,275	\$ 110,506	\$ 399,278	\$ 354,171	\$ 20,000

Grand Totals	\$5,165,219	\$4,838,180	\$5,268,204	\$5,478,038	\$5,151,778
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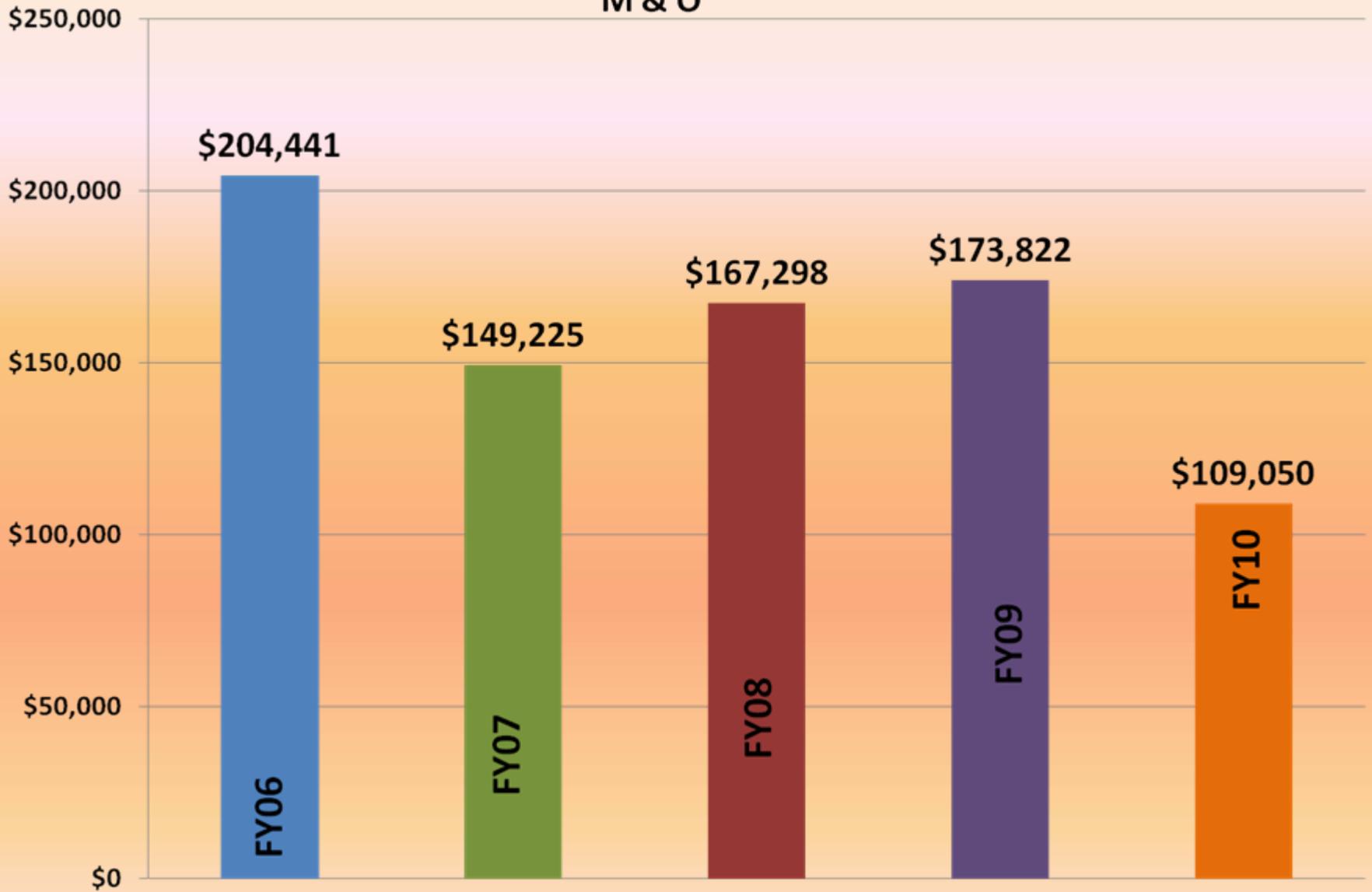
IT Salaries & Benefits



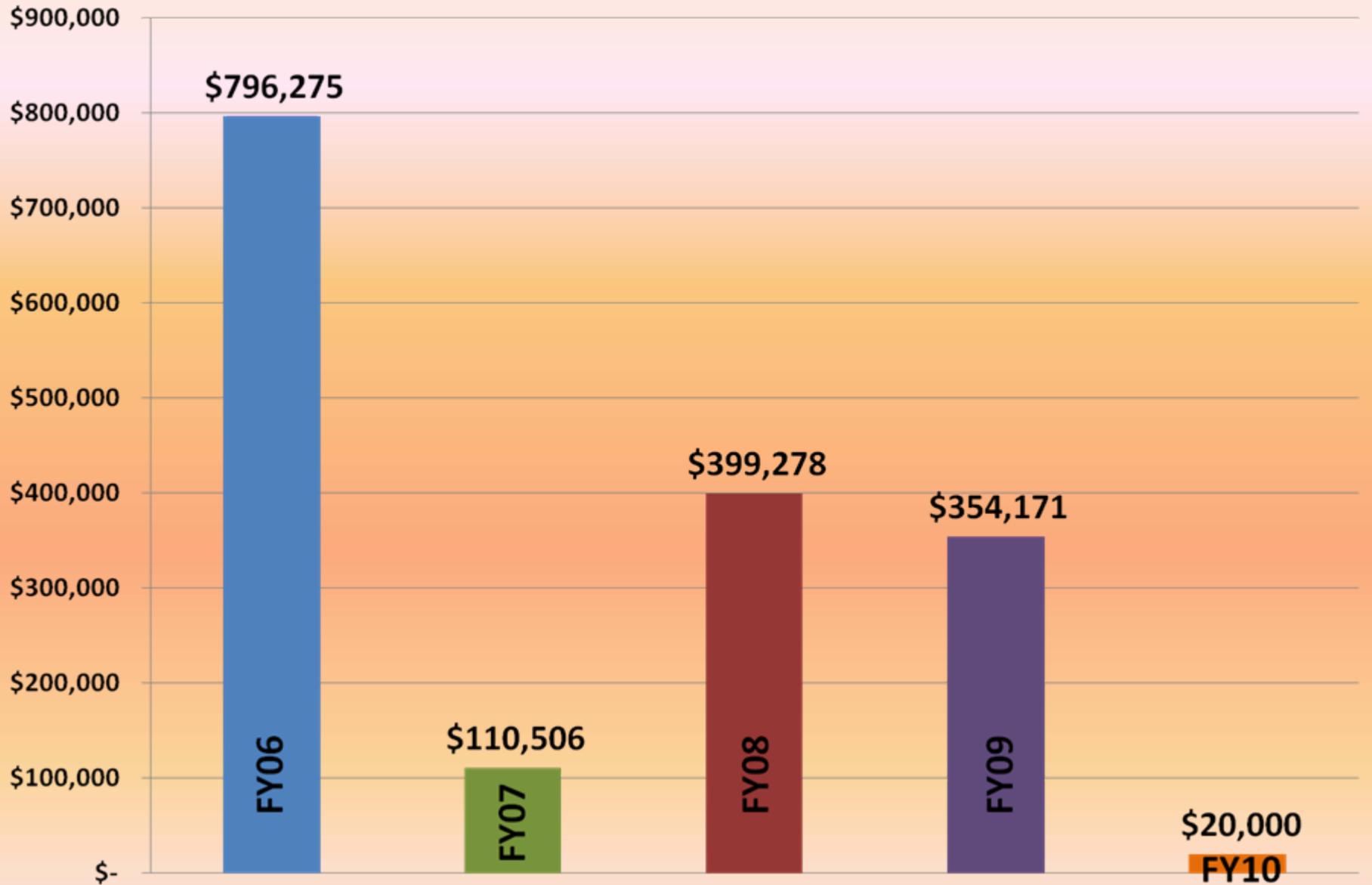
IT Training & Travel



M & O



Capital



IT FY2009 Accomplishments

*** 17 Large IT Projects**

- ✓ Common Integrated Justice System Justice of the Peace Go-Live
- ✓ Tax Go-live
- ✓ Enterprise Credit Card
- ✓ Track-It
- ✓ Administrative Building Technology & Move – SAVINGS \$50,400
- ✓ Records Management System Implementations
- ✓ Active Directory Integration
- ✓ Blade & VMWare Enterprise Solutions
- ✓ Printer Refreshment
- ✓ PeopleSoft Oracle to SQL database conversion – SAVINGS \$140,000
- ✓ Web 2.0 Share Point Upgrade
- ✓ Workstation Imaging
- ✓ Establishment of County Wide Technology Standards
- ✓ Election Server Replacement – SAVINGS \$18,000
- ✓ AS/400 825 Decommission & Migration – SAVINGS \$70,000
- ✓ ACOM Enterprise Backup Solution
- ✓ Homeland Security Optiman
- ✓ 100+ Adhoc Projects

*** 4 projects - \$282,400**

Collin County Website

Welcome to Collin County, Texas Online - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <http://www.collincountytx.gov/> Go

Links Google

Search: GO

Local Weather **58°F**



Collin County
Texas
First in growth, second to none

Doing Business | **Living & Visiting** | **Government** | **Online Services** | **County Directory**

Doing Business

We're a top choice amongst businesses for relocation. Business, large and small, is booming here!... [more](#)

Living & Visiting

Find out what's going on and what you need to know about the fastest growing county in Texas!... [more](#)

Your Government

County government offers a lot of things to a lot of people. Look for what you need here... [more](#)

Online Services

A great deal of county information and services can be accessed online by going here... [more](#)



Easy Road to the Polls
Learn more >



Collin County is now on **Facebook**



follow Collin County on **twitter**



Commissioners Court Videos
Watch the latest news



CODE RED
Emergency Notification



Community Awareness
Brings to you the Offenderwatch and the Collin County Sheriff's Office Sex Offender Database



BEST OF THE WEB
2009 WINNER

[Locations](#) | [Sitemap](#) | [Webmail](#) | [Privacy & Accessibility](#) | [En Español](#) | [Website Feedback](#)

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start

Inbox - Microsoft Out... 1 Reminder My Documents Microsoft PowerPoint ... BOW-and-DGAA-Sept... Welcome to Collin Co...

Internet 100% 10:02 AM Tuesday 11/3/2009

Web Online Services

- ✓ **Property Fraud Alert**
- ✓ **Lost or Stray Animals**
- ✓ **Bid Opportunities**
- ✓ **Detention Facilities**
- ✓ **Election Results, Voter Registration Search, Polling locations, Line Status**
- ✓ **County Jobs**
- ✓ **eJurors**
- ✓ **Law Library**
- ✓ **GIS Interactive Maps**
- ✓ **Property & Taxes**
- ✓ **Commissioners Court**
- ✓ **Staying Informed Citizen**
- ✓ **Living in Collin County**
- ✓ **Court & Case Services**
 - **Attorney Escrow**
 - **Court Data Down Load**
 - **Electronic Ticket Payment**
 - **Case Lookup**
 - **Court Schedules**

County & IT Awards FY09

**Texas CIO (Chief Information Officer) of the Year
from Government Technology Magazine**

**Best of Web Award from TAGITM (Texas
Association of Governmental Information Technology
Managers)**

**Texas Best Practices & Project Excellence
Awards for Collaborative Fiber Project from
TAC (Texas Association of Counties)**

**2009 County Best Practices Achievement
Award from NACO (National Association of County
Organizations)**

County & IT Awards FY09

Computer World Magazine Information Technology Award for the Felony Video Plea Project

GIS (Geographical Information Services) published 2 maps with 2009 ESRI Map Book

County & IT Awards FY10



Run Smart Award for Electronic Records Management – Jan 2010 National

Best of Web Award 5th place by Center for Digital Government – Oct. 2009 National

Published white paper on best practices for Enterprise Content Management with Laserfiche – Oct 2009

Published white paper on best practices for Enterprise Blade Center Management with VMware by IBM – November 2009

FY2010 Overview

More Online Services for Citizens

- Voting Location Wait time Indicators – know the wait time before you travel to the location to vote!
- Find Shortest Route to Polling locations from any address
- Dash Board statistics for government transparencies with drill down capability – includes budget, performance measurements, check book, etc..

More Cost Effective Customer Service

- Providing ADKAR (Awareness, Desire, Knowledge, Ability, & Reinforcement) Methodology – the people side of change when implementing new technology
- Agile SCRUM Development Methodology – provides the highest business value in half the time by working closely with the functional departments on development of new software

FY2010 Overview

Greener IT – Reducing Physical requirements

- Phase 2 of Printer Consolidation – standardize printers to reduce maintenance, supplies, physical space & power consumption
- Phase 2 Enterprise Architecture – Blade Server Consolidation – standardize on servers & Vmware to reduce maintenance, physical space, & power consumption by reducing the number of County servers from 140 to 70.

Improving Processes using ITIL Best practices

- Provides proven standards, documentation & repeatable processes.
- Improves IT efficiencies & effectiveness delivering IT services
- Collin County being one of the 1st County Governments in Texas to restructure to ITIL



Thank You Collin County IT



Collin County Information Technology
Caren Skipworth, IT Director