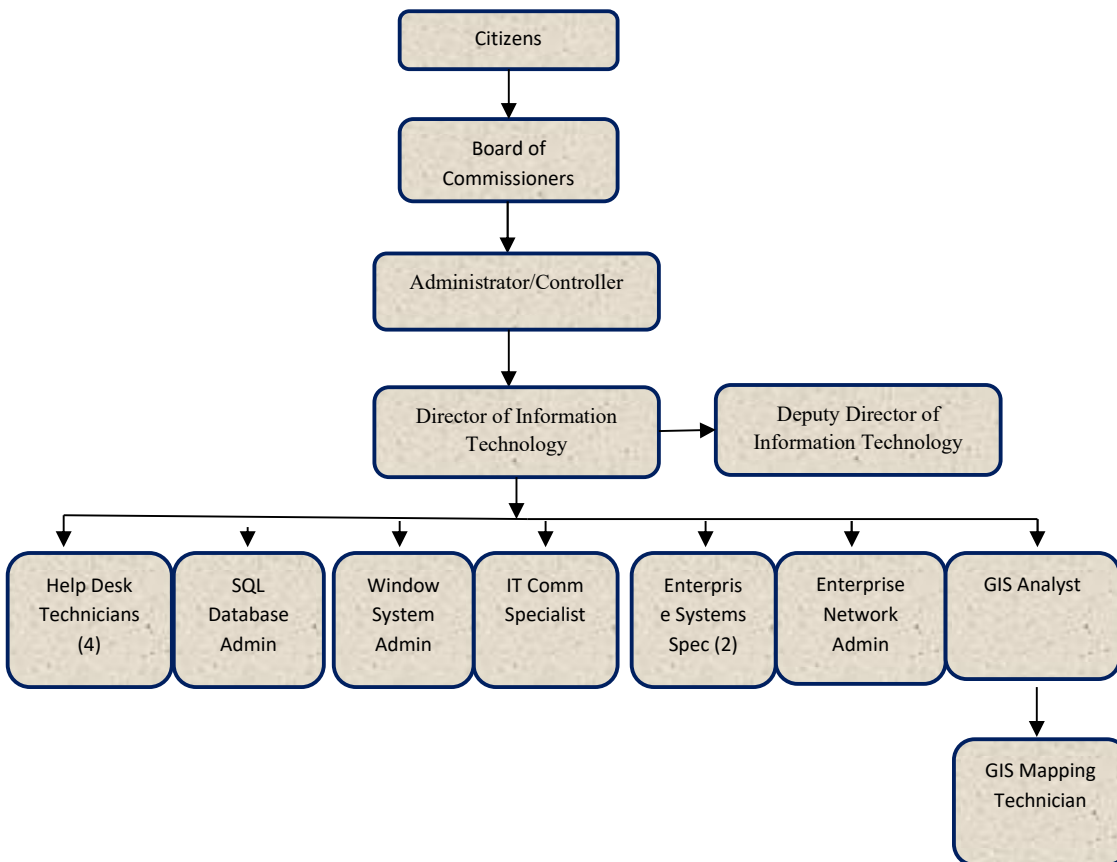


## Information Technology



### Activities

Provide support services for County departments, agencies and employees such as miscellaneous necessary desktop/server applications; redundant backup services; virus protection and updates; disaster recovery planning; project review and planning; network infrastructure planning and support; user identity management, shared storage, and email services; cross county imaging document management support and workflow.

The IT department administers the county website, maintains a virtual server environment of approximately 100 servers, provides maintenance and support to the county's Financial System, the court system, Sheriff's records system, voice over internet protocol (VOIP) phone system, camera system, remote access systems, and supports cybersecurity best practice Initiatives.

The IT Department provides some of the above services to other governmental agencies and component units through service level agreements.



## Mission Statement

To provide County employees a premier level of workplace technology while delivering both an expeditious and expert level of customer care.

## Programs

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[Information Technology](#)

[Geographic Information Systems](#)

## Information Technology

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### Strategic Plan Impact

- ✓ **Internal Support Service**  
Information Technology provides technology support to all County Departments, facilitating the efficient delivery of strategic plan initiatives across the County.
- ✓ **Trusted Government**  
Information Technology maintains the infrastructure needed to provide other units of local government with access to shared resources.
- ✓ **Safe and Desirable**  
Information Technology provides support to the Sheriff's Department as well as other local area Police and Fire agencies including maintaining system uptime for delivery of services to the community. By maintaining a solid Cybersecurity posture, IT ensures sensitive stakeholder data is protected.

### Accomplishments

- ✓ Received and Completed 4872 Technical Support Requests from end users in 2024
- ✓ Achieved team stability through the year, with no staff turnover
- ✓ Continue to build organizational knowledge and departmental resilience through better documentation, training, and communication practices.
- ✓ Continued conversion of departments to Microsoft 365 cloud services.
- ✓ All servers are now running on supported hardware and software.
- ✓ Maintained security with no critical or high vulnerabilities present on network scans through the year.
- ✓ Maintained 99% Network and Infrastructure uptime

# Information Technology

- ✓ Continued implementation of countywide camera system and tuning of the system.
- ✓ Worked with Dispatch to complete CAD-to-CAD integrations with Lenawee and HVA(Undergoing final testing)
- ✓ Implemented encryption of document storage for further protection.
- ✓ Completed audit of phone system auto-attendants to ensure that voice routing options are correct and updated.
- ✓ Completed adjustments to the system for full e911 compliance.
- ✓ Completed development, deployment, and training of OnBase workflows for onboarding of new employees.
- ✓ Significant Training: Cyber Incident Response Planning
- ✓ Testing and maintenance of Disaster Recovery and Cyber Recovery Sites
- ✓ Administration of 3735 Assets / Devices on Jackson County Network
- ✓ Worked with the Prosecutor's Office to implement the Karpel case management system.
- ✓ Reviewed website for ADA compliance, working with departments to focus on best practices in this area.
- ✓ Launched a redesigned county website, providing more streamlined access to county services. The website has been visited more than 425,000 times this past year.
- ✓ Successfully participated in the BEAD grant challenge process, leading to thousands of additional grant eligible addresses in Jackson County and the eventual submission of four countywide infrastructure grant applications.
- ✓ Technical Support and Administration for 350 Verizon Cell Phones and 100+ iPad Devices
- ✓ Consolidated and audited all county Verizon accounts, resulting in approximately 13% cost reduction and increased services.
- ✓ Audited remote access, reducing unnecessary external network exposure by over 30%.
- ✓ Audited document archival licensing and support, reducing cost by 70% through increased team skillset and modernized software.
- ✓ Conducted a site survey of wireless signal strength, replacing two thirds of the access points to enhance security and service.
- ✓ Facilitated integration of Tyler public safety software with Karpel prosecutor case management, removing dual entry requirements by officers (final testing in progress)
- ✓ Designed and deployed network resources to the new Airport Tower offices.
- ✓ Re-engineered and re-deployed backup services to include cloud backups, and alleviate bandwidth issues at Chanter Rd and Elm St Facilities. Backups are now working 75% faster and not impacting other network traffic.

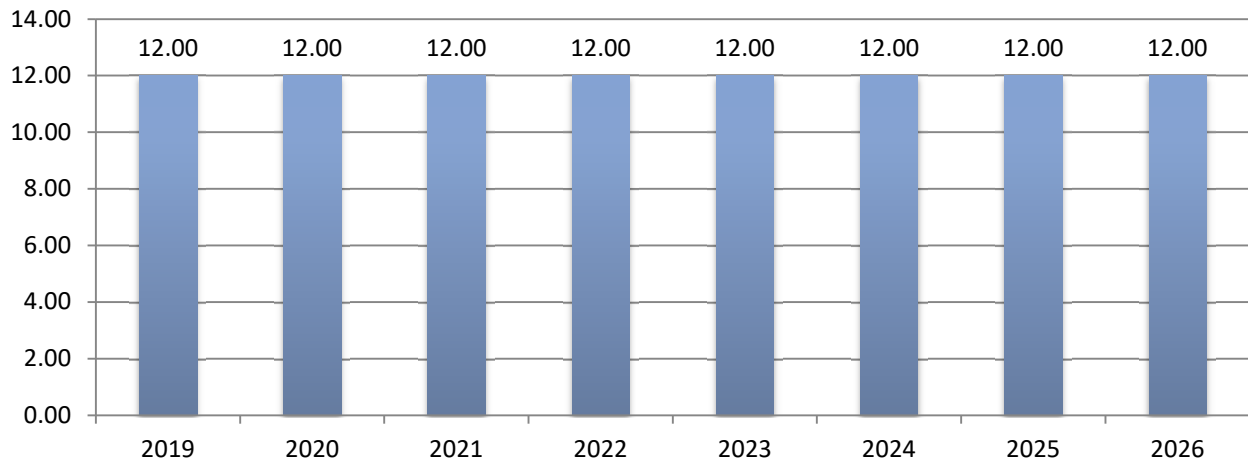
## Budget Adjustments

- ✓ We are anticipating greater spending on several capital items through 2025 and 2026:
  - Comcast Internet renewal (Currently ARPA)
  - End of life firewall replacement
  - Nutanix datacenter multi-year renewal
  - Assumption of Microsoft licensing in 2026 (Currently ARPA)

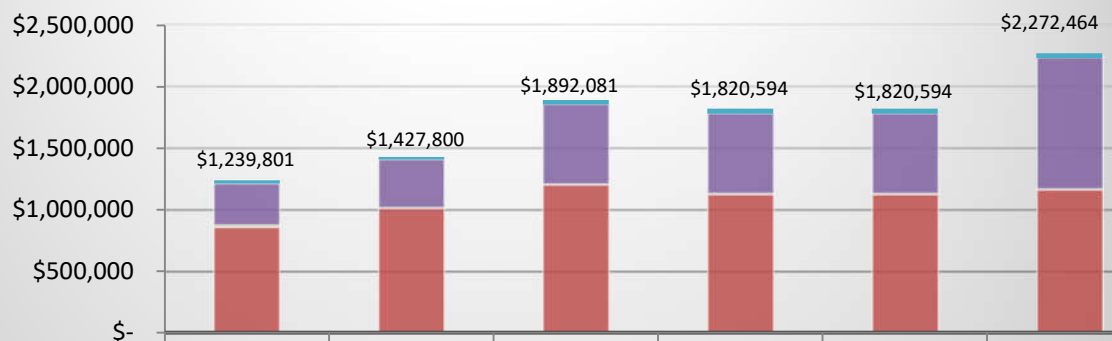
# Information Technology

- ✓ However, we have taken significant steps to mitigate the impact of these events and made efforts to plan accordingly in the IT capital projects budget and at this time do not anticipate an additional budget request.

## Information Technology FTE History



## Information Technology Expenditures



	2023 ACTUAL	2024 ACTUAL	2025 AMENDED BUDGET	2026 DEPT REQUESTED	2026 BUDGET	DRAFT 2027 BUDGET
OTHER	\$26,027	\$20,068	\$35,500	\$40,000	\$40,000	\$40,000
CONTRACT SERVICES	\$335,589	\$390,340	\$648,184	\$648,184	\$648,184	\$1,063,184
SUPPLIES & MATERIALS	\$19,820	\$4,570	\$7,050	\$7,050	\$7,050	\$7,050
PERSONNEL SERVICES	\$858,365	\$1,012,822	\$1,201,347	\$1,125,360	\$1,125,360	\$1,162,230
<b>TOTAL PROGRAM COSTS</b>	<b>\$1,239,801</b>	<b>\$1,427,800</b>	<b>\$1,892,081</b>	<b>\$1,820,594</b>	<b>\$1,820,594</b>	<b>\$2,272,464</b>

# Information Technology

## Information Technology Revenues



	2023 ACTUAL	2024 ACTUAL	2025 AMENDED BUDGET	2026 DEPT REQUESTED	2026 BUDGET	DRAFT 2027 BUDGET
■ CHARGES/FEES	\$19,560	\$19,560	\$19,600	\$19,600	\$19,600	\$19,600
TOTAL PROGRAM REVENUE	\$19,560	\$19,560	\$19,600	\$19,600	\$19,600	\$19,600



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## Geographic Information Systems

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### Activities

Promote, educate, & integrate the prevalent usage of GIS to allow increased productivity through accurate & informed decision making. Provide the general public, private sector & associated governmental agencies access to enhanced GIS services & products that will assist them in meeting their business needs. Efficiently create & maintain an enterprise based GIS which accurately & comprehensively represents all relevant County geographic data & information through workflow driven development of GIS data & applications.

### Strategic Plan Impact

- ✓ **Safe Community**  
GIS is responsible for the creation and on-going maintenance for the Central Dispatch 911 system maps and address information.
- ✓ **Economic Development**  
GIS supports economic development efforts to attract and retain business in the community through mapping.
- ✓ **Healthy Community**  
GIS facilitates infectious disease surveillance, outbreak investigation, and planning and response activities by the Health Department.
- ✓ **Recreational & Cultural Opportunities**  
GIS uses mapping to inform the public about recreational areas and activities within Jackson County.

### Accomplishments

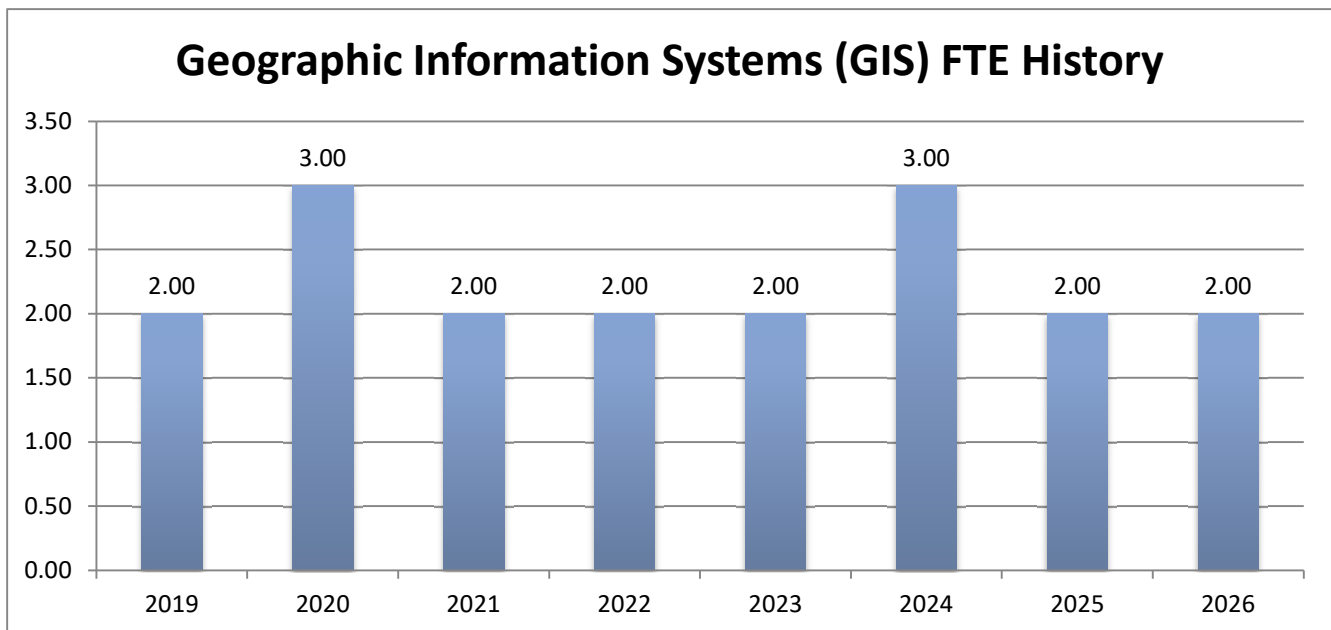
- ✓ **Migration of databases to supported server operating systems**
- ✓ **Addressing**
  - 216 Address updates

# Information Technology

- ✓ **911/Dispatch Data Updates & Fixes**
  - Continued participation in two State programs to help test their new system that checks data for errors and that will be used to create a Statewide 911 database for emergency purposes
  
- ✓ **Parcel Fabric/Data Updates**
  - 502 Parcels split or combined
  - 1931 Additional parcels created
- ✓ **Facilitated 25 external map requests**
- ✓ **Developed township and county maps of Internet services for the Broadband Committee**
- ✓ **A new county flyover has been completed, with the processed footage anticipated to be available this fall.**

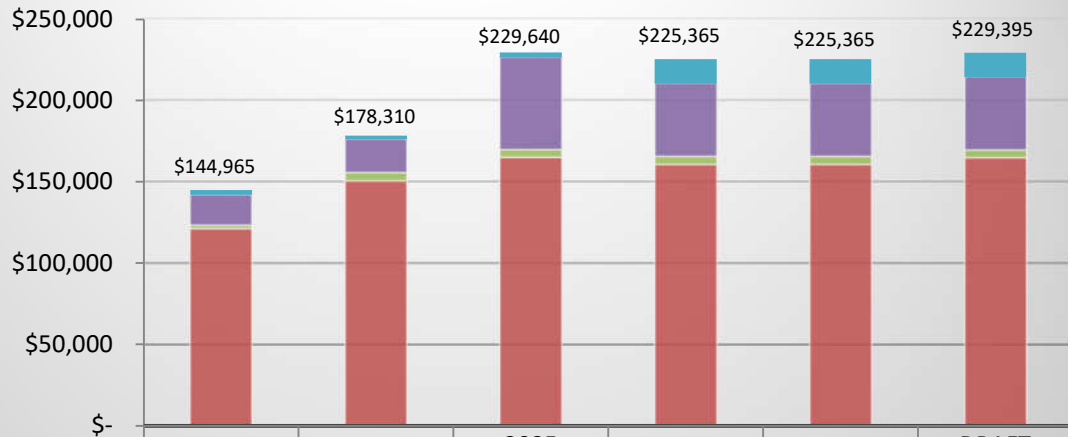
## Budget Adjustments

The GIS Coordinator position was eliminated in 2025, no other significant budget adjustments are anticipated.



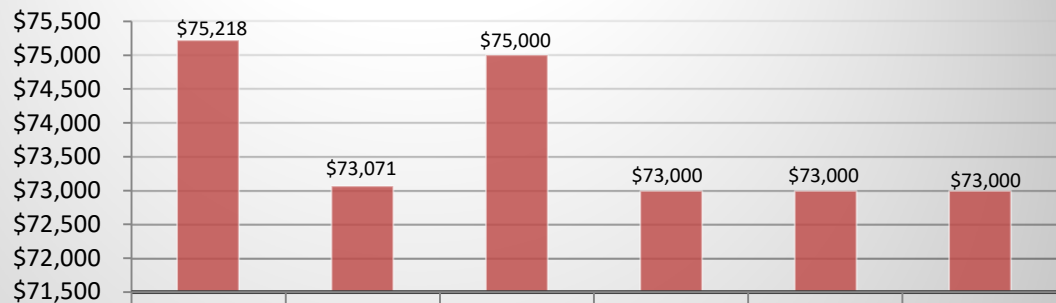
# Information Technology

## GIS Expenditures



	2023 ACTUAL	2024 ACTUAL	2025 AMENDED BUDGET	2026 DEPT REQUESTED	2026 BUDGET	DRAFT 2027 BUDGET
OTHER	\$2,908	\$2,021	\$3,250	\$15,050	\$15,050	\$15,050
CONTRACT SERVICES	\$18,752	\$20,735	\$56,800	\$45,000	\$45,000	\$45,000
SUPPLIES & MATERIALS	\$2,123	\$5,048	\$4,800	\$4,800	\$4,800	\$4,800
PERSONNEL SERVICES	\$121,182	\$150,506	\$164,790	\$160,515	\$160,515	\$164,545
<b>TOTAL PROGRAM COSTS</b>	<b>\$144,965</b>	<b>\$178,310</b>	<b>\$229,640</b>	<b>\$225,365</b>	<b>\$225,365</b>	<b>\$229,395</b>

## GIS Revenues



	2023 ACTUAL	2024 ACTUAL	2025 AMENDED BUDGET	2026 DEPT REQUESTED	2026 BUDGET	DRAFT 2027 BUDGET
CHARGES/FEES	\$75,218	\$73,071	\$75,000	\$73,000	\$73,000	\$73,000
<b>TOTAL PROGRAM REVENUE</b>	<b>\$75,218</b>	<b>\$73,071</b>	<b>\$75,000</b>	<b>\$73,000</b>	<b>\$73,000</b>	<b>\$73,000</b>



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