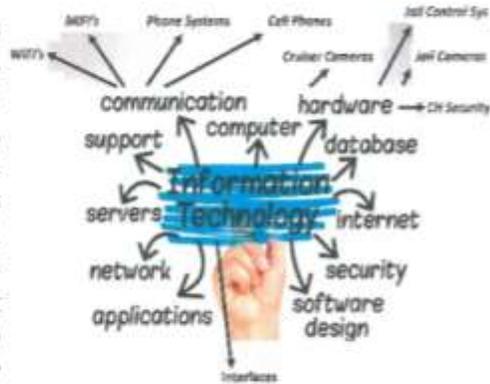


## Somerset County Information Technology

The IT Department does more than just computers. Somerset County has 55 servers, 5 virtual networks, 21 network switches and routers, wireless access points at the Courthouse and Jail, 70 printers, 7 computer-communication equipment rooms, 120 cameras, 170 phones, 30 cell phones. They also periodically support local municipalities when they need help. And they do it all with just **six** employees! Please click here for additional info about Somerset County's IT operations.

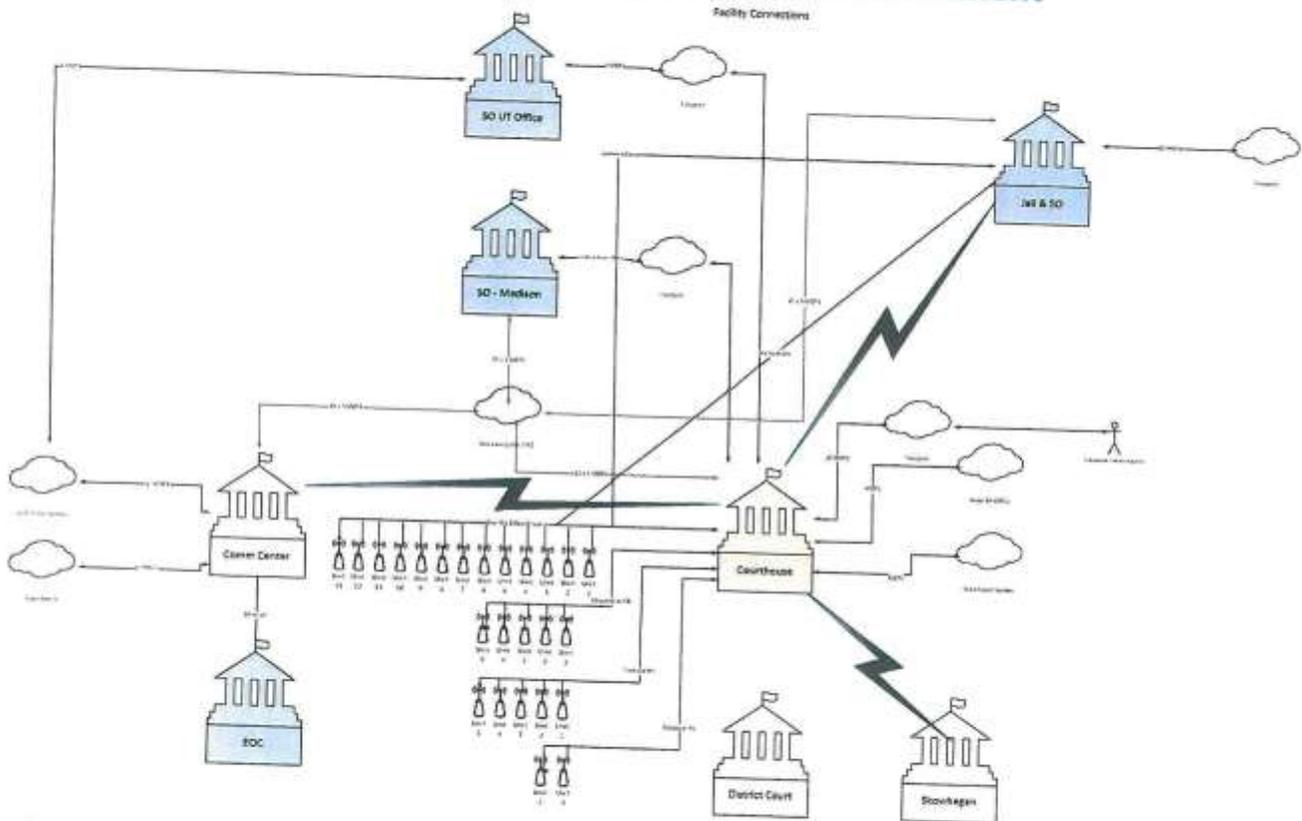


*Continued:*

Somerset County's Information Technology Department made excellent strides in its effort to build "Resiliency" into the computing and communication architectures. Resiliency in technical terms refers to eliminating potential problems and developing procedures for minimizing outages. Somerset County has a hybrid cloud computing environment. Put another way, some applications run on servers in the cloud while other applications run on County servers in four facilities (1) the County Courthouse (2) the Jail & Sheriff's Office (3) the Regional Communication Dispatch Center and (4) a satellite Sheriff's Office in Madison, ME. Connecting these facilities with fiber channels is fairly straight forward. But, what if a network fiber line is disrupted. As an example, an auto accident knocks out a pole carrying the data line. In urban areas, internet providers safeguard their customers from service disruptions by rerouting data using alternative delivery paths. In rural environments, alternative routing paths are few and far between depending on location. Such is the case in Somerset County. If a downed internet line is the only connection available and there is no alternative delivery path, downtime will be experienced until the internet cable is restored.

Somerset County Information Technology Department did a deep dive into its connectivity architecture and restructured how it connects its facilities to the internet. During the analysis, it was determined that internet traffic during business hours was maxed out causing slow response time. The solution was to engage two internet providers vs. one. The second internet provider is a cable company that has the capacity to reroute local data traffic in a manner that the primary internet provider cannot. IT took the next step to best utilize its two internet lines by load balancing traffic across both lines and implementing automatic failover i.e. if one line fails, all traffic is directed to the other internet line. Costs were contained by renegotiating internet contracts with the primary internet provider and installing the minimum requirements for the cable connections. The total cost of internet connectivity increased slightly. This is a small price to pay for increased internet speeds and the ability to keep the business running during an internet outage. This strategy meets the definition of "Resiliency" in that the County remains connected to the internet at all times and each facility can communicate with each other which is a key component of the County's Disaster Recovery plan.

## Somerset County IT Environment



Where IT Does IT

2

### Somerset County Information Technology

#### Total Cost of Ownership:

Because of declining IT budgets over the last few years, organizations have been forced to hold back on new purchases and temporarily band-aid ailing IT systems. However, **pinching pennies on proper infrastructure and management procedures will cost you dearly in the long run.** Here are several important ways you can reduce TCO and increase efficiency:

1. Measure your current IT spending so you can effectively manage and control your costs.
2. Build and maintain an accurate inventory of hardware, software and appropriate licenses.
3. Reduce complexity by standardizing equipment, software platforms and configurations.
4. Streamline processes for operating system patches, security updates, data back-up and maintenance.
5. Protect against viruses, spyware, hackers and physical threats.
6. Control user access to applications, settings, network resources, databases, and other IT assets.
7. Outsource key IT functions, such as technical support, data storage and back-up, to trusted, experienced vendors.
8. Provide regular training for both employees and internal IT staff.
9. Consider implementing a "thin client" or "utility computing" model to more effectively manage and protect PCs.

## Somerset County Information Technology

### HelpDesk

- SysAid Tickets
- Walk-Ins
- While you're here
- Phone calls
- Requests
- On-Call 7/24/365

### Maintenance

- Monitoring
- Security
- Backups
- Firmware upgrades
- Software Upgrades
- Internet & Intranet
- Hardware:
  - ✓ Printers (13 mfp's)
    - ✓ Replace 5
  - ✓ Workstations (168)
    - ✓ Replace 28
  - ✓ MDT's (30)
  - ✓ Servers (44)
  - ✓ Network Devices (24)
  - ✓ Phone System (193)
  - ✓ Smart Phones (54)
  - ✓ MiFi's (16)
  - ✓ Jail Cameras 108
  - ✓ Jail Control Systems
  - ✓ SO Watchguard cameras (14)

### Projects

#### Completed

- Printer Upgrades
- Phone System Upgrade
- Jail - Direct TV upgrade
- SAN - Data Storage Upgrade
- Network Upgrades (Jail & Comm Center)
- Wireless access @ Court rooms
- Procsafe upgrade

#### In Process

- Workstation Upgrades
- CH & RC Security
- POS @ DA Office
- Intranet Development
- MDT Connectivity
- Server Room reorganization

#### Planned for FY2018

- MFA
- xJail/Securus
- Scheduling System

### Admin

- Vendor Mgmt. (50)
- Contract Mgmt.
- Cyber Training
- Budgeting
- Purchasing
- Pay Bills
- Training
- Personnel Mgmt.
- Policies & Procedures
- Stakeholder Mgmt.
- Refine IT Strategies
- Disaster Recovery Plan

How IT Does IT