# INFORMATION TECHNOLOGY

## Core Services

| 1 | USER SUPPORT & HELP DESK | Timely & effective response | N |
|---|---|---|---|
| | | Quality engagement experiences for users | N |
| | | Work Order Management | N |
| | | Self Help Portal | N |

| 2 | INFRASTRUCTURE | Lice-cycle Management | N |
|---|---|---|---|
| | | Standardized & integrated systems | N |
| | | Cores Service Business Continuity | N |
| | | Disaster Response & Recovery | N |

| 3 | COMMUNICATIONS | Stable network & reliable fast internet | N |
|---|---|---|---|
| | | Intergrated voice, cideo, chat communications | N |
| | | Disaster ready communications systems | N |
| | | Interoperable radio communications | N |

| 4 | SECURITY & COMPLIANCE | Data and network protection | N |
|---|---|---|---|
| | | Patches & updates | N |
| | | State & Federal Compliance | Y |
| | | Security training & education | N |

| 5 | BUSINESS OPERATIONS & APPLICATIONS | Davices: Laptop, Desktop, Tablet… | N |
|---|---|---|---|
| | | Project Management / Business Process Improvement | N |
| | | Industry standard application suites | N |
| | | System integration & design | N |

| 6 | TECHNOLOGY FOR PUBLIC ENGAGEMENT | Beautiful, modern website | N |
|---|---|---|---|
| | | Intuitive civic engagement opportunities | N |
| | | Open and transparent government resources | N |
| | | Highly leveraged GIS for storytelling | N |

| 7 | TRAINING & EDUCATION | Tech Resources Library | N |
|---|---|---|---|
| | | On-Boarding | N |
| | | Professonal development & growth | N |
| | | Peer mentoring | N |

| 8 | POLICY, PRACTICE & LEADERSHIP | Develop and maintain modern IT policies | N |
|---|---|---|---|
| | | Look toward and implement best practices | N |
| | | Maintain awareness of emerging trends | N |
| | | Innovation | N |

| 9 | SERVICE CATEGORY | Effort | N |
|---|---|---|---|
| | | Effort | N |
| | | Effort | N |
| | | Effort | N |

| 10 | SERVICE CATEGORY | Effort | N |
|---|---|---|---|
| | | Effort | N |
| | | Effort | N |
| | | Effort | N |