

Department of Information Technology

2022 Executive Proposed Budget

Core Programs & Functions

The mission of the Department of Information Technology is to design, build, procure, implement and support information systems and technology that help all Westchester County departments and stakeholder agencies operate more effectively and efficiently, and to make information more accessible, while maintaining a high priority on risk mitigation and cost avoidance and containment.

- DoIT programs and functions span across all areas of County government, including public safety, health and human services, physical facilities, human resources/finance.
- Centralized organization allows DoIT to implement enterprise-wide solutions and efficiencies while still responding to department priorities.
- DoIT has automated nearly every County business function and streamlined processes that were previously manual, labor-intensive tasks, thereby reducing costs and increasing productivity.
- The vast infrastructure (applications, servers, computers, phones, network, etc.) relied upon by County employees to do their jobs is built, implemented and maintained by dedicated DoIT staff.

DoIT Organizational Areas

1. **Office Technologies:** Responsible for office productivity software, all employee PCs, the IT Help Desk and procuring/implementing new hardware and software. Also includes Municipal Shared Services, Education Center, Help Desk and Procurement/Asset Management.
2. **Infrastructure:** Manages the network, data center, recovery and cyber security efforts; ensures constant connectivity and smooth county operations. Also includes E-911, Wireless and all telecommunications services (video, voice, data) for the county and many municipalities.
3. **Departmental Systems:** Thematically divided development teams work with departments to create and implement software and business process improvement solutions for all areas of government, including public safety, environment and social services. This also includes Geographic Information Systems (GIS).
4. **Archives/Records Center:** The central repository for the county's records from 1680 to present; benefits community, conservation and our historical record. The Records Center assures the county's compliance with state and federal regulations regarding records retention and disposition.
5. **Design Support Services:** Provides professional and creative graphic, Web, advertising and marketing-arts solutions through cooperation with county public information officers and executive staff to promote county programs & services.

Budget Summary

ITEM	2021	2022
Operating Positions	131	131
Trust Positions		
TOTAL POSITIONS	131	131
Personal Service	18,837,282	20,225,416
Equipment	1,364,814	215,348
Materials & Supplies	301,013	276,110
Contractual Expenses	31,820,346	30,840,718
Inter-Departmental Charges	1,509,183	1,644,177
TOTAL EXPENDITURES	53,832,638	53,201,769

Budget Summary

ITEM	2021	2022
Inter-Departmental Revenue	38,920,779	42,167,347
Departmental Revenue	8,610,483	8,442,402
State & Federal Aid	176,828	377,000
TOTAL REVENUE	47,708,090	50,986,749
DEPARTMENT TAX LEVY	6,124,548	2,215,020

Covid-19 Response

"We are the team that helps the helpers. Our job is to support all stakeholders so that we can get through this pandemic together. Like other IT departments across New York State and the country, DoIT has risen to the challenge to keep operations running smoothly so that government can continue to serve the public."

- The pandemic has fundamentally altered the way that all of us work, including the tools and technology requirements to keep operations running in a quickly shifting environment.
- DoIT's overarching strategy from the beginning of the pandemic has been to meet this unprecedented challenge with **secure collaboration, communication and clear, achievable goals.**

Covid-19 Response:

Additional Responsibilities/Projects

- Development of new applications/solutions to support the County's Covid response
 - Network equipment and technical support for pop-up clinics
 - Staff to support vaccination clinic operations
 - Rapid software development and deployment for several departments, including DOH, Economic Development, DSS, DPW, and Planning. Examples include [Covid-19 Dashboard](#), Automated Quarantine or Self Isolate Tool, Online Grant Application for Businesses Impacted by Covid-19.
 - Implemented Webex technology for the public to interact with DSS case workers who were working remotely. Smart Message Boards were also installed to provide useful Covid-19 tips and resources at DSS district offices.
- Provided telework solutions to keep County operations running smoothly
 - Deployed hundreds of laptops, mobile devices and 1,540 Webex accounts to date.
 - Technical support for high profile virtual events hosted by the County Executive's Office.
 - Set up call centers to support DOH initiatives and processed thousands of calls into the Covid hotline and health care experts.

Covid-19 Response: Impact on Department Services

Service impacts included:

- Increase in Helpdesk calls supporting mobile/remote workforce and virtual meetings.
- Increase in the number of Graphics, Web and print shop requests.
- Deployed higher number of laptops, mobile devices, video conferencing equipment and Webex accounts to support secure remote access and collaboration.
- Rollout of additional Cybersecurity solutions to protect remote workforce, including tools with new analytical capabilities to address emerging cyber threats.

New Initiatives & Highlights

New/Ongoing:

- Working with the County Executive's office to implement a new web-based software solution (Granicus) that increases efficiency and transparency by automating additional business processes and workflows for all County Boards & Commissions. This project will allow the public to view meeting documentation online and participate in live-streamed meetings.
- Rollout of new cyber security products and training opportunities for County staff, including web-based cyber security awareness training and anti-phishing campaigns.
- Upgrade of the Computer Aided Dispatch (CAD) system used by various emergency response, police and fire agencies throughout the County.
- Upgrade of the Department of Health's Clinic Management Software (Visual HealthNet).
- Replacement and upgrade of 448 multi-function Xerox devices, including an infrastructure upgrade and replacement of the billing software (supply chain delays impacting timeline).

New Initiatives & Highlights

New/Ongoing (cont'd):

- Major upgrade of CGI/AMS Finance, Human Resources and Budget systems
- Implementation of a countywide Records Management System (RMS) for Department of Public Safety
- Implementation of Kronos Workforce Central Suite to automate the clock-in/out process in additional departments
- Expansion of security platform for the County including the implementation of new security products and services.
- Continued consolidation of servers through virtualization to save operating expenses and energy, while minimizing downtime
- Shared Services initiative to augment local government services in the areas of GIS, printing, network infrastructure/e-mail, public safety, etc.
- Windows Operating System Upgrade

New Initiatives & Highlights

Completed:

- Partnered with the County Executive's Office to launch a newly designed dashboard that provides daily Covid-19 case updates tied to New York State data, local test site information, data trends and zone hotspots.
- Supported Health with all aspects of the implementation of the Dimagi CommCare system for Covid-19 contact tracing.
- Upgraded the application used by Emergency Services and local fire departments to maintain fire department records, receive information from the Computer Aided Dispatch (CAD) System and submit state and national records.
- Acquired new countywide digital oblique aerial imagery and made available to local municipalities, assessors, police, and fire.
- Upgraded the point-of-sale (POS) system at Playland to increase security and add new features.
- Upgraded Correction's staff scheduling system (OSL) to a new version that contains many enhancements and added features.
- Implemented the WMR (Where's My Ride) feature within the online paratransit reservation portal.
- Completed a major migration of 600 virtual servers from old infrastructure to a new platform that is more resilient and secure.
- Completed a VMware upgrade at the County's primary data center located in MOB1.
- Upgraded the Gold Tee-Time Reservation system used by the Department of Parks & Recreation.

New Initiatives & Highlights

Completed (cont'd):

- Implemented new Help Desk software (Ivanti) and conducted training for all DoIT staff.
- Developed an online mapping application to assist Planning with visualizing open space data updates.
- Upgraded the Jail Management system (“Elite”) for the Department of Correction.
- Created a BioTech Business viewer to identify and promote the presence of medical and research institutions in the county.
- Expanded the Kronos Timekeeper environment through additional implementations in Correction, DES and Probation.
- Created 19 local government geospatial dashboards to support municipal initiatives.
- Upgraded the paratransit web reservation system so that the web portal is fully accessible to people with disabilities
- Awarded a grant for \$295,750 by the NYS Department of State to support the Shared Services Portal (“WestchesterShares”).
- Developed an online dashboard for all businesses registered in the County’s Minority and Women-Owned Business Program.
- Developed a web form to accept emergency grant applications from businesses impacted by the pandemic.
- Completed a high priority project to make Westchester County websites and applications ADA compliant. This included training for County staff on how to make PDF files for the web accessible/ADA compliant.