

# **COBB COUNTY INFORMATION SERVICES**

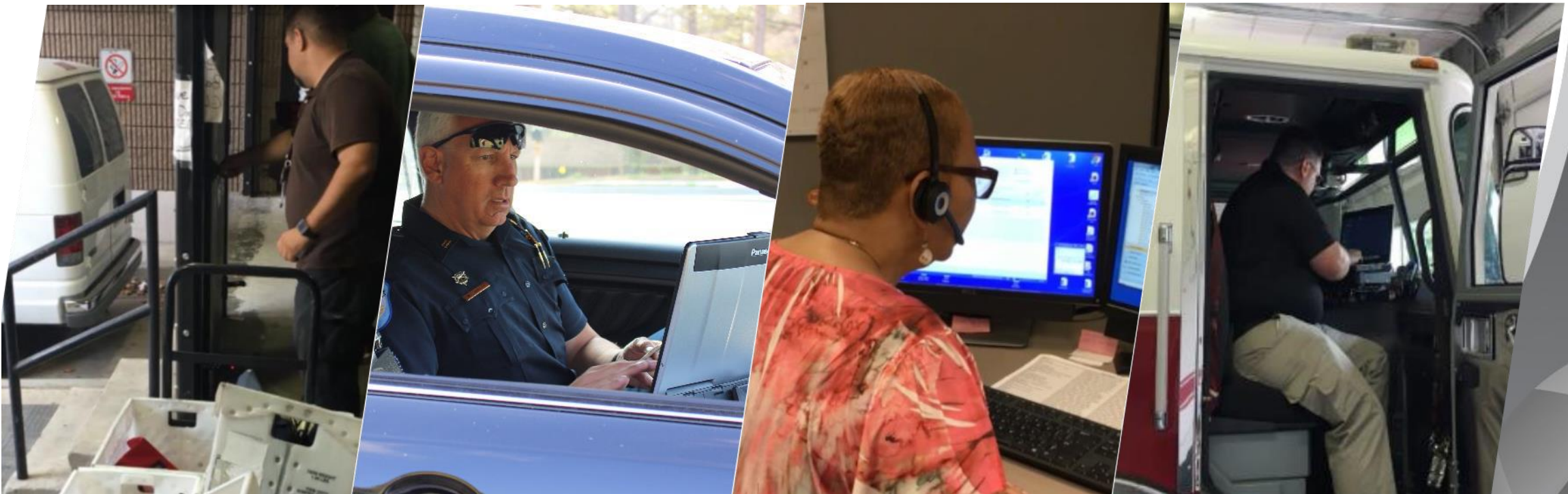
How to Do Business with Cobb County

September 15, 2021



# Information Services Overview

- **Centralized IT support** for all Cobb County agencies, department, and elected offices (infrastructure, applications and equipment)



# Services

- **Email (Exchange 2013 transitioning to Office 365)**
  - ✓ 8,000 email boxes
  - ✓ 18 Million Emails received annually
  
- **Connectivity for all County Facilities**
  - ✓ **Voice (VoIP)**
    - 2,518 Users
    - 2,485 service calls annually (includes moves/adds/changes)
  - ✓ **Internet Access**
    - 2 diverse 1GB connections via Comcast and AT&T
  - ✓ **WiFi** (public and employee networks)
  
- **VPN Support for up to 1,750 simultaneous remote workers**
  
- **Data Center**
  - ✓ Compute and storage for 95% of Cobb business applications (remainder are hosted)
  - ✓ 4,600 plus terabytes of data storage
  - ✓ 663 Servers supported (physical and virtual)
  
- **Business Application Support** (approximately 300 applications supported)



# Services

- **Central purchasing, distribution, and support for PCs, laptops, and printers**
- **IVR (Interactive Voice Response) and Call Center Application Support**
- **GIS (Geographic Information System)**
- **OnBase (Content Management System)**
  - ✓ Central repository for County electronic documents and files – document capture, workflow, and retrieval
  - ✓ 18.3M documents
- **Responsible for IT vendor Relationships**
- **Records Services (hardcopy and microfilm/warehouses – storage and retrieval)**
- **Postal, Printing and Multi-functional Copier Services countywide**



# Information Services Divisions

- Information Services has six divisions

## Administrative Division

- Budget
- Finance
- Procurement
- Equipment Leases
- Maintenance Contracts
- Program Management

## Client Services I

- Support for Judicial, Public Safety, Sheriff Departments and GIS

## Client Services II

- Support for Community Services, Department of Transportation, Community Development, Water, Tax, County Management and Administrative Departments.
- OnBase

## Technical Operations

- Voice and Data Network
- Network Core
- Data Center
- Wireless Network
- Cyber Security
- Internal Call Center, asset management of PC's including refresh programs

## Records and Postal Services

- Pickup, delivery, and metering of all County mail
- Storage, retrieval, and destruction of official county records
- Printing and multi-functional copier services

## Web Portal

- Cobb County's external facing Web portal
- Support for Commissioner and Department web sites



# Common Purchases

- Software/Licenses
- PCs/Laptops/tablets/Printers
- Servers
- Network Routers
- Network Switches
- Wireless Access Points
- Cisco Phones
- Hardware and Software Maintenance
- Cables, UPS Batteries



# 2022 Technology SPLOST

District	Project	Estimated Project Cost
ALL	Improvements to Judicial Technology	\$ 18,000,000.00

## Project Description & Justification

SPLOST funds will be used to make technology improvements within the judicial offices. Modern technology permits courts to improve the administration of justice, enhance efficiencies, and meet the technology expectations of today's court participants and taxpayers.

District	Project	Estimated Project Cost
All	Technology Infrastructure Upgrades	\$ 6,000,000.00

## Project Description & Justification

Information technology has become highly integrated into the day-to-day business and emergency operations of Cobb County. SPLOST funds will be used to upgrade the county's technology infrastructure, which is vital to providing seamless, efficient, and secure services and information to county constituents. Keeping aging foundational technology current, from the network edge to the data center, ensures the continued and resilient execution of critical county business operations.



# 2022 Technology SPLOST

District	Project	Estimated Project Cost
All	Cyber Security	\$ 2,000,000.00

## Project Description & Justification

Cobb County has developed a cyber security “Defense in Depth” strategy to secure the county’s information, data, and technology assets. This strategy relies on nimble, state-of-the-art technologies to secure the county’s digital environment and ensure constituents continue to safely interact with Cobb County. Deploying the latest and most advanced security solutions to counter the continuous and malicious attacks by cyber criminals is an essential responsibility of county government today and for the foreseeable future.





# 2022 Technology SPLOST

District	Project	Estimated Project Cost
All	Digital Government/Smart Community	\$ 9,000,000.00

## Project Description & Justification

SPLOST funds will be used to implement and modernize digital government business applications and systems to maintain technical currency to meet the expectations of an engaged and connected constituency. Expanding online services with innovative delivery and easy to use applications will enable transparency and the direct communication between the public and county government.



# Information Services

Kimberly B. Lemley, Director

[CobbIS@cobbcounty.org](mailto:CobbIS@cobbcounty.org)

770-528-8700

