



Washoe County Technology Services

Department Presentation to the Board of County Commissioners

Craig Betts, CIO – Technology Services
February 9th, 2016

A - 02-09-2016

Item # 7

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TS Mission

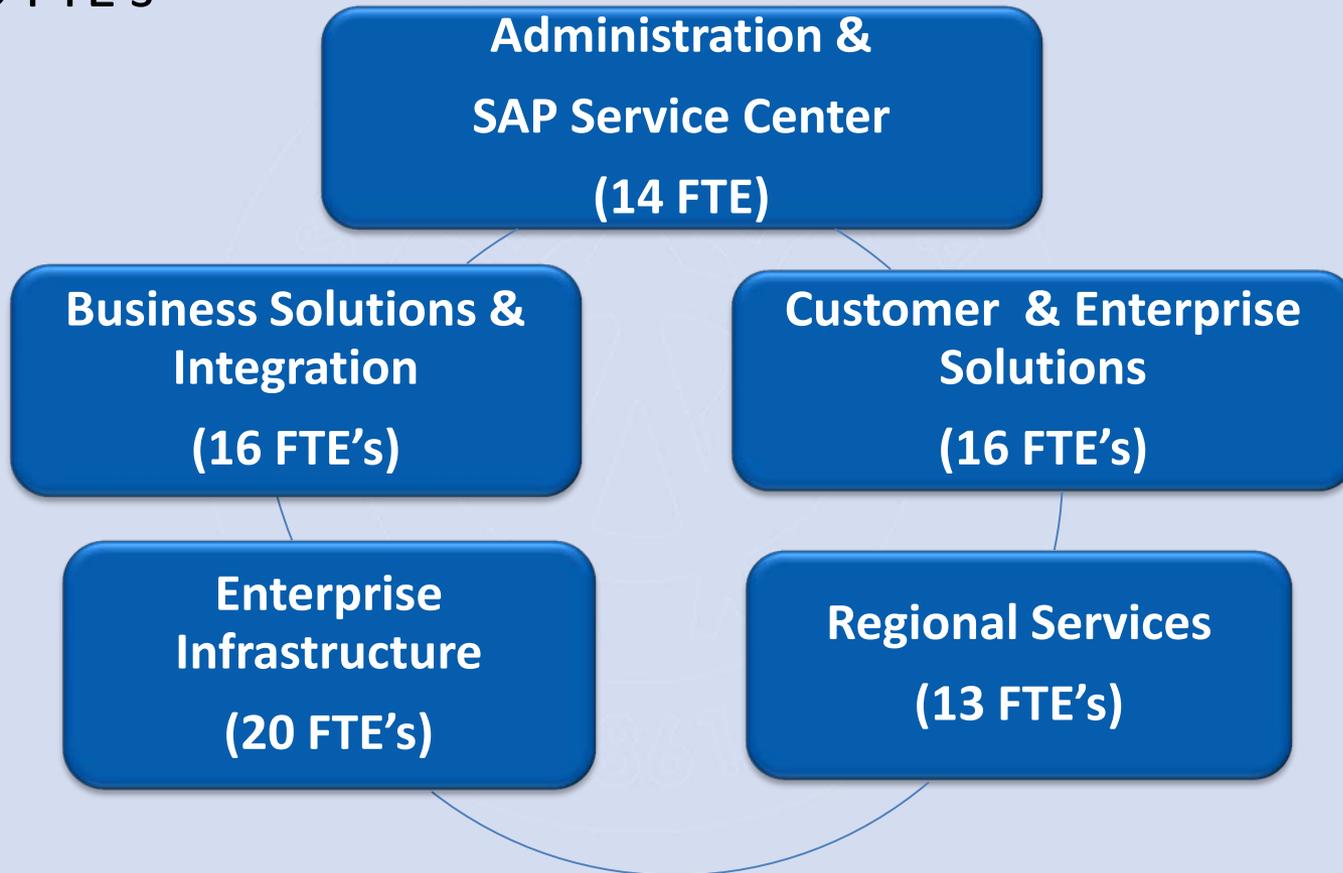
Provide Services, Solutions, and Value to the technology needs of the County.

Statutory Authority: NRS 293 Elections; NRS 244A.7643 through 244A Counties: Financing of Public Improvements; Federal Communications Commission's WT Docket No. 02-55; Washoe County Code Chapter 65.4



TS Organization

TS has 79 FTE's





Technology Services Video



[Click here to watch the video](#)



TS Office Locations

Washoe County Admin Complex – 9th Street, C220 & C200

224 & 230 Edison Way

Regional Emergency Operations Center – 5195 Spectrum Blvd

Sheriff's Complex– 911 Parr Blvd

Mills B. Lane Justice Center – 1 South Sierra Street

Records Warehouse - 3025 Longley Lane



TS Key Success Indicators

- **Performance Metrics**
 - Systems and Network Monitoring
 - Help Desk Tickets
- **Feedback/Surveys**
 - Help Desk Ticket Surveys
 - Email Kudos and Feedback



TS Goals

- **Opportunities to serve Citizens in:**
 - Doing Business with County
 - Public Safety Radio
 - Updating Technology Infrastructure
 - Extending Physical Security Capabilities
 - Protecting Data for Long Term Retention



Serving Citizens

Regional Business License and Permitting



Established by Inter-local agreement between the Cities of Reno and Sparks, Washoe County and Washoe County Health District

- Online solution for regional permits and business license
- Cloud-Based Solution
- **Scheduled go-live summer 2016**

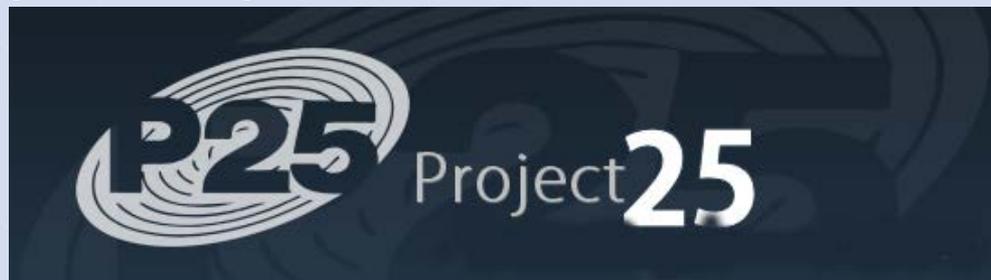


Serving Citizens

**Enhance community safety
by investing in critical
infrastructure and by replacing
the public safety radio system.**

**Land Mobile Radio project in partnership
with NDOT and NV Energy**

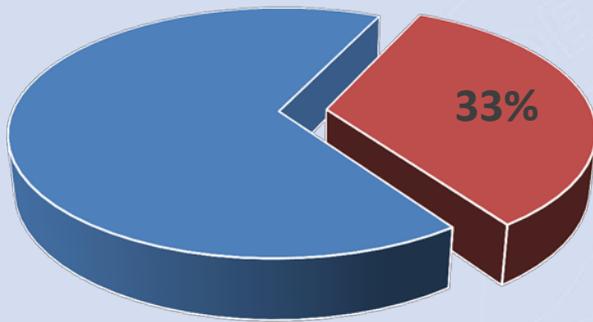
RFP issuance summer 2016





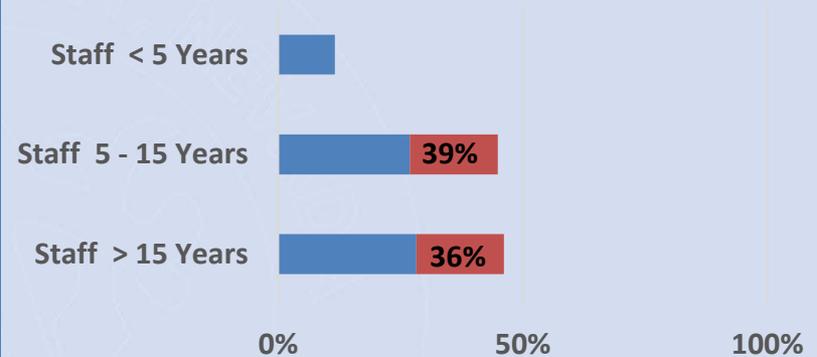
TS Staff Succession Planning

Eligible for Retirement < 3 Years



■ Staff <3 Years

Retirement Eligibility by Years of Service



■ Employees Eligible to retire <3 Years

- **Anticipated loss of Intellectual Capital**
- **Activities underway include staff cross-training, documenting processes and procedures, identifying 3rd party service providers**



Serving Citizens

- Move 911 services to a more GIS based system
- Accurate and current GIS layers

Washoe GIS

The image displays four map thumbnails arranged horizontally, each showing a different GIS layer for Washoe County. From left to right: 1. 'OpenData' shows a map with various colored points and lines. 2. 'Washoe County Basemap' shows a map with a red outline of the county boundary and labels for Chico, Reno, and Carson City. 3. 'Washoe County Firearms Discharge Restrictions' shows a map with red dots indicating restricted areas. 4. 'Washoe County GPS Base Stations' shows a map with red dots indicating the locations of GPS base stations. Navigation arrows are visible on the left and right sides of the thumbnails.

OpenData

Washoe County Basemap

Washoe County Firearms Discharge Restrictions

Washoe County GPS Base Stations



TS Security - Firewalls

**38 Firewall
Locations – 5 with
dual redundant
firewalls**

**Regularly block over 50
million access attempts
per month from around
the globe**

**Main Firewall has
500 defined rules
for protection**

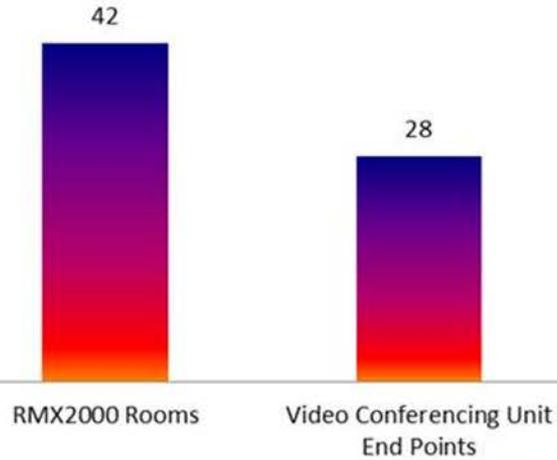
**Block over 800
Million known
Advanced Evasion
Techniques**

**Receive Weekly
Updates of known
malicious sources**

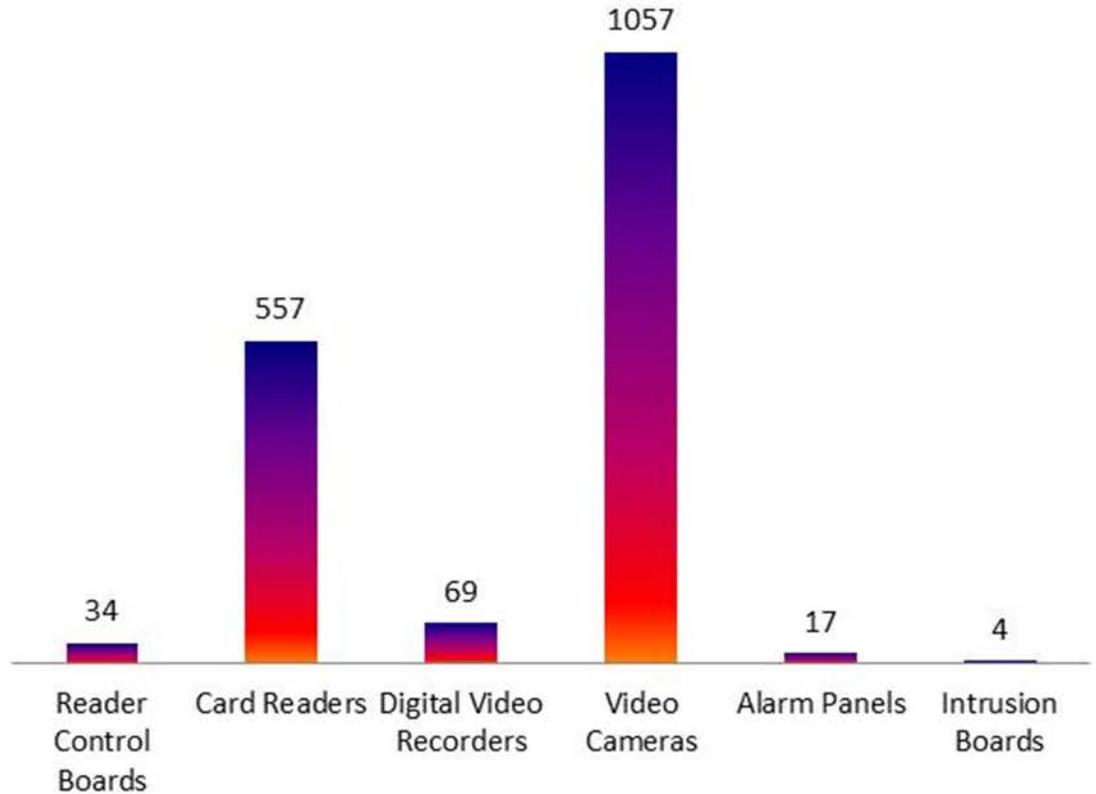


TS Security and Monitoring

Video Conferencing



Security - Video/Intrusion/Alarm





Document Storage

- Upgrade long term document storage processes
- Options with WORM Drive technology (Write Once Ready Many times)





Last Slide

Thank you

