



## ITCS Annual Report – 2022

In 2022, while the County's Information Technology and Communications Services Department completed several projects, it also began a significant period of transition. The Deputy Director was transformed and has transitioned to new leadership. Key milestones achieved this past year include:

- Microsoft Office 2016 desktop application was upgraded to Microsoft Office 365 for all Tioga County employees. This was a significant project which increased collaborative and communication functionality throughout the County. The implementation of Office 365 including the infusion of Microsoft Azure Active Directory, which also provided the County with a significant, and required, Information Security toolset, known as Multi-Factor Authentication, or MFA. MFA is now required for all County employees to access any County IT resource while they're outside of the County network.
- Another large project completed in 2022 was the replacement of and bolstering of the physical security posture at 56 Main Street. The ITCS Department spearheaded the installation of 35 security cameras both inside and outside of the building. These cameras provide additional tracking, reporting and notification functionality which did not currently reside in the existing system. The camera system, Verkada, also provides an automated access control system, which integrates seamlessly with their camera platform. This access control system was also installed at 56 Main Street, which automates the times in which the building opens and closes. All 56 Main employees were also issued fobs, which are now required for access to the building outside of normal working hours.
- A plan designed to migrating all Department of Social Services computers off of the NYS network and onto the Tioga County network was implemented. Several computers and phones have been migrated onto the County network, with the remainder planned to be completed early 2023.
- The 2023 budget was adjusted to execute a plan to increase and retain valuable Information Technology and Geographical Information Systems knowledge and skillsets. A Network Administrator position was created to increase upper-level IT skills within the Department.
- In alignment with the CIO's Entry Plan pillar of Security, Information Security Officer responsibilities were migrated to the Deputy Director of ITCS. A robust and thorough review of the Comprehensive Information Security Policy was completed, and the policy was amended with critical policy additions.
- A major finding in an Information Security Risk Assessment was mitigated after the County's Storage Area Networks (SANs) were upgraded with NetApp SAN. This upgrade, while increasing in our disaster recovery posture, most importantly

mitigated a significant information security concern enabling data-at-rest encryption for the County's electronically stored information.

- The Village of Owego and Town of Candor began the process of integrating to the County's network and will be completed early 2023.
- The Information Technology and Communication Services Department developed a robust five-year strategic planning document highlighting budgeting priorities and planned capital projects. As a part of this development, additional ITCS reserves were created to aide in the fund planning for these specific projects.

#### Looking Ahead:

- The Information Technology and Communication Services Department will spearhead the development and implementation of Information Technology Professional Development Strategies throughout the County and Shared Services entities.
- The Information Technology and Communication Services Department will continue its partnership with the Department of Social Services to complete the migration of 100+ employees and devices from the NYS network to the Tioga County network. Changes in support and guidance provided by NYS has dictated this transition.
- The Town of Nichols began the process of integrating to the County's network and will be completed early 2023.
- The Information Technology and Communication Services Department has started investigating a Managed Print Services (MPS) agreement in order to simplify the management and support of all Tioga County and Shared Service printing devices. This MPS agreement is anticipated to facilitate a more efficient management platform but also reduce the County and Shared Service agencies funding requirements associated with printing services.
- The Information Technology and Communication Services Department has planned and requested funding for the replacement of the server host infrastructure within its operational and alternate data centers. This infrastructure will provide increased performance and stability as well as increase available support options for the hardware.
- In alignment with the current Tioga County Remote Work Policy, the Information Technology and Communication Services Department will be investigating remote work best practices and determine a standardized and supported platforms for all remote work and remote access requirements.
- In an effort to increase communication and efficiency, the ITCS Department will be investigating various ticket management systems with a possible roll-out in 2024.