Vision and Mission

Technology Services strives to provide efficient, effective means of delivering services to and for the constituents of Rockdale County.

Our Objectives

Identify and deploy technology that provides a positive return on investment (ROI).

Reduce expenditures and increase the productivity of Rockdale County government.

Deliver fact-based information that will facilitate sound decision making.

Promote visibility and accountability through access to public records.

Supply a vehicle for government/constituent interaction.

Ensure personal information is secure and private.
Technology Services

17 Positions

Service Desk & Technical Support
- Deborah Jackson
  - GIS Analyst
- Neil Jeffers
  - Systems Analyst
- Roshanda King
  - Systems Analyst
- Trelena Carter
  - Systems Analyst

GIS
- Brian Johnson
  - GIS Analyst
- Vacant
  - GIS Analyst

Applications
- Vickie Gipson
  - Sr. Application Analyst
- Ed Greenway
  - Application Analyst
- Vacant
  - Application Analyst

Network
- Bruce Patterson
  - Sr. Systems Administrator
- Rick Edwards
  - Sr. Systems Engineer
- Andrae Stinson
  - Network Administrator

Business & Operations
- Roy Todd
  - Sr. Systems Engineer

Vacant
- Director
- Deputy Director
- Sue Sanders
  - Director
  - Transitional Oversight

Technology Services
Successes

• Major Network Security Improvements

  • CISCO Umbrella: Web Filtering identifies and blocks harmful websites
  • Proofpoint: Inbound Email Security identifies and quarantines spam email as well as emails with malware
  • CISCO Firepower: Intrusion & Detection Prevention detects and blocks unauthorized attempts to access the network
  • Cylance: End Point Protection blocks malware and safeguards against script-based, file less, memory, and external device-based attacks
  • KnowBe4: Cyber Security Education provides security awareness training combined with simulated phishing attack
Current Cybersecurity Tools

5 Layers before end user
Successes

- Storage Improvements
  - Installed new County wide storage repository and completed all configurations and networking.
  - Migrated County wide storage, H/I/P drives from old chassis to a new leading-edge Unity 480 device which provides greater storage flexibility, utilization and intelligence.
- E-Citation Issuance Project for Magistrate Court
- Fuel Pump System & GPS System for Fleet Services
- Re-imaged 100 Getac Systems for RCSO Patrol Deputies
- New County Facilities Brought Online with Network & Wireless – Costley Mill Event Center, Magistrate & Probate Facility & Morgue
- Installed new wireless gate system for Tatum Road
- Successfully transitioned the County to a remote work status during an unprecedented pandemic by deploying numerous forms of technology
Challenges & Opportunities

• Challenges
  • Increasing Demands for Technology Support
  • Increasing Applications, Devices and Facilities to Support
  • Capital Funding for Equipment Replacements & Infrastructure Improvements

• Opportunities
  • Transition Long Term Data Retention to Cloud
  • Implement New Equipment Inventory System for Asset Tracking & Accountability
  • Transition all User Accounts to Cloud Based Office 365
  • Transition I & P Drives to SharePoint/Teams
  • Train all Users on SharePoint/Teams/One Drive
  • Knowledgeable, Professional Staff Eager for Forward Progress & Knowledge
• Construct New Data Center to support all County computing operations to improve security and sustainability of operations and maintain back-up data center locations

• Refresh/Replacement of all end point devices
# Technology Services Budget Summary

<table>
<thead>
<tr>
<th>Line Item</th>
<th>2019 Actual</th>
<th>2021 Request</th>
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</thead>
<tbody>
<tr>
<td>Personal Services &amp; Benefits</td>
<td>$1,093,890</td>
<td>$1,194,902</td>
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<tr>
<td>Operating Expenses</td>
<td>$1,805,871</td>
<td>$2,096,339</td>
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<tr>
<td>Total Expenses</td>
<td>$2,899,761</td>
<td>$3,291,241</td>
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</tbody>
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THANK YOU!

ANY QUESTIONS?