



2025 Business Plan Presentation

Information Technology Services
Dorothy Parks, Director/CIO



Service Delivery Mission/Function



Our goal is to create a cohesive, agile, and secure technology ecosystem that propels the County forward in achieving its vision, mission, and values.

Key objectives include:

- Providing expert support
- Overseeing technology projects, budgets, and contracts
- Streamlining business processes through automation
- Developing cost-effective solutions
- Improving service delivery to both internal business units and county residents
- Maintaining robust cybersecurity measures

2024 Accomplishments

- Received seven NACo Awards
- Executed Incident Response Tabletop Exercise
- Automated key documents and processes
- Completed 27 Enterprise projects
- Reduced infrastructure and Oracle database environments

Trends

- Monitoring cybersecurity continuous threats
- Recruiting and retaining the right IT talent
- Managing economic pressure and uncertainty
- Artificial Intelligence
- Keeping up with technological advances

Approved 2024 Decision Package Updates

- Conversion of three Cybersecurity Contract positions to three full-time positions – Completed
- Conversion of two part-time Administrative Assistant positions to one full-time position – Offer extended
- Conversion of two part-time Financial Analyst positions to one full-time position – Offer extended

Strategic Plan and Goals



- Comprehensive inventory of technology software and systems
- Operational efficiency
- Enhance cybersecurity

Total Requested Budget



Total 2025 Request	\$77,988,146
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