



State of New York
 County of Broome Government Offices

Division of Information Technology
 Jason T. Garnar, County Executive · James M. Dutcher, Director

Dept Goals
 for:
 (2019):

- Improved customer satisfaction
- Continuing equipment refresh
- Improved networking (bandwidth, availability, security)
- IT Governance and IT Service Catalog
- Disaster Recovery/Business Continuity (DR/BC) plan
- CISO
 - o Risk Assessment
 - o Awareness training/compliance
 - o Vendor Compliance
 - o Change Management and Audit compliance

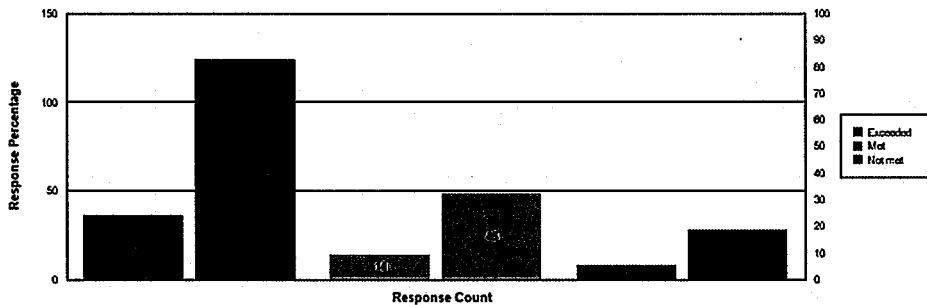
How are
 you
 meeting
 that goal?
 / How are
 you
 measuring
 that goal?

Current KPI(s):

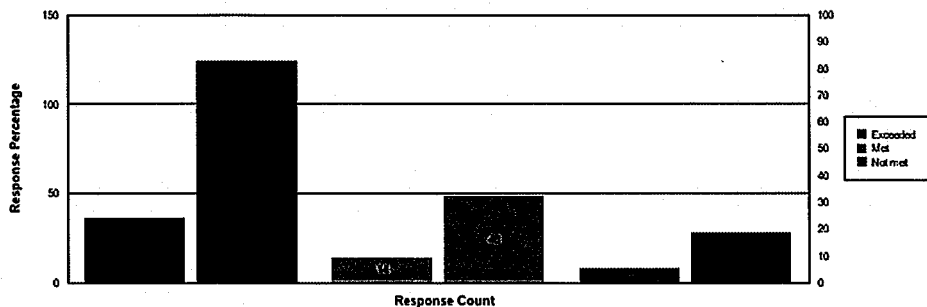
- Dec 2018 Opened Requests: 1,054
- Dec 2018 Completed Requests: 1,041
- YTD Total Opened Requests: 14,285
- YTD Total Completed Requests: 14,078
- Print Shop – Postage Dec 2018 85,247 pieces/ \$44,017.27
- Print Shop – Postage YTD 713,739 pieces/\$372,517.90
- Print Shop – Printing Dec 2018 311,577 pieces
- Print Shop – Printing YTD 4,896,574 pieces
- Print Shop – Graphics Dec 2018 39.75 hours/ \$1,828.50
- Print Shop – Graphics YTD 614.25 hours/ \$28,242.00

- Overall IT Dept. Assessment: **86%** Expectations Met or Exceeded

o My expectations regarding the timely response/resolution of my service request were:



o My expectations regarding the final status/resolution of my issue/request were:



IT Security

- Ongoing investigation
- Ad-hoc Advisory Group
 - Tetra Tech DR w/ Cybersecurity Handbook;
 - Report on recommended next steps
- IT Security Awareness Campaign via KnowBe4

Phishing Security Test started at: 01/24/2019 12:50 PM

[← Back to Campaigns](#)

Campaign: Initial baseline

One time from categories: Banking, IT, Government

Overview

Users

	99.7%	14.4%	7.4%	0%	0.7%	0%	0%	0%	0%	13.3%	0.7%
1531 Recipients	1526 Delivered	220 Opened	113 Clicked	0 Replied	10 Attachment Open	0 Macro Enabled	0 Data Entered	0 Vulnerable Plugins	0 Exploited	203 Reported	11 Bounced

BAC/Legislative Calendar

- For BAC and Leg. Schedules pertaining to purchasing and approvals thereof; For all dept. heads
- Admins/Owners are: Carol Hall, Aaron Martin, Colleen Wagner

Purchasing

- IT Review for all IT related items prior to approvals
- Consolidate printing contract
 - Who and how to decide make, model, color?
- Website Review
 - Need IT collaboration and signoff prior to
 - Other sign-offs may be required
- Grants
 - Need IT Collaboration prior to submission
 - Other signoff may be required

Budget Cycle – Starts March; Schedule meeting with IT to review

- Charge backs, new projects, and requests

Position Approval

- Online by end of March
- Workflow will include approvals from dept. heads, Personnel, OMB and County Exec.

Errata:

- AS400 Sunset by Summer 2019
- Please complete IT Survey
- Reboot Weekly

James M. Dutcher – Director of IT/CIO

02/04/20

