

Information Technology

Initial Evaluation & Goals

September 15, 2022

Faisal Shah
Chief Information Officer



BROOME COUNTY, NY
Information Technology

Broome County: IT

1

Staffing

2

Operation

3

Cyber-Security



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Broome County: IT Staffing

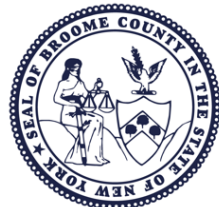
Near Future Goals

- ✓ Evaluating Current Positions/ Structure
- ✓ Fill Empty Positions
- ✓ Training for Help-Desk Staff

Open Positions by Teams

✓ Help-Desk	= 3 positions (2 Vendors, 1 County)
✓ Programming	= 2 positions
✓ Systems	= 1 position
✓ Network	= 1 position
✓ Management	= 1 position

Total Empty	= 8 positions



Broome County: IT Operations

Near Future Goals

- ✓ Help-Desk Operations
 - Evaluate Ticketing System
 - Evaluate Duplicate Asset Inventory Systems
 - Introduce KPI (Key Performance Indicator) System

- ✓ Evaluate On-Off Boarding Process
 - Work with HR/ Personnel & other departments to digitize and streamline the process

- ✓ IT's Project Management
- ✓ IT's Documentation
- ✓ System - Network Monitoring Platforms

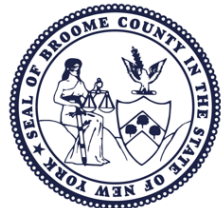


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Broome County: IT Cyber-Security

Near Future Goals

- ✓ Implement ACP (Action Change Process)
- ✓ Implement Cyber Threat Analysis Platform
- ✓ Implement Standard Incident Report
- ✓ Implement VRA (Vendor Risk Assessment) process
- ✓ Train (secondary/ tertiary) staff for Security Analysis
- ✓ Implement/ Update Policies
 - DLP (Data Loss Prevention)
 - e-Discovery (Electronic Discovery)
 - Acceptable Use Policy
 - Social Media Policy
 - Web Application Use Policy



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Questions



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