



ITCS Annual Report - 2020

In 2020, the County's Information Technology Department was busy completing a variety of projects and, as with everyone, handling the impacts from the coronavirus pandemic on operations. Key milestones achieved for the year:

- Successfully integrated the Town of Owego and Town of Barton into the County's IT Shared Services initiative. This has resulted in cost savings for all municipalities involved and works to strengthen the IT resiliency at the County. The Village of Waverly began the process of integrating to the County's network, and will be completed in 2021. When all the currently planned municipalities are integrated, it is estimated to save the County approximately \$40,000 annually in costs.
- Completed a project to replace all of the County-owned fiber optic interconnections between buildings. This project upgraded the 20-year-old lines in place between the County buildings, installing new 50-year lifespan cabling. This project was done at no additional County cost through a partnership with local Internet provider Plexicomm. This is estimated to have saved the County approximately \$60,000 in cost.
- Carried out pandemic response for IT operations. This included expanding the ability of employees to work from home by providing remote computer access and the ability to extend the County's telephone system to home offices as needed. This setup successfully allowed employees to minimize downtime and non-working time by enabling flexible working arrangements necessitated by rules for reducing office occupancy and quarantines.
- Made significant changes to the security configuration of the County's network. These changes tightened security by changing the assumptions of how and when we "trust" data flowing in and out of the County's network. These changes give the County a better understanding of computer usage and serve to better protect the constituent data held by the County. This understanding offers both better protection and the ability to minimize or reduce usage of things such as Internet bandwidth, which can lead to cost savings and better cost controls as well.
- Led Tioga County's participation in the Southern Tier Network's five-county Broadband Access study. This study created detailed analysis of broadband access in Tioga, Chemung, Steuben, Yates and Schuyler counties. The data identified under- and un-served areas for broadband in those counties and, in conjunction with Southern Tier Network, will be working to secure funding and create plans to expand broadband access to those areas.

Looking ahead to 2021, ITCS will be completing the migration of the Village of Waverly onto the IT Shared Services platform. Funding has also been received through the state Board of Elections to replace key network infrastructure that has reached end of life, saving the County \$30,000 in capital expenses and to conduct additional security testing and disaster preparedness, saving another \$20,000 in County costs. In addition, changes from New York State regarding how the technology services are being provided to the Social Services department will be bringing the approximately 100 DSS employees fully onto the County's data network.



GIS

The GIS department continues to work with internal and external entities to enhance the use of GIS services. Due to the pandemic, the regular process of training users around the County was put on hold for much of the year, but GIS was instrumental in providing key pandemic related services to departments. This includes creating the County's COVID dashboard, found on the COVID-19 Response area of the County website, and providing Public Health with tools to support their response efforts.

Records Management

The Records Management office has been continuing work managing County records as required. In 2020, the longtime manager of Records retired. Moving into 2021, discussions have been had about new initiatives and efforts to make Records Management successful and prepare for required transitions from the older records management protocol known as CO-2 to the newly released LGS-1 protocols. Working with the Legislature, in early 2021 it is planned to migrate the Records role to the County Clerk's office.