

Who are we?

Our organization, Information Technology & Services (IT&S), is now 18 years old and we have dramatically changed since the original IT plan was created and adopted. We now provide end to end IT services to over 34 geographic sites within Lewis & Clark County (50 buildings) to include the VOIP phone systems. We have over 665 consumers of our services spread throughout the city and county. Our helpdesk fields on average more than 10,000 telephone calls for service per year. That does not include nearly 4,000 tickets generated by email requests to the helpdesk each year. We have 9 virtual server hosts within the enterprise that host 98 virtualized servers which provide a myriad of systems and services to our customers.

We provide the following services to both city and county:

- Network services to include local area and wide area networking using fiber, wireless and radio technology. We manage all of our own switches and routers (93 at last count) along with the associated links.
- File and print, email, backup and archiving services
- GIS support services to all city and county departments
- GIS support for all online web mapping applications for local government
- Addressing to both city and county in support of 911 and public safety
- Web management and design services
- Project management services
- Support and management for our central ERP (Budget/Payroll/Finance) systems
- Manage Internet security software as well as desktop security software and anti-virus
- Manage a Microsoft centered network environment
- Manage a government cloud portal for our email and email archive systems
- Physical and virtual desktop technology to our customers
- Management of our own VOIP Phone System (Cisco Call manager and Unity)
- 8-5 and after hours helpdesk support for our customers
- Manage all city/county owned IT assets (computers/printers)
- Other technology duties as required by our customers

Our organization staffing consists of:

- Administration (2) – IT Director, Administrative Support Specialist
- Operations (5) – Operations Manager, 3 Network Managers, 1 Database Manager
- Customer Support (6) – Customer Support Manger, 4 Customer Support Specialists, 1 Web Services Manager
- Geographic Information Systems (2) – GIS Center Manager, GIS Analyst/Address Coordinator

Our governance structure consists of:

- IT Steering Committee – An advisory group consisting of appointed city and county department directors. This group meets quarterly and provides guidance and recommendations for the IT enterprise.
- IT Board – A board that consists of both city and county commissioners, the city manager, the county chief administrative officer and a citizen at large. This group also meets quarterly and is the approving body for all IT strategic and budget decisions.
- The IT Director is a non-voting member on both of these groups but provides the information and staff recommendations for these groups to consider.