

# 2012 Countywide IT Environment Questionnaire

Unless otherwise specified, please answer questions with data as of January 23, 2012.

## Respondent Information

Department Name:	Work phone number:
Name of the person completing this questionnaire:	Work email address:

## IT Service Delivery

1A. **IT service delivery:** How are IT services delivered in your department?

Please check all that apply:

- Some or all IT services are provided by internal IT staff in my department.
- All IT services are acquired from DTech
- Some IT services are acquired from another county department.
- Some IT services are acquired from outside the County
- Other (please specify)

1B. If you acquire **IT services from other county departments or outside the County**, please identify who provides what services to you.



**If DTech supplies all your IT services, skip ahead to question #14 on page 8.**

**Otherwise continue to page 2 for questions about your IT staff and IT support services.**

**Department IT Staff**

2A. How many **total staff** (IT classifications or IT consultants) provide IT support within your department? \_\_\_\_\_

2B. **Org Chart:** Please attach an org chart or provide a link to one.

2C. **Activities:** what is the approximate number of FTE providing the following services? Please report in increments of ¼ FTE or greater.

Activity	# FTE County Employee	#FTE Contractor
service desk, help desk, or desktop support		
application development/support		
department web site(s)		
department's server and network infrastructure		
e-mail services		
project management		
IT administrative functions such as management or procurement		
GIS support		
Electronic alarms		
Radio services		
Telecom services		
Other; specify:		

**Your Technical infrastructure and Support**

3. Approximately **how many locations** (addresses) are supported by your department IT? \_\_\_\_\_

**4A. Laptop and Desktop Support**

Support Activity	Count
Approximately how many desktops are supported?	
Approximately how many laptops are supported?	

4B. Describe **desktop management software** used such as SMS:

Software product used (enter 'none' if not applicable)	# seats purchased

5. **Mobile Devices:** Provide an approximate count of mobile devices you support of each type:

Mobile devices	Approx Count	Other info
Blackberry		Do you use a vendor BES or the DTech provided BES?
Android		
iPhone		
Windows		
Cell phones		
If other, specify types including wireless cards		

6. **Encryption:** What do you use for encryption?

Type of encryption	Product(s) used or 'none'
Laptop encryption	
Email encryption	
Mobile device encryption	
Other	

## Your Server Support

7A. **Server locations:** How many server locations do you currently support? \_\_\_\_\_

A server location includes, but is not limited to, raised floor space, network closets, broom closets, under the IT specialist's desk

7B. Please list locations here. Insert rows as needed.

location	SQ Ft.	Number of Servers	Generators /UPS	Environmental

If you support no server locations, skip to #8, Network Support, on page 6.

7C. **Servers in use:**

Server function	How many?	Hardware Type	Operating System
DNS/DHCP			
File/Print			
E-mail			
Web Servers			
Database Servers			
Application Servers			
Middleware Servers			
Active Directory Domain Controllers (PDC or BDC)			
FileNet or document mgt			
Other			

7D. If you use **virtual servers**, what is the number of host virtual servers \_\_\_\_\_ as well as the number of virtual devices on the host? \_\_\_\_\_

7E. **Backups:** Server and storage backups:

Does your IT staff backup your servers?

**YES.** Fill out the table below.

**NO.** Identify what organization backups up your data: \_\_\_\_\_

Backup information	Description
Not applicable, or someone else backs up your servers – specify what organization	
Identify the back up software used	
Do you use offsite replication?	
Do you use offsite storage?	
How often do you back up servers?	
Is it tape or disk based?	
Do you use a SAN for onsite storage?	
What is the approximate gigabytes of storage you use?	

## Your Network Support

8. Please indicate if you provide **network management and/or support** for any of the following?

Item	What type?	Approx # of devices?	Approx # FTE support staff
Switches			
Routers			
Firewalls			
Wireless access points			
Other			
None of the above			

9. **Internet Security applications:** Do you use any of the following in your department that is not provided by DTech?

Service	Product name or 'do not use'
SPAM filtering	
Web Filtering	
Anti-virus software (desktop, server, and email)	

10. **Network Authentication:** How does your organization provide for network authentication?

Please check the methods used:

- Active Directory.
- Other – please specify:
- Don't know.

**IT Services**

11A. **Countywide Service desk.** Do you use the Countywide Service Desk provided by DTech as your primary help desk: 874-5555?

YES       NO

11B. **Use a Department Help Desk.** If you have an internal help desk complete the following:

Help Desk	Description
Incident tracking application used	
Average number of calls received on monthly basis	
Do you have dedicated help desk (service desk) staff or does your IT staff also answer calls?	

12A. **Countywide Email Service.** Are you currently using the Countywide email service provided by DTech?

YES       NO

12B. **Departmental email service.** If you don't use the Countywide email service, please answer the following:

Departmental email service	Description
Approximately how many mailboxes are supported	

13 **Remote Access.** What does your department use for remote access? Check all that apply.

Please check all that apply:

- the Countywide VPN service provided by DTech
- Other solution(s) – describe:
- Not applicable.

14. **Video Conferencing.** Describe your department video conferencing capability if it exists:

Video Conferencing	Description
Type of set up – desktop or conference room	
How many connections can be active	
What type of connection: ISDN, IP, other	
What is your connection speed?	
List locations where service is available:	
What equipment and vendor do you use?	
How old is your equipment and does the service it provides meet your needs?	

**Your IT Projects**

15. **IT Projects.** What IT projects or initiatives are planned for FY 12-13? Examples include implementing a business application, virtualizing servers, migrating to VoIP, document management applications or any new or enhanced service that is not routine support or maintenance. An IT project means there are IT staff (provided internally or by DTech) as part of the project team.

Add more lines as needed.

Project or Initiative Description	Estimated Cost \$



## Your Department IT Budget

IT spending is dollars spent for IT to support your department or agency. This includes all hardware, software, personnel, training, disaster recovery, facilities, any other costs such as the data center, desktop/Lan/Wan server, voice and data network, help desk, application development and maintenance, finance, and admin.

16A. **Total IT Budget.** What is your approximate total department IT budget (or IT Spend?) in the 2011-2012 county budget? If available, you can use the following format:

**Note:** Do not include any costs received from DTech such as those in the accounts in red. Those cells are blacked out to indicate DTech will provide the amount. If you budgeted funds in these accounts in addition to the DTech request, please include those costs in another appropriate amount.

Account #	Category in your department FY 2011-2012 final budget	Approximate total department IT Budget in \$
10 object	Salaries and Benefits	
20202900	Training/Conference	
20203500		
20222700	Cell phones, PDA and data cards	
20226500	hardware and components	
20229100	equipment maintenance	
20259100	consulting or projects	
20281100	contractors or other labor	
20281200	software or misc purchases	
202812xx	Other, specify and include a lump sum total here	
20294200	Facility charges (county owned)	
20294300	Facility lease charges	
20291100	DTech Labor support and allocations	
20291200	DTech non-labor charges and allocations	
20298400	DTech pagers and radio communications charges	
20298700	DTech telephone and WAN allocations	
20298900	DTech telephone, radio, or facility alarm purchases such as VoIP phones	
Other 20	object expenditures such as other IT costs for subscriptions	
30 object	depreciation (not for general fund departments)	
40 object	fixed assets hardware purchases above \$5000 (only for general fund departments)	
	Total	

16B. **Outside funding.** How much in dollars of your total department IT budget is recovered from Federal, State claims or Grants? \_\_\_\_\_

**Your Department Automated Systems and Applications**

**17. Department Systems and Applications.** What automation systems and applications does your department use?

Examples include cashiering systems, dispatching systems, inventory tracking, case management, timesheet, and any other major application used. Include both vended applications as well as in-house developed custom applications. You do not need to include use of DTech provided applications such as COMPASS or FileNet, CJIS, Tax, etc...

Do you already maintain a list describing your department applications?

- YES** please attach your list to this survey
- NO** please fill out the chart below; insert more rows as needed

Application Name	Primary customer group(s)	Where hosted*	Software support provided by	Additional information
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				

\* where hosted = vendor name, state of CA, DTech, your dept., other  
 ++ software support provider = your dept, state, DTech, vendor name, other

**Looking ahead 1-3 years**

18. **Looking ahead.** What new technologies, if any, are you interested in exploring in the next one to three years?

**Your Comments**

19A. Opportunity to identify your top IT interests or concerns:

19A. Opportunity to express any other comments:

19C. Please contact me in lieu of writing in my comments.

- Please contact me**
  
- Please contact** \_\_\_\_\_
  
- No thank you.**