

ITC Mission

To support the mission of Harris County by developing, implementing and supporting high quality, innovative and cost effective information technology solutions.

Beyond the Beltway

Monday, March 19, 2012

Harris County Information Technology Center

*Bruce High
Harris County CIO &
Executive Director of
Harris County Information Technology Center*

Harris County

- Harris County is the nation's third most populous county with nearly 4.1 million
- Harris County has a larger population than 24 states.
- Unincorporated area of Harris County, if a city, would be 5th largest in the US
- We are located south of Dallas, north of Galveston
- The City of Houston is the county seat

Information Technology Center

224 Full Time Resources

Enterprise Business Solutions

- Business Application Development & Support
- Business Systems Analysis
- Business Intelligence / Analytics
- County Web Presence
- Enterprise Business Applications including:
 - Financial & HR Apps (IFAS)
 - Justice Applications (JIMS/JIMS2)
- Mobile Applications
- Spatial Services (GIS)

Enterprise Managed Services

- Private Cloud for Harris County
- Architecture Design
- Enterprise Security
 - Desktop
 - Network
- Network & Internet Services
- Systems & Storage
 - Email
 - Servers
 - Storage
- Telecommunications
 - Telephone
 - Video Conferencing

Enterprise Support Services

- Business Continuity / Disaster Recovery
- Change Management
- County Operators
- Desktop Support (24x7)
- Help Desk (24x7)
- Records Center Storage
- Technical Liaison

Mobility

- Public Safety Long Term Evolution (LTE) wireless broadband network
- Mobile Support Unit (MSU)
- Radio Systems
- Towers
- Infrastructure
- Radio installation & maintenance



Master Plan		
Informational	Interactional	Transactional
<p>Attributes</p> <ul style="list-style-type: none"> -An application with simple, familiar user experience -Simple collaboration activities -No data integrations -No analytical reporting -Department level administration -Self Provisioning "self help" 	<p>Interactional</p> <ul style="list-style-type: none"> -A fairly simple application -Customized end-user interface -Portable and repeatable -Data integrations with web services -Centralized IT supported application -Shortened developmental lifecycle required "we need it fast" 	<p>Transactional</p> <ul style="list-style-type: none"> -Custom application -Custom end user interface -data integrations with disparate integration sources -Centralized ITC supported application -Workflow processing -Heavy reporting requirements
<p>Current Needs</p> <ul style="list-style-type: none"> Web 2.0 Blogs, Wikis, RSS feeds, IM 	<ul style="list-style-type: none"> Rapid Development Reusable / Repeatable 	<ul style="list-style-type: none"> JIMS2 IFAS 7.9 GIS 2.0
<p>Analytics / Reporting</p>		
<p>Citizen Relationship Management Tools</p>		
<p>Content Management</p>		
<p>Enterprise Records Management</p>		
<p>Integration Strategy/Convergence</p>		
<p>Enterprise Search</p>		
<p>Mobility Solutions (Anywhere, Anytime, Anyway)</p>		
<p>Communication Strategy/Implementation</p>		

Callahan

Current Needs

Handwritten notes and signatures:

- ISAM!
- Web 2.0
- Blogs, Wikis, RSS feeds, IM
- Rapid Development
- Reusable / Repeatable
- JIMS2
- IFAS 7.9
- GIS 2.0
- Analytics / Reporting
- Citizen Relationship Management Tools
- Content Management
- Enterprise Records Management
- Integration Strategy/Convergence
- Enterprise Search
- Mobility Solutions (Anywhere, Anytime, Anyway)
- Communication Strategy/Implementation

Successes with the Enterprise Approach

- Strengthening business relationships with Harris County departments
- Transforming organizational model to focus on providing quality enterprise IT services
- Realigning resources to meet budget constraints while improving enterprise IT service delivery
- Developing roadmap for key enterprise IT initiatives
- Shared Services Model
- Power Plant
- Virtualization of Data Center
- Call Centers
- Voice Over IP
- Total Cost of Ownership (TOC)

Planned Projects

- Device Strategy (virtual desktops, tablets)
- Mobility (LTE, Mobile Apps, Radios)
- Networking/ Communication Convergence
- Disaster Recovery/Business Continuity
- Security
- Web Services
- Electronic Timesheets
- Upgrading legacy applications

Total Cost of Ownership (TCO)

Total Cost of Ownership (TCO) is a financial estimation model Harris County has adapted to capture total costs and benefits for a technology, product or system. The model provides a cost-benefit analysis tool for determining the value of an investment.

TCO analyzes:

- Total cost of acquisition and operating costs, i.e., capital investment - hardware/software, utilities, annual maintenance, new and existing staff costs.
- Benefits from any cost reductions, increase in revenues, grants, or other measurable business benefits gained to offset the cost.
- Quantifies the financial impact of deploying an information technology product or system over its life cycle.

The TCO Model can be used to determine the ***Return on Investment (ROI)*** related to business and technology efficiencies gained. Investing in new technology should normally give a good return on that investment. The investment is expected to be apart of the County strategy and achieving economies of scale. This benefit can also show up in efficiencies gained by your staff, by improving business processes and services, or in operational efficiencies.

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