

Information Technology

Vision Statement

Our vision is that the City of Greenville Departments and the Community will have updated and accessible technology services that directly support the vision and missions of the City Departments. Providing accurate and timely information, where and when Departments need it, and in the format that find most useful.

Mission Statement

The Mission of the Information Services Division is to provide City Technology services which can be sustained and accessible twenty-four hours seven days a week with emergency access by all City Departments. Providing levels of "Help-Desk" response to emergency, normal, and other technology needs to control and track costs, providing training and reporting information to management decision-makers. The Information Services Division upholds the City of Greenville's mission of improving the quality of life for all residents.

The Information Technology (IT) Division has the responsibility for supporting and maintaining network connectivity, all IT related hardware, approved software, and operating systems used by the City. In addition, the division is responsible for supporting and maintaining core applications, integration of new hardware/software enhancements and ensuring new systems are developed and deployed holistically. Further, this division is also responsible for ensuring security of the environment by maintaining anti-virus tools, backups for all application servers, and client network home directories, documentation and inventory for all system network infrastructure components.

Achievements for Fiscal Year 2008

- Completed I.T. Strategic Plan.
- Conducting Network Strategic Plan for certification for VOIP Use.
- Right sized budget and staffing levels
- Developing new I.T. Manager and I.T. Specialist Technician Office space.
- Cleared old "I.T. Inventory" from City Hall to reduced e-waste.

Performance Objectives

- Standard Service Guidelines
 - Level 1 – Service impact to the entire facility, significant customer impact. Restore within 6 hrs.
 - Level 2– Service impact on a portion of a department or department is missing a critical business function. Restore within 24 hrs.
 - Level 3 – Major impact to a single client, unable to perform primary business functions. Restore within 48 hrs.
 - Level 4 – Non-service affecting problem, annoyance to affected party. Restore within 96 hrs.
 - Level 5 – Special Enhancements pending software purchase and/or equipment repair or purchase. Can be up to 180 days.
- Ensure integrity, security and accessibility of computer-based information.
- Provide on-going systems support for current technology.
- Enhance customer service by providing improved channel for requesting service and support.
- Complete Network Strategic Plan for certification for VOIP Use.
- Conduct Telephone Traffic Study and audits for use.
- Clean up old backboard telephone rooms. Secure room from public access to backbone equipment.
- Hire new I.T. Manager Position.