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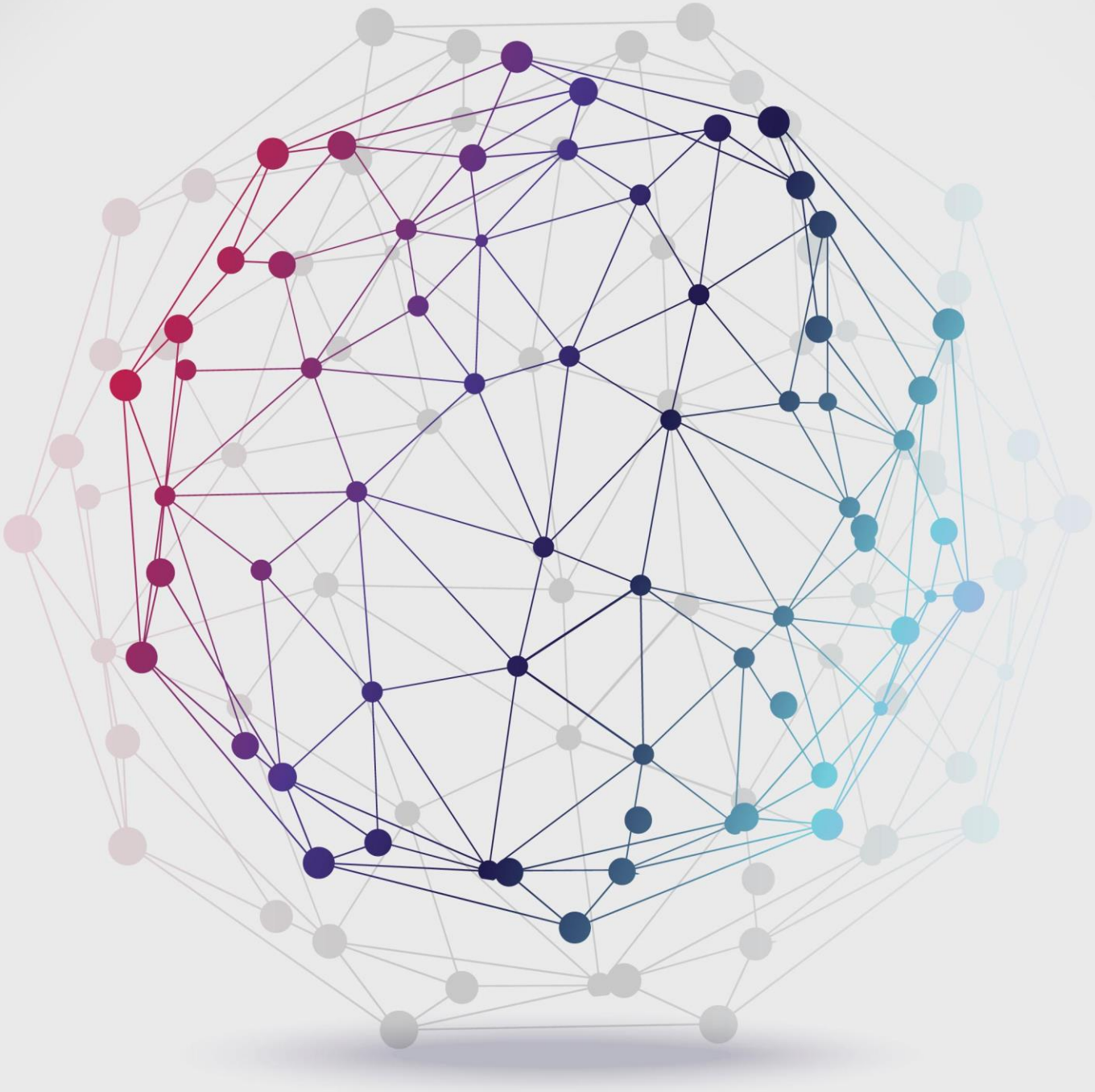

2014 WORK PLAN

INFORMATION TECHNOLOGY SERVICES

2014 ITS Work Plan

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MISSION STATEMENT

Travis County Information Technology Services mission is to provide quality information technology services to county departments in the execution of their functional responsibilities through innovative technology services.

VISION STATEMENT

Travis County Information Technology Services is committed to being the technology strategic leader and partner for County departments, elected officials and constituents we serve.

VALUES STATEMENT

Governing our visions, decisions and behavior are our core values. Travis County Information Technology Services is committed to achieving these values through:

- Leadership
- Reliability
- Integrity
- Efficiency
- Integration
- Innovation
- Collaboration
- Excellence in Customer Service

EXECUTIVE SUMMARY

During Fiscal Year 2013, the Travis County Information Technology Services (ITS) aggressively focused on several major goals that included the Data Center Colocation to CyrusOne, the implementation of BEFIT (Better Enterprise Financial Information for Travis County) Infrastructure, the District Clerk online document search capability, and the case management conversion in Justice of the Peace Courts. The ITS Department is proud of all division teams and of their work that helped to ensure these major projects were completed on time and within budget.

DATA CENTER COLOCATION PROJECT - Completed in May 2013, the Data Center Colocation project was a first of its kind for not only Travis County, but also the Central Texas regional government area. The project provided an opportunity for ITS to demonstrate the ability to operate assertively across the ITS Divisions and focus on team work and collaboration. The move to CyrusOne provides ITS the advantage of greater automated processes and increased systems availability. Additionally, the new Data Center significantly reduces the County's exposure to network disasters and increases network systems availability through concurrent maintenance of the mechanical and electrical infrastructure systems. Designed with the flexibility to be able to provide capacity for growth as well as changes in technology, CyrusOne will further provide increased security, fault tolerant building mechanical systems, network and system redundancy. The move also will position the County for increased systems availability and reduces disaster recovery times.

BEFIT SAP PROJECT - As an integral partner to Phase 2 (HR and Payroll implementation) of the BEFIT/SAP project which went live on January 1, 2013, ITS built and managed the technical infrastructure for BEFIT/SAP, including systems, networks and storage. Phase 2 of the project involved an ambitious timeline, and ITS was able to meet project deadlines and provide resources and knowledge necessary for successful deployment. With the implementation of SAP, Travis County now has in place an integrated HR, Payroll, Financials and Procurement system. BEFIT/SAP replaces a myriad of standalone systems and manual processes with combined, automated processes that provide increased control, visibility and information for end-users. One such process is the incorporation of SAP with the County's Identity Management System, which automates and integrates the creation and management of user-IDs.

DISTRICT CLERK PROJECT - Initially referred to as District Clerk Online Document search (for attorneys), the project was redefined to the "*Attorney Access to Records Online*" (AARO). The AARO project objective was to address the issue of providing online access of specific Travis County court case records to attorneys. The effect of the project is that attorneys, as well as certified peace officers, now have the ability to access civil and criminal case records online from the Travis County District Clerk's website. Attorneys are able to view and download specific case documents, except for court case records that are restricted or sealed. An additional project objective is to enable public citizen access to the District Clerk's online records as well with similar capabilities which are currently afforded to attorneys.

JUSTICE OF THE PEACE (JP) CASE MANAGEMENT CONVERSION PROJECT - The JP Odyssey Conversion Project was initiated in April 2012. This professional services contract with Tyler Technology included the conversion of case and financial data from four sources: (1) CJS for criminal case data, (2) Mapper for civil case data, (3) FACTS for JP4 case data, and (4) EZ-Justice for collections data. The conversion was for all five JP offices as well as the JP Collections Department of the Travis County Central Collections (TCCC). Four of the five JP offices were on 25-year-old homegrown case management systems and the financials were balanced in QuickBooks. Significant challenges of the project included the conversion process itself. Mapping the multitude of fee codes, fee schedules and remittance behaviors, along with financial transactions and compliance report balancing were specific to the challenge. There also was the challenge of the case data conversion. Completed in August 2013, the project allows the ability for all county JP offices and the Collections Department to collect, receipt, post, deposit and track payments in one central unified system.

Maintaining the course of our departmental vision, ITS remains focused on the delivery of expert technology services through improved programs and infrastructure. One of the major initiatives for 2014 will be the improvement and implementation of a new Court Case management system–Prosecutor and Criminal Courts case management systems. The Court Case management system project is a partnership endeavor with the Conference of Urban Counties.

The ITS Department is committed to providing secure information technologies that enable all county departments to execute their mission and core business processes. Faced with increasingly sophisticated cyber adversaries, who seek to disrupt business operations or obtain valuable information assets, the IT security team is expanding its knowledge base; applying new protection, discovery, and recovery methods; and deploying new technologies to better protect county critical information assets and IT resources. The newly formed IT Security Steering Committee is focused on numerous security improvement projects, such as improving security governance, revising security strategy, and ensuring that the IT security operations team is properly funded and staffed to counter the expanding and increasingly complex threat environment.

Specific projects are further discussed in detail within the Major Projects Initiatives section of this Work Plan. Priorities for ITS in 2014 include:

- Work closely with all stakeholders to deliver enterprise criminal justice case and document management system projects, as directed by the Commissioners Court and concerned elected and appointed officials.
- Maintain the soundness and adaptability of the county's information technology supporting infrastructure.
- Guarantee the safety of County critical and privileged information by updating information security policy, tools and enforcement.
- Actively engage partner departments along with Elected and Appointed Officials to refine County technology governance through robust IT strategic planning to identify and prioritize enterprise IT initiatives.

- Increase transparency of Travis County Government workings through open data initiatives.
- Provide day-to-day technology expertise to develop the right solutions for Travis County line departments and independently elected officials for use in executing their core missions.
- Hone the skills of ITS staff through increased training opportunities, development and tracking of training requirements and milestones, and bringing in outside skills assessment teams to ensure ITS can harness the right new technologies.

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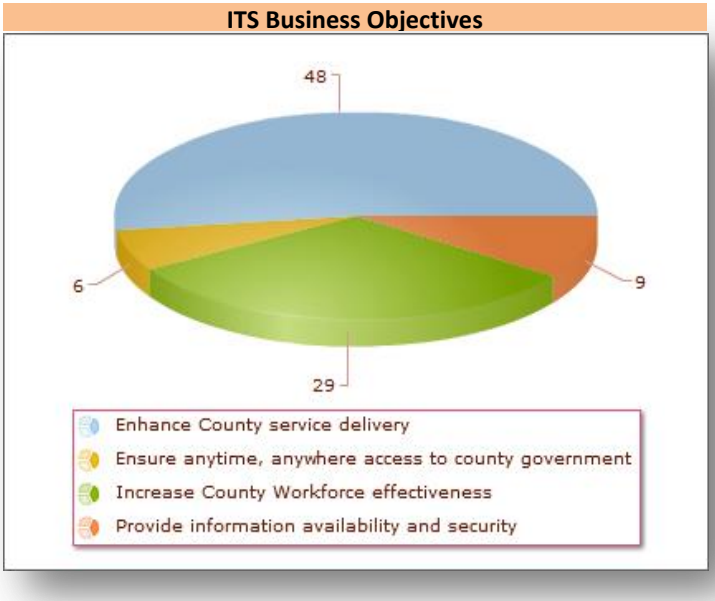
STRATEGIC OBJECTIVES

The Strategic Objectives outlined below support the lines of business for Travis County.

1. **Ensure anytime, anywhere access to county government:** ITS will make certain all infrastructure systems are maintained in an operational state in order to support the daily business needs of individual county departments.
2. **Provide information availability and security:** ITS will afford a secure infrastructure to protect county resources and user department data from unauthorized access by internal and/or external sources.
3. **Increase county workforce effectiveness**: ITS will expand operational productivity and efficiency through modifications to existing applications or implementation of new technology.
4. **Enhance county service delivery:** ITS will continually improve and expand central services for systems residing on Travis County network such as workstations, personal mobile devices (smartphones; tablets), printers, servers, county telecommunication systems, and Internet and Intranet services.

CHART 1



The Strategic Objectives were an outcome of the following process:

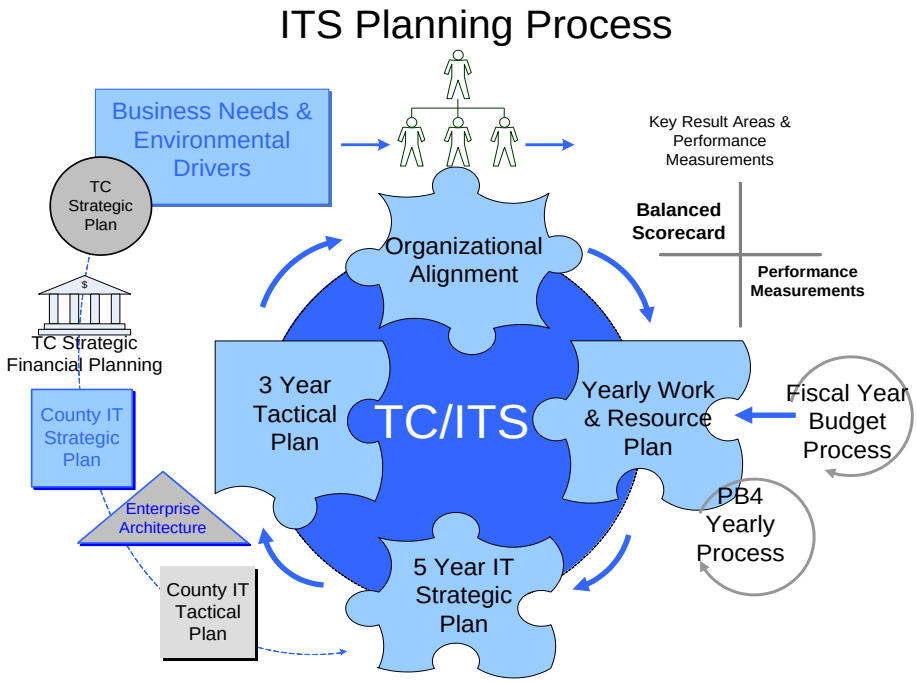
1. Determine where the ITS Department is going and define how to get there (Roadmap).
   - Solutions Strategy – what needs to be done
   - Delivery Strategy – how will it be accomplished

2. Enable the intended business improvement or changes by leveraging processes that enable new and different business strategies.

3. Determine the constraints of the organization and identify alternate solutions and architecture for improvement.

4. Articulate a plan that lays out a series of investment choices to drive the ITS Work Plan for the next three years.
   - Project Initiation and Planning
   - Data Gathering/Assessment
   - Improvement Opportunities Validation
   - Improvement Projections Identification
   - Architecture Development
   - Detailed Strategic Work Plan

CHART 2



DEPARTMENTAL OVERVIEW

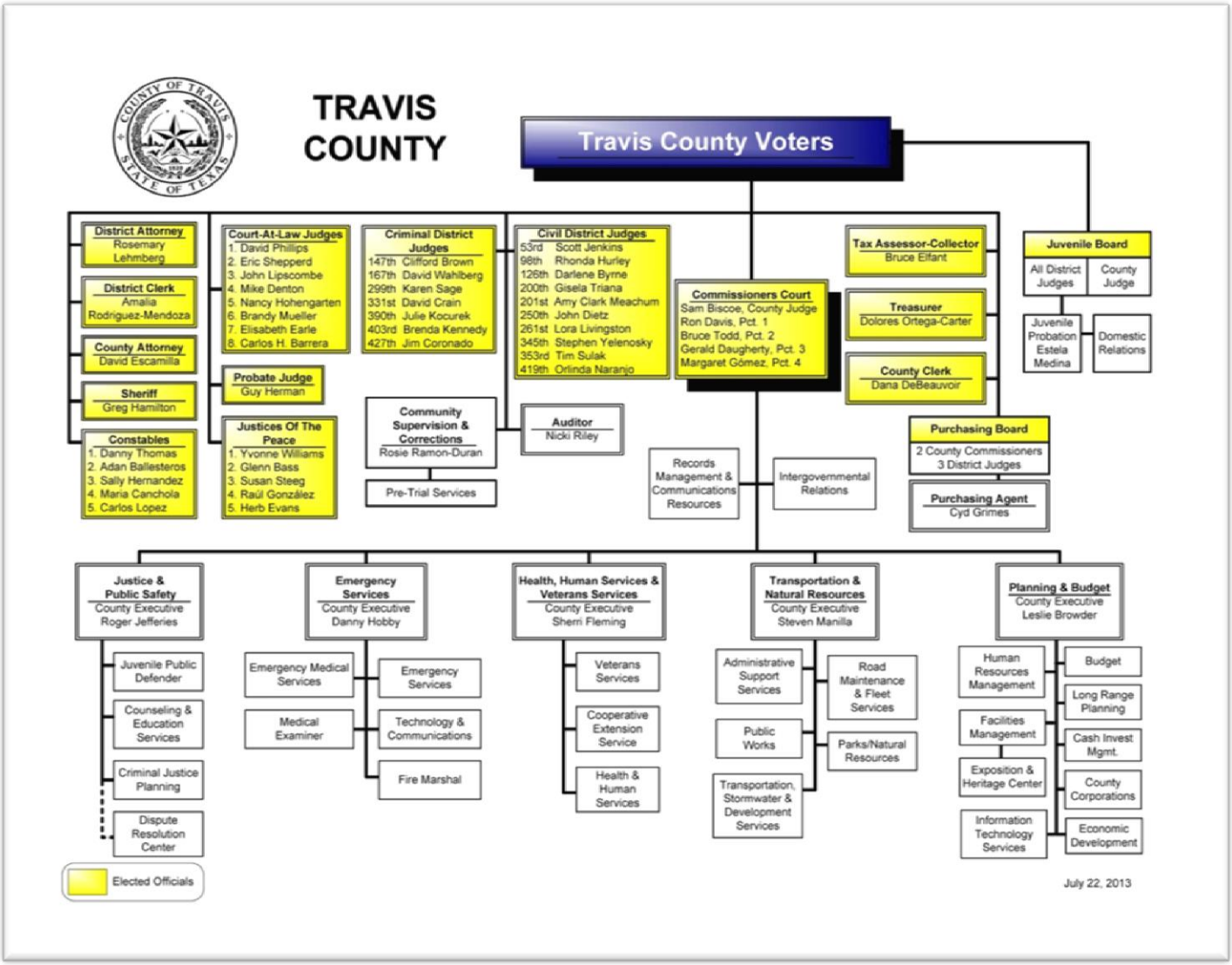
The ITS Department provides project management, application development and support, network management, and telecommunications and system maintenance for critical business systems and desktops. The Department is dedicated to providing improved technology services and solutions to the forty-six (46) user departments with the computing and voice communication facilities required to meet the business needs of some 4500 employees.

The growth of Travis County and the resulting increase of County Government functions have increased the requirement for technology and telecommunication capabilities. Several factors play a key role in the need for Travis County to implement new systems over several platforms. These factors include recent legislative changes, the increased need for the ability to maintain more data information, and other external factors, such as increased state reporting standards and the need for improved services to citizens.

The Travis County business units supported by the ITS Department are identified in the following chart:

CHART 3

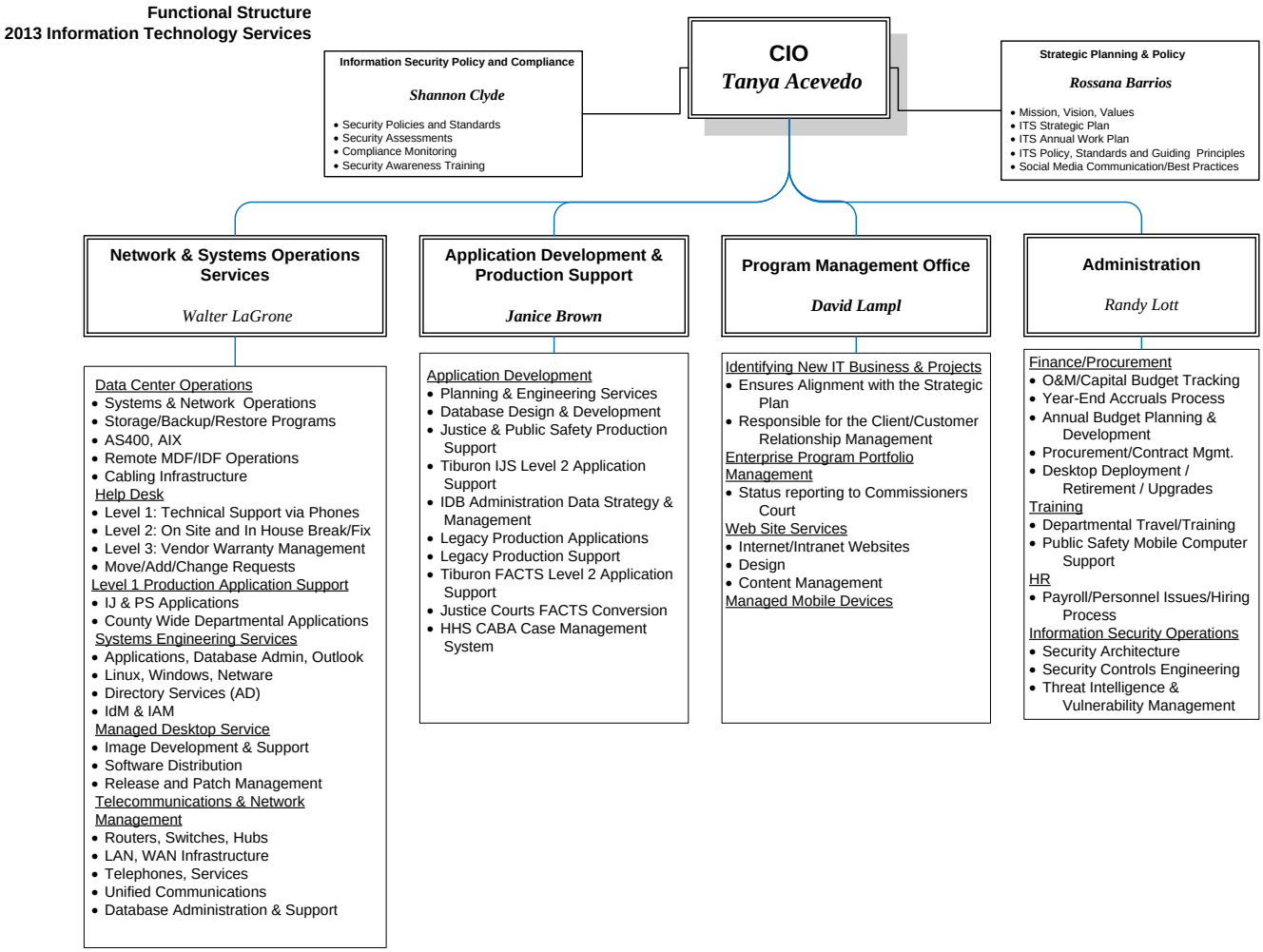
Travis County Business Units



Organizational Structure & Programs Supported

The ITS Department is organized to support Travis County and county constituents. The Department is designed so as to maximize the ITS goals of providing System Availability, Information Security, Technology Implementation, and Customer Support. The following chart describes the functional structure of the ITS Department.

CHART 4



The Business Units which are identified in Chart 3 require implementation of several technology programs. These various programs are composed of numerous applications that support the various business functions of the Travis County organization. Details for these various programs, their purpose, and departments supported by the program are outlined in the Major Programs Supported (Table 1). Additionally, Chart 5 below provides a snapshot of the number of open projects per various county departments*.

CHART 5

PROJECTS BY PROGRAM

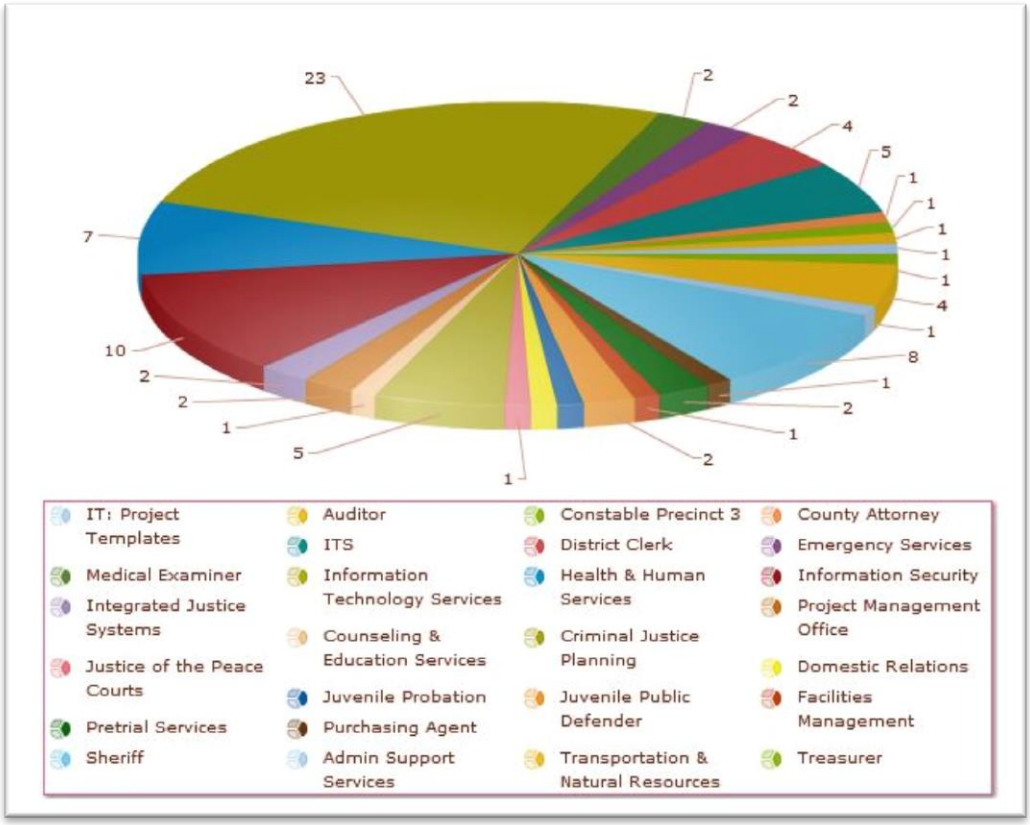


TABLE 1

MAJOR PROGRAMS SUPPORTED		
Technology Program	**Major Purpose**	**Departments Supported**
Mobile Data Program	Patrol Car Data Systems, In Car Video, GIS Support	TC Sheriff, Constables, TNR Park Rangers
Regional Public Safety Communications Program (RDMT)	CTECC 911 Center Support Projects	TC Sheriff, Constables, TNR Park Rangers, OEM
GIS (Geographical Information System)	County GIS systems	TNR, TC Sheriff, Tax
Unified Communications	County Communication Systems	Travis County Enterprise
Identity and Access Management	County Identities and Access of Identities	Travis County Enterprise
Justice	Justice Systems	Courts
Public Safety	Public Safety Systems	Public Safety
Corrections	Corrections Systems	Corrections
Document & Imaging Management Systems	County management of documents and images – support of various systems	Travis County Enterprise
Facilities Physical Security Systems	Management of the badge readers, application and systems. Includes video	Travis County Enterprise
Environmental Controls Systems	Management of the HVAC controls systems	Travis County Enterprise
Facilities and Work Order Systems	Management of the various computerized maintenance management systems and various in-house developed work order tools.	Facilities, TNR, ITS
Non-Law Related Case Management Systems (HHS, MEO)	Management of various non-law related case management systems such as health, veteran services, medical examiner, etc.	Medical Examiner, Health and Human Services, Veteran Services
Enterprise Resource Systems (Financial & HR, Benefits)	Support for HR and Auditor - HTE, Develop and modify open enrollment, support for BEFIT project.	HR, Auditor, Travis County Enterprise
Inmate Communication Services	Manage video and voice communication with inmates and the outside world.	TC Sheriff
Corrections Inmate Services (non-case management)	Health management systems	TC Sheriff
Technology Expansion and Relocations, Lifecycle Management	Enterprise Systems Management	Travis County Enterprise

Performance Metrics

"The concept of performance measurement is straightforward. You get what you measure and you can't manage a project unless you measure it." (Patrick T. Plunkett, General Services Administration)

The ITS Department is committed to quality service delivery in order to achieve the outcomes our customers expect and deserve. IT has established some operational tactical metrics at a low level and has included them as a baseline to develop department key performance indicators. Performance Measures will be a key focus of the ITS Department for FY14 as the department begins to translate current data into specific measures, working toward developing and improving goals, objectives and performance indicators, and to create a more balanced picture of performance through the uses of these measurements.

The ITS Strategic Planning team will focus on refining specific performance measures for the various ITS divisions and implementing Key Performance Initiatives (KPIs) within these divisions. The goal of this initiative is to better evaluate the department's performance and to enhance efficiency and productivity. IT hopes to realize this initiative through creating and monitoring division KPIs, conducting internal workshops with expert analysts, and through regular review sessions of our performance objectives. Performance management will be used to track the IT Department's progress against its strategic plan and specific performance goals.

The tables below identify operational measures that the department tracked for FY2013. As noted above, current efforts are in place to expand the measures and define specific KPIs for all of the IT divisions. The conceptual framework is provided here for purposes of demonstrating this key initiative – an initiative considered as "work in progress".

1. PROGRAM MANAGEMENT OFFICE (PMO)					
Key Performance Indicator – Number of Projects		**FY 2013 Goal**	**FY 2013 Actual**	**FY 2014 Goal**	**See Page**
1.1	Number of project requests received	150	204	175	27
1.2	Number of projects completed	200	176	200	27
1.3	Projects that completed on time	125	141	130	N/A
1.4	Projects that completed within budget	125	195	200	N/A

2. NETWORK SYSTEM OPERATIONS SERVICES (NS0S)					
Key Performance Indicator – Number of Calls/Tickets		**FY 2013 Goal**	**FY 2013 Actual**	**FY 2014 Goal**	**See Page**
2.1	**Service Desk Administration**				

2. NETWORK SYSTEM OPERATIONS SERVICES (NS0S)					
Key Performance Indicator – Number of Calls/Tickets		**FY 2013 Goal**	**FY 2013 Actual**	**FY 2014 Goal**	**See Page**
2.1a	Number of calls Answered	15,000	20,007	18000	29
2.1b	Number of emails received	10,000	15,296	12000	29
2.1c	Number of incident tickets opened	10,000	23,761	12000	29
2.1d	Number of incident tickets closed	10,000	16,358	12000	29
2.2	**Infrastructure & Operations**				
2.2a	Number of calls – Priority 1 (2 Hr. Avg.)	30	32	35	N/A
2.2b	Number of calls – Priority 2 (1 Day Avg.)	472	500	550	N/A
2.2c	Number of calls – Priority 3 (1 Day Avg.)	17,630	15,000	16000	N/A
2.3	**Network & Telecommunications (VoIP)**				
2.3a	Number of calls – Priority 1 (3 Hr. Avg.)	138	150	130	N/A
2.3b	Number of calls – Priority 2 (1 Day Avg.)	230	240	220	N/A
2.3c	Number of calls – Priority 3 (2 Day Avg.)	3540	3600	3200	N/A
2.3d	Number of devices implemented (Cisco)		1798	4285	N/A
2.4	**Systems Programming & Administration**				
2.4a	Number of calls – Priority 1 (4 Hr. Avg.)	160	150	160	N/A
2.4b	Number of calls – Priority 2 (1 Day Avg.)	630	650	650	N/A
2.4c	Number of calls – Priority 3 (1 Day Avg.)	5185	5,200	5000	N/A

3. APPLICATION DEVELOPMENT & PRODUCTION SUPPORT					
Key Performance Indicator – Volume of Tickets by Priority		**FY 2013 Goal**	**FY 2013 Actual**	**FY 2014 Goal**	
3.1	**Priority 1 - Major System Outage**				
3.1a	Number of Production Support Tickets	45	94	75	
3.1b	Number of FACTS Tickets	23	21	15	
3.2	**Priority 2 - Important**				
3.2a	Number of Production Support Tickets	50	85	75	
3.2b	Number of FACTS Tickets	82	55	25	
3.3	**Priority 3 – As Workload Permits**				
3.3a	Number of Production Support Tickets	3920	5204	4000	
3.3b	Number of FACTS Tickets	1066	1097	900	
3.4	**Priority 4 – Technical Service Requests/Projects**				
3.4a	Number of Production Support Tickets	18	84	75	
3.4b	Number of FACTS Tickets	12	55	25	

4. ITS ADMINISTRATION OFFICE					
Key Performance Indicator		**FY 2013 Goal**	**FY 2013 Actual**	**FY 2014 Goal**	
4.1	**Finance/Procurement**				
4.1a	Number of vendor discrepancy memos issued to correct receiving/billing errors	N/A	20	1	
4.1b	Percentage of total Purchase Orders over 90 days	N/A	63	35	
4.1c	Total value of overdue invoices *(new)*	N/A	N/A	$8,000	

4. ITS ADMINISTRATION OFFICE					
Key Performance Indicator		FY 2013 Goal	FY 2013 Actual	FY 2014 Goal	
4.1d	Percentage of invoices disputed	N/A	20	5	
4.1e	Number of devices replaced	N/A	1262	379	
4.1f	Percentage of devices replaced with no data loss	N/A	1261	379	
4.1g	Number of invoices where interest is paid due Texas Government Code section 2251.021 Prompt Payment Act (processed within 30 days)	N/A	0	0	
4.2	**Training**				
4.2a	Number of ITS employees attending a training event *(new)*	N/A	N/A	111	
4.2b	Number of ITS employees obtaining a certification *(new)*	N/A	N/A	5	
4.2c	Number of Travis County employees attending "TechKnow" workshops/training *(new)*	N/A	N/A	530	
4.2c	Percentage Excellent Rating of Customer Satisfaction (survey) *(new)*	N/A	N/A	85%	
4.3	**Human Resources**				
4.3a	Number of job postings *(new)*	N/A	N/A	5	
4.3b	Time to Fill vacant positions *(new)*	N/A	N/A	30 days	
4.3c	Number of employees retiring *(new)*	N/A	N/A	6	
4.4	**Information Security Operations**				
4.4a	Total number of malware infections/% cleaned and deleted *(new)*	N/A	N/A	27,566/100%	
4.4b	Virus definition file compliance percentage *(new)*	N/A	N/A	99%	
4.4c	Number of Network Intrusion Prevention System High Alerts/% resolved *(new)*	N/A	N/A	2,300,000/100%	

Major Initiatives – 2014

Over the past few years, Travis County ITS has been steadily working on a number of process improvements and performance initiatives. As earlier identified some of the most significant project accomplishments have been the completion of the Data Center Colocation project and the implementation of a new ERP system.

Currently, the IT Department is focused on the upgrade of the county's court case management system. Travis County has partnered with the Texas Conference of Urban Counties ("CUC") to participate in a "TechShare" Program. The TechShare program allows member counties to collaborate on information technology projects and share costs with other Texas counties to develop and realize state-of-the art case management systems while achieving significant costs savings. The IT Department will focus on and dedicate resources to this program as part of a long-range (3-5 years) implementation process.

CUC Integrated Justice System

In 2012, Travis County Commissioners approved an addendum to the Master Interlocal Agreement with the county's CUC TechShare partners, which included the CUC, Tarrant County and Dallas County. The addendum allowed for the county to move forward with the development of a new court case management system. Currently, the following case management system projects are part of the TechShare initiative and are a major projects initiative within the ITS Department:

- Prosecutor Development
- Court Development
- Justices of the Peace Courts
- Juvenile Justice

Prosecutor Development Project: In 2011-2012, Travis County participated in the TechShare Prosecutor Planning Project, which defined the detailed scope for the TechShare.Prosecutor module. The project resulted in a budget and schedule for software development. The project continues with the TechShare.Prosecutor Software Development Project, to develop a software module that will be owned and operated by the Urban Counties. Cameron, Dallas, Tarrant and Travis Counties are participating currently, with other member counties invited to join at any time during the seventeen month development lifecycle.

Court Development Project: In the fall of 2011, the Urban Counties initiated a project to complete the detailed planning for the development of the TechShare.Court module. The TechShare.Court module was identified as a high-priority component of the Common Integrated Justice System (CIJS) Roadmap updated in 2010. Bell, Dallas, Tarrant and Travis counties participated in the TechShare Justice – Criminal Court Planning Project. The TechShare Justice – Criminal Court Planning Project was completed in September 2012. Travis County is a development partner, working to complete the first version of the court module through the CUC TechShare program.

Justices of the Peace Project – The primary mission of the project is to integrate a case management solution for Travis County Justice of the Peace (JP) courts. The JP Courts Project will provide for better collection, storage, and management of case related data. Furthermore, the JP Courts Project will also provide the ability to handle complex fine and fee calculations and percentages related to those fee costs. The JP Case Management System Project was initiated in April 2012 to combine four systems to cloud-based software as a service (SaaS), case management system. The County partnered with Tyler Technology to convert case and financial data from four sources: (1) Legacy criminal case data, (2) Legacy civil case data, (3) Legacy JP4 case data, and (4) Legacy collections data. The conversion was for all five JP precinct offices as well as the JP Collections Department

of the Travis County Central Collections (TCCC). Four of the five JP offices were on 25-year-old home grown case management systems and the financials were balanced in QuickBooks. The collections staff, who were on a separate system, spent a significant amount of time each week importing files, reviewing the imported date and making needed corrections.

Juvenile Justice Project – Juvenile Case Management System (JCMS) conversion project will replace Caseworker Version 5 with TechShare.Juvenile software. The new JCMS will provide Advanced Case Management and Intake Processing, while also providing ability to access Juvenile data from across participating counties.

The ITS Department will be engaging in several projects to support the CUC initiative. The table below (Table 2) identifies these ITS projects.

TABLE 2

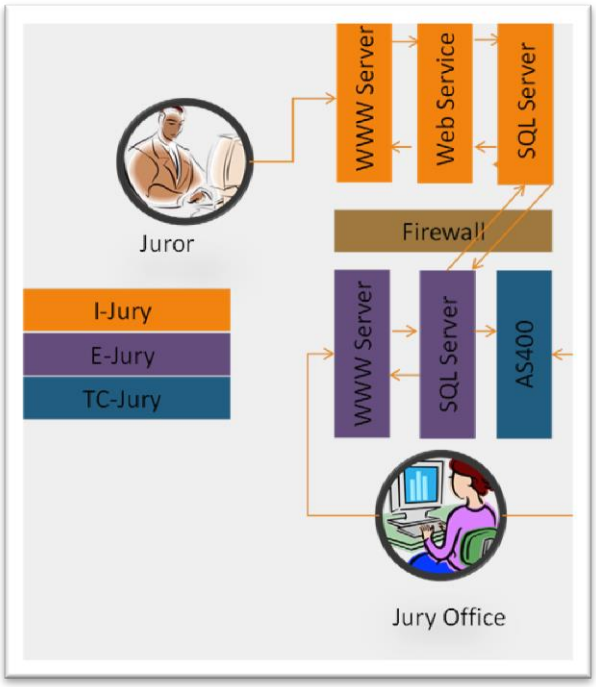
INTEGRATED JUSTICE SYSTEM PROJECTS		
1	**County - OnBase Document Management System (DMS)**	
	Description	Provide document management system (DMS) for use by multiple departments within Travis County. Focused on DMS needs of Justice and Law communities, such as District and County Attorney offices.
	Status	Estimated completion date 1st Qtr. 2014 for infrastructure – Enterprise date TBD due to FY 15 funding and ACMS required integration dates
	Project Phase	County Clerk implementation (County Clerk managed) ITS implemented infrastructure
	Business Objective	Increase county workforce effectiveness
2	**Microsoft SQL Server Reporting Services (SSRS)/SharePoint Infrastructure**	
	Description	Microsoft (MS) conducted a Reporting Services Assessment and Roadmap for converting from Business Objects Enterprise Crystal Reports to SQL Server Reporting Services (SSRS). MS will design and deploy SSRS 2012 in integrated mode with SharePoint 2013 to replace Business Objects Enterprise. Project will implement a production SSRS and SharePoint environment for deploying and distributing SSRS reports.
	Status	Estimated completion date 3rd Qtr. 2014
	Project Phase	Implementation
	Business Objective	Enhance County service delivery

INTEGRATED JUSTICE SYSTEM PROJECTS

3	**Integrated Justice System (IJS) – Vision and Strategy Courts Data Warehouse**	
	Description	Create Data Warehouse for a reporting and data distribution environment for all county Departments. Data Warehouse acts as a hub to facilitate the exchange of information between systems.
	Status	Estimated completion date 4th Qtr. 2014 for requirements, FY 15 funding needed for full project
	Project Phase	Requirements
	Business Objective	Increase county workforce effectiveness
4	**Constables – Civil Process Service (CPS) Replacement**	
	Description	Constable Civil Process and Warrants to Tyler Odyssey. Determine if Tyler Odyssey, vendor for the JPs, can meet needs of Constable offices for civil paper and warrant tracking. Provide demo, quotes, and project plan for discussion and possible budget submission.
	Status	Estimated completion date 3rd Qtr. 2014
	Project Phase	Planning
	Business Objective	Increase county workforce effectiveness

Jury Management System

Another major initiative of the IT Department is the modernization of the current Travis County jury process, the Jury Management System. This project involves a long-range process (1-2 years) of implementation and is focused on upgrades to the current jury process, which includes the entire jury management system. Travis County has been recognized for the current i-Jury system, which is the County's jury summons application for the Travis County District Clerk. The current Jury Management System encompasses the I-Jury, E-Jury and TC-Jury layers. I-Jury refers to those components of the system which exist within the DMZ (County's public facing network) and interact with a juror in a web format. E-Jury refers to those components of the system which exist on the County intranet (County's internal network) and are used by the jury office to interact with the data in a web-based format. TC-Jury is the county's original jury management system or JMS. It handles summonsing and paying jurors. The Jury Management System Project will provide upgrades to system functionality and an updated infrastructure that would enable enhanced scalability.



Information Security – The past year marked a tremendous evolution in the IT landscape for government agencies throughout the country. Agencies experienced greater pressure to secure their information and safeguard against data breaches. The focus of the Travis County Information Security program is to broaden awareness of security guidance and improve risk management and driving cost effectiveness through an Information Security Data Protection & Risk Assessment initiative.

The harsh reality is that information no longer neatly resides inside the four walls of an organization. The ITS security team works consistently to develop and improve security infrastructure to meet current and emerging threats by focusing on approval and adoption of security policies, development of effective incident management plans and merging information security change management into mainstream IT change management. The project initiatives for the security program are identified in the following table.

TABLE 3

INFORMATION SECURITY PROJECTS		
1	**County Code – Information Security Policies**	
	Description	Establish countywide policies for information security to ensure preservation of confidentiality, availability, and integrity of Information Assets and IT Resources.
	Status	Estimated completion date 3rd Qtr. 2014
	Project Phase	Development
	Business Objective	Provide information availability and security
2	**County - Security for Mobile Data Computers (MDCs)**	
	Description	Provide Criminal Justice Information Security (CJIS) submission and audit. Provide solutions for disk encryption and advanced authentication to meet MDC requirements for the Austin Police Department (APD).
	Status	Estimated completion date 3rd Qtr. 2014 for Proof of Concept, complete machine encryption requires FY 15 funding
	Project Phase	Requirements and Design
	Business Objective	Enhance County service delivery

INFORMATION SECURITY PROJECTS

3	**Web Malware Protection System (MPS)**	
	Description	FireEye is a Web Malware Protection System (MPS) that stops Web-based attacks that traditional and next-generation firewalls and Web gateways might miss. This project will deploy FireEye on a span port at CyrusOne, the ITS data center colocation facility.
	Status	Estimated completion date 3rd. Qtr. 2014
	Project Phase	Implementation
	Business Objective	Provide information availability and security
4	**County - Workstation Rights Reduction**	
	Description	As part of a security initiative to enhance the protection of Travis County information assets and technology resources, Windows 7 security enhancements are being applied to Travis County workstations. The goal is to provide greater workstation security while increasing the efficiency of business operations. Project will remove administrative user permissions on Travis County workstations.
	Status	Estimated completion date 3rd Qtr. 2014
	Project Phase	Implementation
	Business Objective	Provide information availability and security
5	**Secure Remote Access for County Systems**	
	Description	Enable secure remote access services to Travis County information assets and technology resources. ForeScout CounterAct network access control (NAC) controls when a device connects to the network thru a pre-admission policy check.
	Status	Estimated completion date 2nd Qtr. 2014
	Project Phase	Implementation
	Business Objective	Provide information availability and security
6	**ITS- Pilot Test End-Point Encryption**	
	Description	Create a pilot test for McAfee EndPoint Encryption.
	Status	Estimated completion date 4th Qtr. 2013
	Project Phase	Implementation
	Business Objective	Provide information availability and security

INFORMATION SECURITY PROJECTS

7	**McAfee Antivirus for Virtual Environments**	
	Description	Deploy McAfee Management for Optimized Virtual Environments (MOVE) Antivirus software to ITS virtual servers. Project will provide Antivirus for virtual desktops and servers to relieve the overhead of traditional endpoint security.
	Status	Estimated completion date 3rd Qtr. 2014
	Project Phase	Implementation
	Business Objective	Provide information availability and security
8	**Vulnerability Management**	
	Description	Vulnerability Management provides scanning of all devices on the network to determine if a device is vulnerable to an exploit.
	Status	Estimated completion date 2nd Qtr. 2014
	Project Phase	Implementation
	Business Objective	Provide information availability and security.
9	**Security Information and Event Management (SIEM)**	
	Description	A SIEM is an appliance that consolidates, correlates, assesses and prioritizes security events. It provides a holistic view of an organization's information technology security, making it much easier to spot trends and identify out-of-the ordinary patterns.
	Status	Estimated completion date 4th Qtr. 2014/1st Qtr 2015. This project was bond funded with resources anticipated being available in early 4th Qtr 2014.
	Project Phase	Planning
	Business Objective	Gather, analyze, present information from network and security devices

Infrastructure – The Infrastructure projects focus on Workstation virtualization, Automated Service Catalog, Service Desk Management System, Infrastructure Upgrades, Unified Communication & Voice Over Internet Protocol (VOIP), IDM Workflow Application Based Integration, Advanced BYOD Strategy & Integration, Advanced Collaboration & Integration, Novell File Replacement, and Disaster Recovery Review and IT System Upgrade.

TABLE 4

INFRASTRUCTURE PROJECTS		
1	**Email Domain Name – traviscountytx.gov**	
	Description	Configure email to use domain name traviscountytx.gov along with co.travis.tx.us for county email addresses.
	Status	Estimated completion 3rd Qtr. 2014
	Project Phase	Requirements
	Business Objective	Increase county workforce effectiveness
2	**County Enterprise File Replacement**	
	Description	New file management technology where users can manage security, synchronize safely to mobile devices, and effectively use collaboration tools for easy data classification.
	Status	Estimated completion date 3rd Qtr. 2014 for design, requires FY 15 funding for complete integration
	Project Phase	Requirements
	Business Objective	Increase county workforce effectiveness
3	**Federation with City of Austin**	
	Description	Working with City of Austin to provide federation services for access to Combined Transportation, Emergency & Communications Center (CTECC) Data systems from Travis County.
	Status	Estimated completion date 3rd Qtr. 2014
	Project Phase	Design
	Business Objective	Increase county workforce effectiveness

INFRASTRUCTURE PROJECTS		
4	**Server Management Solution**	
	Description	Comprehensive server patching and management software implementation.
	Status	Estimated completion date 3rd Qtr. 2014
	Project Phase	Planning/Purchasing
	Business Objective	Increase county workforce effectiveness
5	**Service Desk Management Tool**	
	Description	Implement Change Management tool built on a foundation of ITIL best practices, ChangeGear provides a modern, powerful, and flexible IT Service Management. ChangeGear will provide IT the ability to improve processes, and team efficiency and effectiveness.
	Status	Problem Management projected to be deployed in 3rd Qtr. 2014.
	Project Phase	Implementation
	Business Objective	Increase county workforce effectiveness

TABLE 5

DEPARTMENT PROJECTS		
1	**Constable 3 Officer Activity Tracking (Data Project)**	
	Description	ITS Application Development is working with Constable Precinct 3 to provide assistance with a better way of tracking officer statistics. Testing is in progress.
	Status	Estimated completion date 1st Qtr. 2014
	Project Phase	Maintenance
	Business Objective	Enhance County service delivery
2	**Emergency Management Services (EMS) - Fire Records Management Systems**	
	Description	Provide Fire Computer Aided Dispatch data to the Emergency Service districts. Working with Combined Transportation, Emergency & Communications Center (CTECC) and the ESDs to define the data set required and transfer method preferred.
	Status	Estimated completion date 4th Qtr. 2014
	Project Phase	Planning

DEPARTMENT PROJECTS

	Business Objective	Increase county workforce effectiveness
3	**Health & Human Services Case Management & Benefits Administration Report Automation (CABA)**	
	Description	SAP (Systems Applications, Product) return file will be uploaded and integrated into the current HHS CABA program with check number and check date. Project will enable automated process from SAP into CABA.
	Status	Estimated completion date 4th Qtr. 2013
	Project Phase	Implementation
	Business Objective	Increase county workforce effectiveness
4	**Health & Human Services Online Application for Services (HHS SEAR)**	
	Description	HHS SEAR is an automated emergency Assistance Service Request Application. Application is targeted for transition to production environment.
	Status	Estimated completion date 4th Qtr. 2013
	Project Phase	Maintenance
	Business Objective	Enhance County service delivery
5	**Medical Examiner Office (MEO) - Document Management System**	
	Description	Document Management System installation and implementation for the Travis County Medical Examiner.
	Status	Estimated completion date 3rd Qtr. 2014
	Project Phase	Requirements
	Business Objective	Increase workforce effectiveness
6	**Pretrial Services - Document Management**	
	Description	Document Management assistance to attach Pretrial Case Affidavit and Commitment Forms to Pretrial Case Records electronically, to create a single Document Management System for County Clerk, District Clerk, County Attorney and District Attorney offices.
	Status	Estimated completion date 3rd Qtr. 2014
	Project Phase	Planning
	Business Objective	Enhance County service delivery

7	**Transportation & Natural Resources (TNR) - Travis Recycle Resources (TRR)**	
	Description	Develop SQL (structured query language) database to collect specific data needed to provide insight as to how much the county recycles and what amount is collected from recycling program(s).
	Status	Estimated completion date 4th Qtr. 2013
	Project Phase	Requirements
	Business Objective	Enhance County service delivery
8	**Transportation & Natural Resources (TNR) - Credit Card Vendor**	
	Description	Providing the Travis County Transportation and Natural Resources department the ability to accept and process electronic payments for records/permits via the Texas.gov payment gateway.
	Status	Estimated completion date 1st Qtr. 2014
	Project Phase	Implementation
	Business Objective	Enhance County service delivery
9	**Transportation & Natural Resources (TNR) - Flood Control Application**	
	Description	TNR Flood Control Application - Application development. TNR will test before IT puts application into production.
	Status	Estimated completion date 2nd Qtr. 2014
	Project Phase	Customer Test
	Business Objective	Enhance County service delivery
10	**Transportation & Natural Resources (TNR) - Fleet Management System**	
	Description	New software tracking systems for fleet services for county owned and issued vehicles (i.e., inventory, assignments, cost, and maintenance).
	Status	Estimated completion date 4th Qtr. 2013
	Project Phase	Contracting
	Business Objective	Increase county workforce effectiveness
11	**Travis County Sheriff's Office (TCSO) - VeriPic Implementation**	
	Description	VeriPic is an image custody management tool. This project will provide TCSO the capability to upload, store, and disseminate secure digital images with evidence tracking.
	Status	Estimated completion date 4th Qtr. 2013
	Project Phase	Implementation
	Business Objective	Enhance County service delivery

12	Travis County Sheriff's Office (TCSO) - Evidence Lockers
Description	Install new lockers to store evidence and control the chain of custody through County Badges
Status	Estimated completion date 4th Qtr. 2013
Project Phase	Maintenance
Business Objective	Enhance County service delivery

Technology Trends

Governments need to become smarter by investing in affordable technologies that clearly contribute to sustainable services and operations, and are capable of crossing traditional boundaries between agencies, tiers, jurisdictions and constituencies.

Source: www.gartner.com

Technology is constantly changing, and it changes at a rapid pace. To this effect, Travis County Information Technology Services is dedicated to ensuring a focus on the emerging trends that are relevant to the success of County business and committed to providing excellent customer service.

The cloud, big data and BYOD are creating highly dynamic IT environments. These energized environments will rely on unified views for management and monitoring as our IT systems are now generating more data than ever before. What this means is there is a greater need for IT analytics and cross-domain interoperability. Mobile access is essential to meeting the customer demand and providing ease of use and functionality of applications to constituents. These types of constituent demands require that government focus on being multi-channel in order to provide efficient service delivery.

With the advent of social media and the speed and access to information, the way we communicate and interact with each other has drastically changed. Now, more than ever, the way Government communicates with its citizens is expected to be interactive, collaborative, and easily accessible online.

With regard to current technology trends in local government, technology experts like Gartner predict that solutions such as those identified in the following chart will be what government will rely on for sustainable and effective business processes.

CHART 6

TOP 10 STRATEGIC TECHNOLOGY TRENDS FOR SMART GOVERNMENT

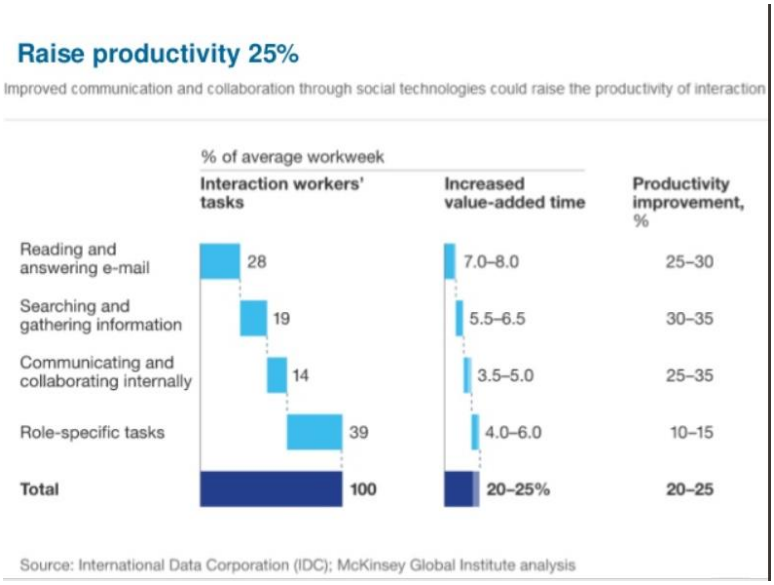
Source: Gartner (March 2013)

Mobile Devices: Of particular impact is the trend of mobile devices, also referred to as BYOD (bring your own device). BYOD has a huge relevance on government agencies, particularly in the context of policy and business processes. According to a recent Gartner report (March 2013), "mobile devices … are often quickly injected into the workplace without the enabling policies and re-engineered business processes needed to leverage and optimize the value of a mobile workforce. " The Advanced BYOD Strategy & Integration Project is one of the major projects of the ITS department. The County Health & Human Services Department utilizes tablets for case management and departmental updates provided by case workers who may be out in the field or working remotely.

Contextual & Social User Experience: Web 2.0 brought a new dimension to the Internet because it made the Internet Social. This new experience is innovative and full of choices that enable and encourage users to think outside the box and communicate in a different way by reading, writing and interacting instantly with a few to hundreds of other users. With the capability to customize how we interact, this instant connectivity and interaction also has the potential to increase workplace productivity (see chart below). Agencies will need to support user needs based on social interactions and situational

conditions. For example, the ITS Department uses Twitter to send IT service alerts similar to System Updates via emails and phone system. Because Twitter is external to the network, it can be used to send alerts when conventional means are not available.

CHART 7



Next Generation Analytics: Predictive Analytics, data mining, statistical analysis and forecasting are just some of the features of next generation. But what this technology is focused on is high-performance computing, data management and analytics through rapid automated processes. Insights that once took days can now be had in hours, or even seconds and will allow organizations to reduce the time to results and make precise, accurate decisions. An example of how IT is addressing this trend is the Constable Officer Activity Tracking project that will provide constables with a better way of tracking officer statistics. Additionally, there has been an initiative to provide jail population information based on statistical data to demonstrate changes in the jail population, such percentage of incarcerated, and how this population fluctuates within a given timeframe.

Internet of Things: Gartner describes IoT as "the network of physical objects that contain embedded technology to communicate and sense or interact with their internal states or the external environment." IoT represents the connection of all sorts of devices, between the Internet and the people that need to connect with those devices. A more aspirational view is that with the IoT, "the world becomes a type of information system through sensors and actuators embedded in physical objects and linked through wired and wireless networks via the Internet Protocol." One example of this trend would be the County Federation project with the City of Austin.

Citizen Managed Data: Transparency and ownership of data will shift. "Citizen Data Vaults" will come up. More and more citizens will have access, and control of their data. Engaging citizens in governance is part of the pursuit of partnership between government and constituents. Travis County ITS developed an application, Inside/Outside Travis County (IOTC) application, for the purpose of tracking recidivism. The IOTC app creates a client database and case management application that allows the Justice and Public Safety department to track clients from entry to exit, and to generate reports and performance measures.

Big Data Information Management: Big Data represents a big opportunity and big challenges for government. Big data will push information management to the extreme because of the need to put in place policies to govern and manage the data. Organizations are inundated in data that pours in from every conceivable direction: from operational and transactional systems, from scanning and facilities management systems, from inbound and outbound customer contact points, from mobile media and the Web. The hopeful vision of big data is that organizations will be able to harvest every byte of relevant data and use it to make supremely informed decisions. One initiative within Travis County is to provide organizational mapping that will map data to relevant services within the County. For example, organizational mapping would identify types of services relative to the various socioeconomic areas within Travis County such as number of health clinics in specific geographical areas, along with number of patients served by these clinics, and provide this information publicly. The data would include the types of services provide to and received by clinic patients. The Data Warehouse (Vision & Strategy) project is another example of an IT initiative to address Big Data Management. The Data Warehouse would create a reporting and data distribution environment for all Travis County departments, which would act as a hub to facilitate the exchange of information between all county systems.

Enterprise App Stores: **"**Enterprises have spent the last several years learning that the consumerization of IT is an unstoppable market force that ensures that employees will bring their favorite mobile devices and applications to work, no matter the policies in place that try to stop them." (eWeek, March 2013.) Consumer experiences with technology as impacts their expectations regarding their technology experiences at work. With technologies such as mobile, cloud computing and social media, new information technologies are increasingly emerging in the consumer market first and then spreading into business organizations. Gartner expects that as more companies adopt mobile device management (MDM), and more devices come online—which will inevitably draw more people to the Apple App Store, Google Play and other app stores—more enterprises will set up their own app stores. An example of the Enterprise App Store trend is Google Apps for Government, apps that offer collaboration, transparency, productivity and mobility.

Cloud Computing: Cloud computing was once riddled with the negative image of unsecure performance and poor reliability. Today, the cloud is recognized for providing service of highest level of secured performance. For example, secure processes such as Payment Card Industry (PCI); and HIPAA Compliance Reporting are now handled by cloud-based services. Cloud solutions also enable agencies to improve efficiencies to justify funding for current and future projects. The cloud can deliver immediate ROI and impact customers. Benefits include elimination/reduction of capital expense (no investment or maintenance of hardware or software); rapid deployment; easy scalability; no in-house expertise (IT support) required, and "pay as you go" pricing. With the implementation of the Odyssey, all Justice of the Peace (JP) offices and the Collections Department are now able to collect, receipt, post, deposit and track payments in one central, unified system. The JP Collections Department of the Tax Office is also able to spend more time following-up on defendant's missed payments and tracking down defendants who fail to report. Overall, the new system provides for better customer service – via the cloud.

Cross-Domain Interoperability: Connection and integration among different programs is important. IT programs and technology will have to become smarter beyond all boundaries. All the nine technologies discussed above should be utilized to consolidate various IT components. Travis County partners with the City of Austin in federating the Combined Transportation & Emergency Manager Center (CTECC). The award-winning communications center is a "true integration concept" that allows for tactical and strategic operation, communications and collaboration for intake and delivery of emergency management services between the multiple partner agencies. Travis County also partners with the City of Austin by contributing criminal justice information to the Austin Regional Intelligence Center (ARIC) for sharing information with other law enforcement agencies (LEA) in the region. This will maximize LEA abilities to detect, prevent, investigate and respond to criminal and terrorist activities. This information is also shared locally through the Texas Data Exchange (T-DEx) and nationally with the Federal Bureau of Investigation (FBI), Criminal Justice Information Services (CJIS) division using the Law Enforcement Data Exchange (N-DEx) system. These systems are key components of the Department of Justice (DOJ) Law Enforcement Information Sharing Program (LEISP) and the Law Enforcement Enterprise Portal (LEEP) where LEA's from across the nation can access the information.

Projects Accomplishments for 2013

With roughly 100 projects completed in FY13, the ITS Department has demonstrated efficiency under reduced costs without impacting mission performance. FY13 was also a year of improved organizational structure. The organizational changes within the ITS Department enabled improved project performances and success of timely project completion.

TABLE 6

2013 COMPLETED PROJECTS		
Title	**Customer**	**Business Objective**
Camera install in Network Access Closets-Phase II	Information Technology Services	Enhance County service delivery
CES - SafeHaven Infrastructure	Justice and Public Safety	Provide information availability and security
Cisco Agent Desktop	Information Technology Services	Enhance County service delivery
CJP-IOTC database application	Justice and Public Safety	Enhance County service delivery
CJP-Truancy Juvenile Case Mgmt. System Conversion-access to SQL.net	Justice and Public Safety	Enhance County service delivery
County SCCM 2012 Upgrade	Information Technology Services	Enhance County service delivery
County SharePoint Governance Committee	Information Technology Services	Increase County Workforce effectiveness
County Social Media Policy	Information Technology Services	Enhance County service delivery
County Wide Overall Internet Web Redesign	Information Technology Services	Enhance County service delivery
County Identity and Access Management	Information Technology Services	Ensure anytime, anywhere access to county government
DNS Server Enhancement	Information Technology Services	Increase County Workforce effectiveness
Document Purchasing Process ITS and FMD Purchasing	Information Technology Services	Increase County Workforce effectiveness
DRO Family Court Services Mail Merge	Juvenile Board	Increase County Workforce effectiveness
DRO_Community Supervision Management System Replacement (CSMS)	Juvenile Board	Enhance County service delivery
DRO_DROCES Application Move	Juvenile Board	Increase County Workforce effectiveness
DRO_DROCES check printing	Juvenile Board	Enhance County service delivery
DRO_SCOTIA application move	Juvenile Board	Enhance County service delivery
Drug Court RACMS Report	Pretrial Services	Increase County Workforce effectiveness
EMS STAR Flight Facility Commander Access Control at Hangar	Emergency Services	
EMS - STAR Flight Ops Enhancement V 3	Emergency Services Management	Increase County Workforce effectiveness
EMS - StarFlight Helipad Cameras-Secure Net	Emergency Services Management	Enhance County service delivery
EMS CTECC iPad Connection to CAD	Emergency Services Management	Increase County Workforce effectiveness

2013 COMPLETED PROJECTS		
Title	**Customer**	**Business Objective**
EMS Hosting-Enhancing StarFlight Website	Emergency Services	Enhance County service delivery
EMS STAR Flight- installation of new Facility Commander	Emergency Services Management	Enhance County service delivery
EMS STAR Flight_OPS Application Development Modifications	Emergency Services	Increase County Workforce effectiveness
EMS StarFlight STRAC GPS Dispatch FleetEyes	Emergency Services Management	Enhance County service delivery
FAC security panel protocol percentage	Planning & Budget Office	Increase County Workforce effectiveness
FMD Inventory Tracking - Smith Road	Planning & Budget Office	Enhance County service delivery
FMD Stanley Best Upgrade	SMART Facility	Enhance County service delivery
HHS AirCheck to Datalinks 5.1	Health & Human Services	Enhance County service delivery
HHS CABA Image Upload	Health & Human Services	Increase County Workforce effectiveness
HHS CABA Modifications for BEFIT	Health & Human Services	Enhance County service delivery
HHS Datalinks Conversion	Health & Human Services	Increase County Workforce effectiveness
HHS Deaf Services Scheduling System	Health & Human Services	Enhance County service delivery
HHS Del Valle move to UC	Health & Human Services	Increase County Workforce effectiveness
HHS ECHO Project- Employees at Palm	Health & Human Services	Increase County Workforce effectiveness
HHS Housing (Weatherization) Deployment of Unified Communications	Health & Human Services	Increase County Workforce effectiveness
HHS Internet Update	Health & Human Services	Ensure anytime, anywhere access to county government
HHS Intranet Update	Health & Human Services	Increase County Workforce effectiveness
HHS Jonestown Move to Cisco Phones	Health & Human Services	Increase County Workforce effectiveness
HHS VDI for Clinical Manager	Health & Human Services	Ensure anytime, anywhere access to county government
HHS Video Conference/Web Cam Initiative	Health & Human Services	Ensure anytime, anywhere access to county government
ITS - 512/737 Area Code Overlay	Information Technology Services	Increase County Workforce effectiveness
ITS CyrusOne DataCenter Relocation Decommission	Information Technology Services	Provide information availability and security
ITS DWDM Move from Gault to Lavaca	Information Technology Services	Enhance County service delivery
ITS FY 13 Work Plan	Information Technology Services	Enhance County service delivery
ITS RMA/PRF ChangeGear	Information Technology Services	Enhance County service delivery
ITS_County Virtual Desktop Infrastructure	Information Technology Services	Increase County Workforce effectiveness
ITS_Electronic Data Reporting (EDR) Compliance	Information Technology Services	Enhance County service delivery
ITS_ITIL Assessment-Gartner	Information Technology Services	Increase County Workforce effectiveness
ITS_Selection (IFB) for Travis County Cable Vendor	Information Technology Services	Enhance County service delivery
ITS_Selection of IBM Business Partner	Information Technology Services	Enhance County service delivery
ITS_Travisco server consolidation	Information Technology Services	Enhance County service delivery
ITS_Virtual Tape Library (VTL) Data Center	Information Technology	Increase County Workforce

2013 COMPLETED PROJECTS		
Title	**Customer**	**Business Objective**
	Services	effectiveness
IVR/Lync Rollout	Information Technology Services	Enhance County service delivery
JP_Upgrade Case Management System (JPCMS)	Justice of the Peace	Increase County Workforce effectiveness
MEO Annual Report	Emergency Services Management	Enhance County service delivery
MEO VAST Upgrade	Emergency Services Management	Increase County Workforce effectiveness
MEO_Brochure Design	Emergency Services Management	Enhance County service delivery
Ocularis Video Security Software Upgrade from NetGuard	Information Technology Services	Provide information availability and security
Open Data Mart	Information Technology Services	Enhance County service delivery
Pretrial Services - Change from Admin to Users	Pretrial Services	Provide information availability and security
PUR move to UC	Information Technology Services	Increase County Workforce effectiveness
Revamp Training web pages on Travis Central	Information Technology Services	
TAX_Update foreclosure application	Information Technology Services	Enhance County service delivery
TCSO EPR Software Upgrade	Sheriff	Enhance County service delivery
TCSO_APD Arbitrator Digital Video	Sheriff	Provide information availability and security
TDC_DistrictClerk_Web-enabled Court Records Search	District Clerk	Enhance County service delivery
Tiburon Public Safety CJIS Servers	Information Technology Services	Provide information availability and security
TNR - Web Re-Design	SMART Facility	Enhance County service delivery
TNR ArcGIS External Web Services	SMART Facility	Enhance County service delivery
TNR FileOnQ Database upgrade	Information Technology Services	Enhance County service delivery
TNR Parks T1 Lines added to remote Parks	SMART Facility	Enhance County service delivery
TNR Records Mgt FileOnQ Upgrade	Information Technology Services	Enhance County service delivery
TNR Recycle SharePoint Database	SMART Facility	Enhance County service delivery
TNR_Cameras for Entry Booths	SMART Facility	Enhance County service delivery
TNR_Permit Log (MyPermitNow.com)	SMART Facility	Increase County Workforce effectiveness
TNR_Security Cameras at NE Metro Skate Park	SMART Facility	Enhance County service delivery
TNR_Unified Communication/Lavaca Move	Information Technology Services	Ensure anytime, anywhere access to county government
TSO_ Securus Video Visitation	Sheriff	Enhance County service delivery
TSO_Fire alarm Monitoring system	Sheriff	Enhance County service delivery
TSO_Maintenance Networking UPS	Sheriff	Enhance County service delivery
Update Travis Central Intranet site	Information Technology Services	
VPN Client (MS Lync)	Information Technology Services	Ensure anytime, anywhere access to county government
Whiteboard-Interactive Software - Bridgit	Information Technology Services	Enhance County service delivery

In FY2013, the ITS Service Desk responded to 20,007 calls and received 15,296 email requests, resulting in a combined total of nearly 35,303 service assist requests handled. A singular service desk agent handled a combination of calls and emails that totaled 7,333 calls answered for this same fiscal period. Of these combined 35,303 service requests received, the Service Desk opened 23,761 incident response tickets and was able to close out 16,358 incidents, whereby the ITS Service desk achieved 69% of service ticket closed during FY2013. Below is a breakdown of calls received per county department.

TABLE 7

Calendar Year-to-Date 2013 Service Ticket Reports		
Department	**Dept. No.**	**Number of Calls**
County Judge	101	85
Comm. Pct. 1	102	16
Comm. Pct. 2	103	53
Comm. Pct. 3	104	47
Comm. Pct. 4	105	27
Auditor	106	205
Treasurer	107	96
Tax	108	283
Planning & Budget Office	109	87
General Administration	110	49
Human Resources	111	494
Information Technology Services	112	2908
Facilities Management	114	563
Purchasing	115	387
Veteran Services	158	34
Ag Extension Service	158	264
County Attorney	119	1294
County Clerk	120	1819
District Clerk	121	920
District Judges	122	219
District Attorney	123	618
Criminal Courts	124	351
Probate Court	125	139
Justice of the Peace 1	126	189
Justice of the Peace 2	127	351
Justice of the Peace 3	128	387
Justice of the Peace 4	129	226
Justice of the Peace 5	130	185

Calendar Year-to-Date 2013 Service Ticket Reports		
Department	**Dept. No.**	**Number of Calls**
Constable 1	131	269
Constable 2	132	294
Constable 3	133	335
Constable 4	134	308
Constable 5	135	244
Travis County Sheriff's Office	137	7968
Medical Examiner	138	381
Community Supervision & Corrections (CSCD)	139	2401
Counseling & Education (TCCES/SACA)	140	539
Pretrial Services	142	864
Juvenile Public Defender (JPD)	143	136
Juvenile Probation	145	2534
Fire Marshall	147	207
Transportation & Natural Resources (TNR)	149	2304
Civil Service Commission	154	9
Criminal Justice Planning (CJP)	155	445
Records Management	157	387
Health & Human Services (HHS)	158	2516
Star Flight	159	274
Tiburon (ITS)	112	2
City of Austin		80
Attorney General		17
Texas CJP		1
INS		0
Other Non-County		144
Private		2