



Juvenile Welfare Board Update

Business Technology Services
Board Meeting

October 18th, 2012

David James

Deputy Director

Business Technology Services

Accomplishments

- Transitioned all JWB technology hosting and support from commercial vendor to BTS in mid 2011.
- Improved performance and reliability of all services.
- Migrated JWB to County technology platforms where possible.
- Achieved significant savings for JWB.
- All BTS costs recovered from JWB.

Scope of Services

• Networks (inc wireless)	• Backup and recovery
• Phones	• Email
• Internet Services	• Desktop
• Security	• Printer/copier
• Servers (inc redundancy)	• Applications

Annual Service Fee: \$270,756

Based on fully loaded BTS rates (including benefits), admin and management and any incremental licensing fees required to support JWB services.

Future Opportunities

- Support replacement of SAMIS system with commercial solution.
- Support collaboration and data sharing with HHS and other County Agencies.
- Leverage County's eGIS licensing and Bureau services to support Community Indicators and other analysis activities.



Questions

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