ITCS Annual Report – 2021

In 2021, while the County's Information Technology and Communications Services Department completed several projects, it also began a significant period of transition. Both the Chief Information Officer and the Deputy Director have transitioned to new leadership. Key milestones achieved this past year include:

- Successfully integrated the Village of Waverly into the County's IT Shared Services initiative. This has resulted in cost savings for all municipalities involved and works to strengthen the IT resiliency at the County.
- A committed effort to improve infrastructure was completed, including the replacement of End of Life (EOL) network equipment and the implementation of secure VPN devices to our remote office locations. Several End of Life (EOL) virtual servers also had services migrated and the servers were decommissioned.
- As part of the Tioga County Hardware Lifecycle Management Plan, over 80 End of Life (EOL) desktop computers were replaced using quality checked, off-lease computers.
- Public Safety Infrastructure improvements were completed, including upgrading patrol cars to wi-fi via USB data transferring capabilities.
- A detailed Chief Information Officer recruitment process was completed by successfully appointing a qualified individual to fill the responsibilities as CIO.
- The ITCS Deputy Director was also transitioned, with a qualified individual being appointed. As part of this appointment, a strategic Department restructuring was implemented, including the creation of an additional System Administrator position within the Department.
- Planned and procured funding through the American Rescue Plan Act (ARPA) to complete several Imagery flights to update Tioga County Ortho and Oblique Imagery. This was last completed in 2015 and should be done every two years. Using ARPA funds, Tioga County has recurring flights, every two years, through 2026.
- GIS continues to provide dedication professional development to Tioga County employees on the various GIS systems available.

Looking Ahead:

- As part of a Cyber Security Audit, several findings were identified. One of which was the requirement to implement Data-At-Rest (DAR) encryption. Using American Rescue Plan Act (ARPA) and Capital funding, the ITCS Department is planning on upgrading our Storage Area Network (SAN) devices to include DAR encryption. These devices also improve the Business Continuity stance currently being developed and implemented by the Tioga County Information Security Officer.

- The Information Technology and Communication Services Department will be leading an effort to implement Microsoft Office 365 throughout Tioga County. Shared Services entities will have the option to opt in after year one of the implementation. While there are many determining factors for this decision, one of which is to meet a cyber insurance requirement to implement Multi-Factor Authentication (MFA) as a perimeter defense on the County network. Once implemented, employees accessing internal resources, while not physically on the Tioga County network, will be prompted for additional authentication measures.

- The Information Technology and Communication Services Department will continue its partnership with the Tioga County Information Security Officer in order implement targeted and continued Cyber Security Awareness Campaigns for both Tioga County employees and Shared Service entities.

- The Information Technology and Communication Services Department will spearhead the development and implementation of Information Technology Professional Development Strategies throughout the County and Shared Services entities.

- The Information Technology and Communication Services Department will continue its partnership with the Department of Social Services to coordinate the migration of 100+ employees and devices from the NYS network to the Tioga County network. Changes in support and guidance provided by NYS has dictated this transition.

- The Village of Owego and Town of Candor began the process of integrating to the County's network, and will be completed in 2022. The Information Technology and Communication Services Department has applied and been approved for a NYS Local Government Efficiency grant to fund this project.