

Fiscal Year 2009/2010 Budget Program Description

Information Technology

Department Mission Statement:

To provide prompt, courteous, responsive customer service to our departmental customer base. We support, guide, and advise our customers in technical direction.

Program Description (By OCA Code)	Customers Served	Mandated Service	Funding Source
Administrative (200005) <u>Computer Systems Maintenance</u> <ul style="list-style-type: none"> • Maintain consistent, reliable data access • Maintain consistent, reliable telephone access • Maintain computer applications • Call Center Support 	All County Department Essential	N/A	General Fund
<u>Computer Systems Development</u> <ul style="list-style-type: none"> • Provide technical guidance and direction • Assist in development of cost savings initiatives • Assist with system development • Create new computer applications 	All County Department Essential	N/A	General Fund