

**Fiscal Year 2010/2011 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><b>Computer Systems Maintenance</b></u> <ul style="list-style-type: none"> <li>• Maintain consistent, reliable data access</li> <li>• Maintain consistent, reliable telephone access</li> <li>• Maintain computer applications</li> <li>• Call Center Support</li> </ul>	All County Department Essential	N/A	General Fund
<u><b>Computer Systems Development</b></u> <ul style="list-style-type: none"> <li>• Provide technical guidance and direction</li> <li>• Assist in development of cost savings initiatives</li> <li>• Assist with system development</li> <li>• Create new computer applications</li> </ul>	All County Department Essential	N/A	General Fund