

Information Technology (IT) – Public Safety

- Public Safety Information Technology support is provided by BOCC staff through the Emergency Communications Center (ECC) and with the support of contracted agencies as noted to the right
- Future needs include evaluation and replacement of hardware associated with existing computer aided dispatch (CAD) system, the microwave transport system, and remote monitoring and security systems
- Motorola: Public Safety Radio System
- Intrado shifting to Motorola: 9-1-1 (call taking equipment)
- Akimeka: Geographic information system (GIS)
- Central Square: Computer Aided Dispatch system
- Motorola: Telephone and radio recording
- Motorola: Cybersecurity CAD/Radio
- Lumen: 9-1-1 Circuits and equipment
- Lumen/Secolor: 9-1-1 Cybersecurity/Monitoring
- SecureLogix: Telephone Denial of Service (TDoS)
- Mission Critical: CAD network monitoring

Information Technology (IT) – General

Sumter County contracts for IT management services. Additional support is consolidated via MOUs for the Tax Collector, Property Appraiser, and Supervisor of Elections. The following general service areas are directly supported through the agreement:

- Cyber security (Non-public safety system)
- Technical support for devices
- Systems support for Sumter County applications
- Computer operating systems support
- Server administration
- Desktop applications
- Telephone systems (Other than 9-1-1)
- Training and support of commercial applications
- Virtualization
- Strategic planning recommendations
- Audio-visual equipment support
- Network design, implementations and management
- Website accessibility review/content updates/hosting for:
 - <https://discoversumterfl.com>
 - <https://sumterbusiness.com>
- Geographic Information Systems (GIS)

IT Performance Standards	FY 22
1-Internet Uptime	99.999%
2-Sumter County Backbone Infrastructure	99.999%
3-Interconnectivity	99.993%
4-Server Uptime	99.998%
5-Archive, Faxing, Email, ArcGIS Uptime	99.999%
6-Cyber Security Uptime	100.000%
7-VoIP Uptime	99.995%
8-Surveillance Uptime	99.998%

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IT Strategic Planning

- Sumter County is actively developing recommendations for both system and software improvements for all information technology services
- Increased bandwidth consumption necessitates exploration of replacement hardware and increased transport capacity of networks
- Continued focus on cyber security initiatives to ensure compliance with federal and local regulatory requirements and industry best practices