THE CITY OF
JACKSON
M I S S I S S I P P I

DEPARTMENT OF INFORMATION TECHNOLOGY

Department Overview

Department of Information Technology

- ✓ Strategic Transformational Change Model

- ✓ Quality

- ✓ From Mayberry to Enterprise

- ✓ Continuous Improvements

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✓ Improved Response Time

✓ Improved Recovery Time

✓ National Crime Information Center (NCIC) Certifications

✓ Oracle Certifications

✓ Multi-Factor Authentication (MFA)

✓IT Education

✓Increased Tower Revenue
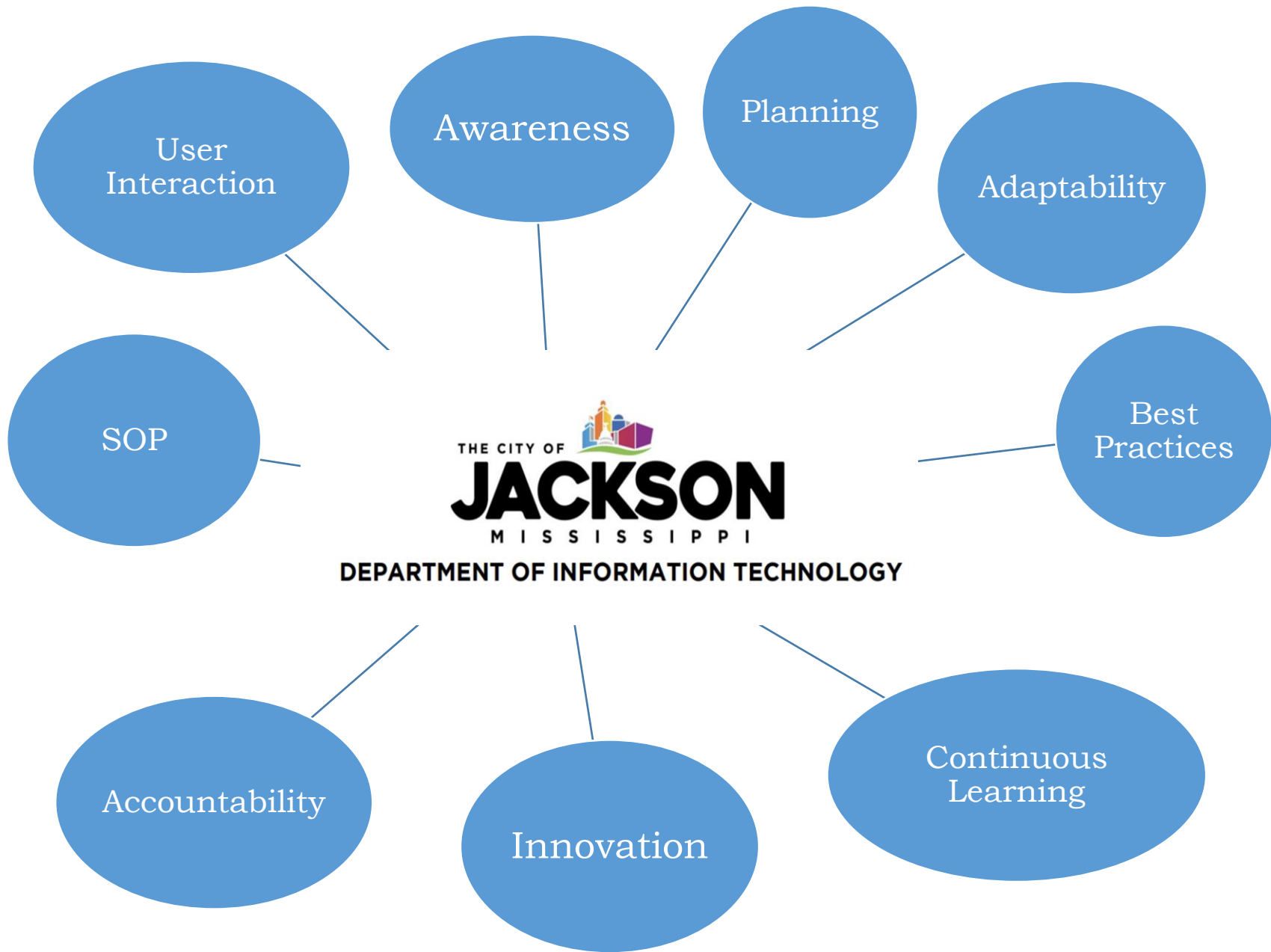
✓Inventory Controls

✓Fiber Repair/Installations

Established

- ✓ Standard Operating Procedures
- ✓ Office Standards & Protocol
- ✓ File Management Traditional & Digital
- ✓ Ticketing – End User Services
- ✓ Departmental Accountability

Established Roles & Responsibilities

- ✓ Applications Support
- ✓ Network & Security
- ✓ Office of Publications
- ✓ Telecommunications
- ✓ Support Services

Keys to Success

Departmental Focus:

✓Rethink Connections

✓Partnerships/Collaborations

✓Network Redesign

✓Compliance Checks

✓Branding

✓Increase Revenue

　　✓Towers Rentals

　　✓Office of Publications

2023 - 2024 Objectives

- ✓ Network Infrastructure Upgrades

- ✓ High Speed Internet Connections/WiFi

- ✓ Complete Feasibility Study

- ✓ Network Mapping

- ✓ Data Center Modernization

Departmental Needs:

Additional Funds:

➢Network Infrastructure Monitoring & Management

➢Network Redesign

➢Network Equipment Upgrades

➢Smart City Planning

➢High Speed Connections, WiFi & Collaborations

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Presented By: Dr. M. Reid, Director
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Technology is Best When It Brings People Together – Mark Mullenweg