

Information Technology



VISION: To provide technology that improves town employees' productivity and to expand electronic services for citizens.

FULL TIME EMPLOYEES		
FY 07	FY 08	Approved
3	4	5

MISSION: To enhance management, decision, making, and citizen services by maintaining high availability of quality technological services.

"We want to use technology to help the Town of Mooresville improve in everything it does."

	2006-07 Budget	2007-08 Budget	2008-09 Proposed	2008-09 Adopted
BUDGET	1,643,319	1,978,476	2,728,840	2,728,840
PERSONNEL	201,169	288,226	361,590	361,590
OPERATIONS	1,442,150	1,690,250	850,600	850,600
CAPITAL	430,550	626,300	1,516,650	1,516,650

HIGHLIGHT LINE ITEMS: 10120000
 - 5265.....Replacement End of Lease Laptops
 - 5265.....Mobile Smart Boards
 - 5505.....Network Infrastructure
 - 5510.....Crime Analysis Software

2007 MAJOR ACCOMPLISHMENTS	MOST IMPORTANT INITIATIVES FOR NEXT TWELVE MONTHS
<ul style="list-style-type: none"> ◆ Wireless Network Allowed Town Staff to Become More Mobile ◆ Faster and More Reliable Internet Service ◆ Updated Police Department Servers, Patrol Laptops, and Dispatch Area ◆ Complete Phone System Rollout 	<ul style="list-style-type: none"> ◆ Complete Implementation of New Financial Software ◆ Move Town Departments to a Paperless Environment ◆ Complete System Information Systems Plan ◆ Upgrade Existing E-mail System and Microsoft Office Platform

Performance Measurements	Target	Feb' 08	May' 08
% of system uptime	98%	98%	99.96%
# of employees hour spent in training	100	50	90
% of helpdesk tickets cleared within 48 hours of submitting ticket	75%	75%	80%