Mission Statement:

The Essex County Department of Information Technology provides resources and support to County government departments and Constitutional Offices in a timely, high-quality, cost-effective manner allowing these entities to accomplish their stated missions and enhancing the services provided to County residents and guests.

In the process of contributing to an efficient and productive County Government, the Information Technology Department has established the following guiding principles for the delivery of this mission.

Align IT with Organization Goals

Information Technology has become an indispensable component in every department’s service delivery. As strategic plans are developed for each facet of County government, Information Technology will play a key role in ensuring the advancement of the overall organizational goals. The adoption of new technology will be driven by this organizational need and the necessity to provide public service that is dramatically more effective.

Increase Useful Service Levels

Information Technology’s role in County government is to serve as internal consultants, providing high-quality responsive service. Technology is the core component of each department’s mission and demands superior service and reliability.

Deliver Appropriate Technology

County government needs to exploit technology to improve service without incurring research and development costs. Budget limitations demand that the implementation of new technologies be done using best practices methods. Aligning IT with organizational goals will ensure that projects are performed to promote service, efficiency, and productivity.

Simplify Technical Working Environment
Technical environments are growing in scope and complexity every day. Serving a diverse organization with multiple objectives can easily lead to the creation of separate islands of information and technology. Standardization of the technical environment is essential in providing appropriate solutions and support.

Capitalize on Existing Solutions to Enhance Productivity

Many solutions exist today for County government applications that were not available just a short time ago. The Department of Information Technology will work to determine the known best practices to improve the effectiveness of each department’s technical solutions.

Realize Effective Return on Technology Investments

Constant attention must be given to technology trends and cycles to get the most value for the investment placed in technology. Increased use and complexity of technology has not always resulted in an increase in funding. Continual budget planning will guarantee that the investment is worthwhile while keeping the technology current and effective.

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Directions

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