



Orange County Clerk of Courts Technology Services

<p>What is the purpose of this core mission?</p>	<p>The Orange County Clerk of Courts uses a variety of technology tools in order to meet the needs of the citizens of Orange County. The technology services division provides technology support to the organization so that it can fulfill these needs.</p>											
<p>What services are provided by this core mission?</p>	<p>Services provided include project management, help desk support, infrastructure support and programming services.</p>											
<p>How are services delivered?</p>	<p>Services are delivered to the organization by a staff of twenty seven employees. These employees consist of system analysts, project coordinators, project managers, database administrators, programmers and help desk technicians.</p>											
<p>How does this core mission benefit the citizens of Orange County?</p>	<p>The citizens of Orange County benefit from the services by the end products that are supported by the technology services division. Citizens directly interact with applications such as electronic case filing system, internet pay, interactive voice response and online case access. In the back office operations, applications such as the case maintenance system, financial system and case tracking software, support Clerk employees in providing services to the citizens.</p>											
<p>What are the workload activity numbers for this core mission?</p>	<p>In Fiscal Year 2008-09 (the most recent year for which actual data are available), the Orange County Clerk of Courts managed 1,023 computers, supported 594 database systems, managed 127 servers, received 6,254 help desk requests, 1,314 change requests, and addressed 14,711 technology incidents. Other performance measures and standards for the core mission may be found in the Clerk's Annual Report and Clerks in the Sunshine web link at www.myorangeclerk.com.</p>											
<p>What are some additional measures/numbers/results used to evaluate this core mission?</p>	<p>To ensure the availability of the system, the technology services core mission ensures that the system was available 99.20% of the time, resolved 99.56% of help desk requests, and managed a response time of 0.533 seconds from the Case Maintenance System.</p>											
<p>How often are the outcomes/measures/results of this core mission reviewed?</p>	<p>Measures are reviewed bi-weekly and through various monthly, quarterly and annual reports. In addition, performance measures for this core mission are reviewed on a monthly basis as part of a management business review. The management business review is conducted to ensure measures are on target and applicable action plans are in place to address low-performing measures.</p>											
<p>How is this core mission funded?</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Categories</th> <th style="text-align: center;">FTEs</th> <th style="text-align: center;">Appropriation</th> </tr> </thead> <tbody> <tr> <td>Records Modernization Trust Fund</td> <td style="text-align: center;">19</td> <td style="text-align: right;">\$5,564,236</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">19</td> <td style="text-align: right;">\$5,564,236</td> </tr> </tbody> </table>	Categories	FTEs	Appropriation	Records Modernization Trust Fund	19	\$5,564,236	Total	19	\$5,564,236		<p>To operate the Orange County Clerk of Courts' Technology Services core mission in 2009-10, the proposed annual budget amount is \$5,564,236.</p>
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