Division: Information Technology

Program Characteristics:

Program Description

The IT Help Desk provides support for over 6,425 employees and partners. We focus on first-call resolution—fixing issues during the first interaction. Every interaction generates a support ticket, we measure the number of these tickets. Whether the problem involves files, Google Workspace, or spreadsheets, our goal is to solve it quickly to avoid escalation to other teams. We also manage mobile devices and provide 24/7/365 support via a central phone number, ensuring staff can focus on their mission.

This program improves employee productivity by providing technical support and troubleshooting for computers and software. This ensures County staff can reliably access the technology needed to successfully and efficiently serve the public.

Funded by internal service rates, this program supports the County's Mission, Vision, and Values by managing technology resources responsibly. Beyond troubleshooting, the Help Desk provides training for hardware and software to help staff build skills and prevent future delays.

The Help Desk also assists internal IT groups like the Applications, Desktop, and Data Center teams. Annually, the Help Desk creates 30,000 tickets and receives 35,000 calls. We resolve an average of 68% of these issues at the Help Desk level, with the remaining 32% referred to Level 2 support for complex solutions.

Equity Statement

The IT Help Desk is committed to providing fair and equal access to technology support for all County employees. We use plain language to remove communication barriers. We remain accessible 24/7 through multiple contact methods. We also monitor our work tickets to ensure every department receives fair support. Finally, we provide training to build digital skills for all staff, supporting the Workforce Equity Strategic Plan.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	$0	$1,354,658	$0	$1,435,575
Contractual Services	$0	$80,000	$0	$6,400
Materials & Supplies	$0	$7,455	$0	$8,051
Total GF/non-GF	**$0**	**$1,442,113**	**$0**	**$1,450,026**
Total Expenses:	**$1,442,113**		**$1,450,026**	
Program FTE	0.00	7.75	0.00	7.75
Program Revenues				
Other / Miscellaneous	$0	$1,442,113	$0	$1,450,026
Total Revenue	**$0**	**$1,442,113**	**$0**	**$1,450,026**

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of customer tickets processed.	29,810	29,031	29,000
Percent of customers rating IT Help Desk 4 or above on a 5-point scale.	96%	90%	90%