

Division: Information Technology

Program Characteristics:

Program Description

This program addresses the need for reliable, high-speed networks by providing secure internet access to employees and the community. This ensures that staff have the tools to deliver services while protecting County data and information.

Network Services delivers the essential infrastructure required for the integrity of digital operations. We provide a high-speed, secure, and reliable environment that supports the critical needs of staff and the public. Key responsibilities include ensuring inter-building communication, providing public internet access at libraries, and enabling secure remote work.

Our network is integrated with partner organizations, such as the City of Portland, to facilitate information sharing and business operations. We continuously monitor the network to resolve issues and protect against cyber threats. Both County employees and the public benefit from these services, as a stable network is the foundation for all essential County service delivery.

Funded by internal service rates, we prioritize long-term sustainability, innovation, and departmental needs. Our work aligns with the County’s Mission, Vision, and Values by providing accessible, high-quality public services. By maintaining this infrastructure, we help create stability, enhance opportunities, and reduce accessibility disparities across our community.

Equity Statement

Our team uses inclusive, equitable, and collaborative practices to ensure the best networking solutions for all customers and to solve complex problems. For example, to address the lack of reliable and affordable internet in underserved neighborhoods, our libraries provide free online access. This helps bridge the digital divide for education, jobs, telehealth, and aids those experiencing homelessness. We ensure equal access to technology and information for everyone.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$0	\$1,501,774	\$0	\$1,350,971
Contractual Services	\$0	\$341,000	\$0	\$345,000
Materials & Supplies	\$0	\$2,958,060	\$0	\$2,992,640
Internal Services	\$0	\$1,000	\$0	\$1,000
Total GF/non-GF	\$0	\$4,801,834	\$0	\$4,689,611
Total Expenses:	\$4,801,834		\$4,689,611	
Program FTE	0.00	6.00	0.00	5.00
Program Revenues				
Other / Miscellaneous	\$0	\$4,801,834	\$0	\$4,689,611
Total Revenue	\$0	\$4,801,834	\$0	\$4,689,611

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
24x7 Wide Area Network (WAN) site network availability, excluding scheduled maintenance.	100%	100%	100%
Customers rating IT Network Services as a 4/5 or higher on customer satisfaction surveys.	100%	90%	90%