Division: Information Technology

Program Characteristics:

Program Description

This program addresses the need for server maintenance, storage, and disaster preparedness by managing critical hardware and data backups. This serves the community by ensuring County operations continue uninterrupted, even during emergency situations.

Data Center Operations and Technical Services manage the computer hardware, software, and servers that sustain County business. Key responsibilities include data storage, printing systems, and 24/7 technical support. Staff manage the design, procurement, and installation of these systems while planning for future capacity and managing vendor relationships. Crucially, the team handles data backups, file recovery, and disaster response to protect the physical and digital infrastructure.

The primary data center is located at the East County Courthouse facility, with a secure backup center for disaster recovery in Denver, Colorado. Funded by internal service fees, this program aligns with County and DCA values by focusing on innovation and long-term sustainability.

We prioritize reliability for staff serving our most vulnerable residents, ensuring that technical issues are resolved quickly to maintain equitable service delivery. By committing to system stability and robust recovery plans, we mitigate the impact of service interruptions on residents who rely most heavily on critical County support.

Equity Statement

The technology we manage (data centers, servers, storage) is the essential foundation for the County's critical community services, such as health clinics, housing assistance, and public safety. Technology access is key to service equity, and so we ensure County staff have dependable IT systems, directly supporting all departments in delivering vital services to residents, especially those in historically underserved communities.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	$0	$5,808,742	$0	$6,131,922
Contractual Services	$0	$199,900	$0	$101,217
Materials & Supplies	$0	$2,297,273	$0	$3,189,710
Total GF/non-GF	**$0**	**$8,305,915**	**$0**	**$9,422,849**
Total Expenses:	**$8,305,915**		**$9,422,849**	
Program FTE	0.00	24.75	0.00	24.75
Program Revenues				
Other / Miscellaneous	$0	$8,305,915	$0	$9,422,849
Total Revenue	**$0**	**$8,305,915**	**$0**	**$9,422,849**

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Percent of recovery data available off site and refreshed at least once every 24 hours.	99%	99%	99%
Uptime of scheduled availability for production hardware and operating systems.	99%	99%	99%