

CUMBERLAND COUNTY
**INFORMATION
TECHNOLOGY**



STAFF POSITIONS

- Director
- Systems Administrator
- Public Software Specialist & GIS Coordinator
- Technical Support Coordinator
- Technical Support Technician



DEPARTMENT STATISTICS



- 469 active user accounts
- 125 outside agency users
- 413 active gmail accounts



- ~451 computers
- 291 laptops
- 148 All-in-one/Desktop
- ~46 servers
- ~112 Printers & Copiers



- 53 wireless access points
- 41 network switches
- 12 network firewalls
- 145 "smart" devices (cameras, door controllers, video intercom)



- 3,294 completed Helpdesk tickets in 2025



Maintenance Contract Budget Increase: Key Drivers



1. Shift to Subscription (SaaS) Models

- Transition from capital purchases to continuous operational expenses.
- Cumulative annual subscription costs often exceed previous irregular maintenance fees.
- Predictable but higher long-term total cost of ownership.
- Requires consistent funding for access and support.



2. Funding New Software for Departments

- Allocation for new, specialized applications required by other county departments.
- Includes initial licensing, implementation, and training costs.
- Directly expands the overall software portfolio and associated support.
- Response to growing departmental needs.

Software Agreements: Maintenance vs. Subscription



Maintenance Agreements

- Add-on for perpetual licenses
- Covers updates, patches, support
- Typically annual renewal
- Higher initial software cost



Subscription Agreements

- Recurring fee for access (SaaS)
- Includes software, updates, support
- Continuous payment required
- Lower initial cost, ongoing expense





	OPERATIONS & MAINTENANCE					
6130	Transportation & Lodging	4,000	4,384	4,000	Mileage Expense	4,000
6301	Professional Services	27,000	5,145	27,000	On site Technical Assistance	27,000
					Community GIS	
6500	Office Supplies	1,500	670	1,500	General Office Supplies	1,500
6503	Computer, Software, & Supplies	19,000	56,167	19,000	Software, upgrades and licensing	19,000
6505	Printing and Engraving				Printer and Toner cartridges	