



**Vilas County
Information Technology**

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Vilas County's 'Technology Services'

Keeping Vilas County's information flow moving and electronically connected as needed is the responsibility of the Vilas County Information Technology Department. "Our office provides technical and support services to all Vilas County departments." Said Director Chris Kamps, "This includes the outlying offices of the Highway, Forestry, and Sheriff's Department, the Eagle River Police and Lac du Flambeau Tribal Police Departments as well as all departments located within the County Courthouse, with the exception of the Circuit Court and District Attorney systems which are supported by the State of Wisconsin." With a staff of three Technology Specialists, Kamps noted the technology department's responsibilities are quite diverse in nature.

The Department is responsible for configuring, installing and supporting all computers within the County, except as noted earlier. Installation and support includes not only the hardware (computers, printers and peripherals) but software as well. "Which can be quite a task as departments may need specialized software and/or computer configurations in order to provide their various services," Kamps indicated. The Technology Department's job does not end there but continues to support the end user in their daily operation involving their hardware, software or program needs. With the 215 computers/laptops, numerous printers, 16 servers and over 350 users, Department personnel stay very busy.

According to Kamps, probably the biggest challenge is keeping the county network infrastructure safe and secure. There are safeguards in place that monitor and deter any unwanted threats aimed to compromise confidentiality, integrity, or availability, applied

against data, software, and hardware by nature, from malicious attackers. It is a full time job in itself keeping tabs on the ever changing threats that can become available.

One of the Department's upcoming challenges will be the implementation of 25 mobile data laptops within the Vilas County Sheriff's Department squad cars. While this will be like adding 25 new offices to the county, the mobile data implementation is a long awaited project that will benefit the people of Vilas County requiring public safety services.

The Department's responsibilities aren't limited to computers, software and information technology services. The Department is also responsible for maintaining and managing the County's telephone system. In 2010, the current telephone system will begin a much needed upgrade that will include VoIP (Voice Over Internet Protocol) services. The Department has also recently implemented a new look and feel to the Vilas County government website (www.co.vilas.wi.us). The clean, current design is very user friendly and will be updated as County changes occur.

Working with other county departments to provide information to the public is another priority of the Information Technology Department. The Department was responsible for the new design of the county tax bills that went into production in 2007 and works closely with the Tax Lister and Treasurer to ensure a smooth process in the printing and distribution of the tax bills. Additionally, the Department provides reports, including building permit reports, assessment data reports, tax information reports or parcel labels as requested by the public.

To find out more about the Vilas County Information Technology Department or the services available, feel free to contact them at the Courthouse in Eagle River or at (715) 479-3666.

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