

Technical Services
November 16, 2011

Item Background

Monroe County has numerous applications spanning across multiple departments that utilize a complex piece of software from Microsoft call SQL Server. These applications include the Tech Services Work Order System, Growth Management's permitting application called Pentamation, several applications from Public Works including fleet management software, etc.

At present, Technical Services does not have the necessary skills in-house to manage these applications. This was most apparent when earlier this month an employee inadvertently deleted some database records and came to Tech Services to restore that table. We were unable to assist with this task. Growth Management contacted the company that sold the County the software and asked if they could provide the services but this would be prohibitively expensive. To receive the services from the other application vendors would raise the costs exponentially.

Training someone in-house was an option that was considered but that would mean removing a person from their current role and spending a significant amount of money and time (1 year) getting them up to speed. We cannot afford to reduce our support staff to train some one. We also cannot wait until someone is fully trained. We need to have a resource that can hit the ground running.

Furthermore, we have over 15 different applications throughout the County that run SQL Server that could be managed by this individual. Such a workload would require a person to work full time.

Staff Recommendation

Technical Services recommends that the Monroe County Board of County Commissioners approve advertising for and the hiring of a Database Administrator.