

Craighead County - craigheadcountyar.gov - phone: 0,

0, AR

0 - 0 - 0, phone: 0, 2nd phone: 0

Other emails: 0, 0

LinkedIn: 0

Contact 2 Info: 0 - 0 – 0, 0, 0

Contact 2 LinkedIn: 0

Other emails: 0, 0

Total annual spend for IT and cybersecurity development measures for your company: 500000

Industry Sector: Government (state/local/federal)

What are key products or services offered by your company? Veteran's services; services for tax payers (assessment/payment); health services, etc.

How many people are employed by your company? 250-500 employees

What is the current annual revenue for your organization? \$100M-\$250M

How many business locations do you maintain company hardware and equipment such as servers...? 9

How many people are in your IT Department? 3

How many people are on your IT security team? 3

Number of Contact Center Seats: 0

What is your current Operating System? Windows 10

Who is your current ERP vendor? 0

Who is your Cloud Service Provider? AWS

1) Do you have responsibility for Cybersecurity? yes

Do you plan to add or expand cybersecurity initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Data Loss Protection Employee monitoring - Insider Threat Detection, Fraud Prevention / Transaction Security, Identity Access Management Zero trust Mobile Security, Phishing, Physical Security - Surveillance and Access Control Ransomware, Risk Compliance,

Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): i've had a lot of interest from the departments in my organization around employee monitoring.

i'm also very interested in risk compliance.

2) Do you have responsibility for Cloud software solutions? yes

Do you plan to add or expand cloud solution initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: , CRM Help Desk, IoT, IT Service Management (ITSM), Virtual Machines, Virtualization

Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we may purchase a cloud-based help desk solution in 2022, so i'm definitely interested in any offerings.

3) Do you have responsibility for Digital Solutions?: yes

Do you plan to add or expand digital responsibility initiatives in the next 12 months?: yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Artificial Intelligence Machine Learning,Digital Consulting

Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): interested in digital consulting and any ai offerings.

4) Do you have responsibility for Data Management? yes

Do you plan to add or expand data management initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Data Cleansing,Data Governance MDM,

Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we are in need of a data cleansing solution; we are also looking to increase our use of mdm

5) Do you have responsibility for Software/Application Development and Management? yes

Do you plan to add or expand software / application development initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,IoT,Software Compliance,

Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): always interested in software compliance and any new developments in iot.

6) Do you have responsibility for Communication Systems? yes

Do you plan to add or expand communication system initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Cloud based phone systems (VOIP),Contract NegotiationsTelecom Expense Management

Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we may switch providers soon from our current voip system to a new one. i'd love to hear about some other offerings. also, contract negotiation is a big interest and need for the county.

7) Do you have responsibility for Network Systems? yes

Do you plan to add or expand network system initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: WIFI,

Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we are looking to definitely replace our current aruba wifi in 2022 (possibly with aruba, but i'm open to any other vendors).

8) Do you have responsibility for Consulting / Outsourcing? yes

Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Business Intelligence Digital Transformation (Analytics, AI) IT Service Management (ITSM), Staffing / Recruiting, Technology Lifecycle Management, Vendor Evaluations

Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): technology lifecycle management is a huge, huge need for the county. any info here would be highly valuable.

9) Do you have responsibility for IT Leadership, Talent Management and Training? yes

Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: , IT Asset Management, Leadership coaching

Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): i'm always interested in leadership coaching and would definitely take advantage of any offerings around it.

separately, the county is in need of a solution for it asset management.
