

Services

The Department of Communications and Information Technology (ComIT) serves all City departments and agencies and provides a technology foundation that supports the City's ability to conduct daily business and achieve strategic goals. The department's services center around ten main operational areas, as follows:

- **Applications Support** performs analysis, development, testing, integration, project management, and support of many mission-critical systems throughout the organization. **AS**
- **Business Center/ Mail Services** is responsible for departmental purchasing, human resources, payroll, accounts payable, reception, central support, and ComIT billing. The Mail Room provides mail distribution services for enterprise wide. **BC/ Mail Svcs.**
- **Center for Geo-spatial Information Services** offers a wide range of services that include providing spatial database warehousing, web-based GIS distribution services, data maintenance and geo-spatial analysis. **GIS**
- **City/School Printing** provides printing services, which include printing, bindery, forms management, and copier contract administration to all City agencies and public schools. **Print Shop**
- **Information Security and Privacy Office** focuses on protecting electronic data and the information technology infrastructure within the City through administrative, technical, and physical controls and processes. **InfoSec**
- **Multimedia Services Group** creates video productions for the municipal government and the public school system. Programming is delivered locally and regionally over varied communications media (VBTv 46, 47, & 48; videotape, microwave, satellite, multimedia). Management of the activities of the Web Team and the Design Team: VBgov.com, BEACHnet, Vignette, All Web-related projects, ComIT Marketing and Communications, Photography and Graphic Design as well as VBalert and the Joint Information Center are assigned to this Division. **Multimedia**
- **Operations Support** manages data center operations and support for enterprise IT hardware and software, and the Support Center, which provides quality customer support services through a single point of contact. **OS**
- **Systems Support** provides design, engineering, security, maintenance, repair, and support services for the organization's computers, servers, and networks. **SS**
- **Technology Project Management Office** promotes and supports consistent successful implementation of Information Technology and Communication projects and assists in the effective management of the technology project portfolio. The Technology Project Management Office provides leadership and support of proven project management best practices through standardization, coordination, mentoring, and ongoing training along with monitoring, analysis and reporting on the status of technology projects. **TPMO**
- **Telecommunications** provides maintenance, support, contract administration, cable management, billing, dial tone provision, service coordination, moves, adds, and changes for the City's telephone systems. Supports radio services. **Telecom**

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