

INFORMATION TECHNOLOGY by the numbers



These numbers are a snapshot of the IT Department and the volume of work completed in Fiscal Year 2018.

2,239

Portable (hand-held) radios supported

1,331

Mobile (in-vehicle) radios supported

1,822

Databases maintained; comprised of

419,512

Tables with

9.3M+

Rows of data

939

Publicly accessible computers at

55

Locations

72 million



Laserfiche (digital document management) files occupy

5.5TB

of storage

5,566

Desktop, laptop, tablet, ruggedized mobile computers supported

9% increase from 2017

312,452

Individuals visited
Norfolk AIR
(Address Information Resource)



81,597

Total times



4,500

Landline telephones supported



2,125

Mobile devices supported



32+

Miles of data fiber installed



1,798

Staff trained on computer hardware and software

82

Information Technology employees

51

IT employees with 10+ years with Norfolk

Emails Received

16.5 million+



25% Increase from 2017

Emails Sent

8.8 million+



14% Increase from 2017

Spam/Malware Emails Rejected

4.6 million+



21% Increase from 2017



15,093

Technology-related issues reported to the IT Help Desk
19% increase from 2017