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, and ruggedized mobile computers supported (9% increase from 2017)
- **312,452** Individuals visited NorfolkAIR (addresses information resources)
- **81,597** Total times
- **4,500** Landline telephones supported
- **2,125** Mobile devices supported
- **1,798** Staff/trained on computer/hardware and software
- **82** Information technology employees
- **51** IT employees with 10+ years with Norfolk

**Emails**
- **16.5 million+** Emails received (25% increase from 2017)
- **8.8 million+** Emails sent (14% increase from 2017)
- **4.6 million+** Spam/Malware emails rejected (21% increase from 2017)

**Help Desk**
- **15,093** Technology-related issues reported to the IT Help Desk (19% increase from 2017)