MEDIA RELEASE

OFFICE OF COUNTY MAYOR GLENN JACOBS

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Mayor Jacobs' Small Business Series Features the County's IT Department

KNOXVILLE, Tenn.— Knox County Mayor Glenn Jacobs interviews Zack Webb, senior director of the county's Information Technology Department, as part of his small business series.

Each week, the Mayor conducts interviews with small business owners, offering them the opportunity to talk about what they do; highlight their work; and share any future plans. This month, the series focuses on technology-related businesses and operations. A new vignette runs each Wednesday on the county and Mayor's various social media platforms.

This interview is somewhat different in that it focuses on a county department, but the Mayor wanted to bring the good work that IT team members do to the forefront.

"Out in the private sector as well as the governmental sector, lots of folks don't realize what Information Technology does," Mayor Jacobs says. "When comes to IT only time people think about it is when something goes wrong, and they don't think about all the things that go on behind the scenes."

The Mayor then asks Webb: "What would happen if IT were to shut down for a week?"

Webb, who also touches on how his department works with other county elected officials, says:

"So think about all the things you're doing – real estate transactions, recording deeds, etc. All of that business would come to a screeching halt because nothing can be recorded. All of the things around the court system . . . lots of things in the parks and the recreation system would be affected. You wouldn't be able to reserve spaces or have softball games. There's a lot of behind the scenes things where you think: 'Well that's parks and rec – not IT.' (But) almost everything we do somehow ties back into the information flow – whether it be procuring a product, ordering food – all of that – as simple as that process is – somewhere along the supply chain involves IT."

To hear more of what was said, check out the video.

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