

**Office of Information Technology
Accomplishments
2019-2020**

GIS:

- Affordable Housing: Used County-owned land for private housing (HHS), GIS provided analysis and mapping that identified County owned properties that were candidates to be used for public housing construction opportunities.
- Fire Services billing review by GIS staff, which identified \$185,000 in uncollected accounts.
- LC Water Quality Mapping and app – Provides an engaging, timely, and relevant website consisting of voluminous 100 informational pages with over real-time data from monitoring of 13 lakes, 27 streams, and 2 rivers in the area. The site includes interactive water maps, drinking water reports, information on trails and campgrounds, and data collection for over 6,000 analyses.
- Public data access:
 1. GIS data portal - The data portal allows businesses and citizens to directly access dozens of popular GIS data layers for their use. This has reduced staff time to manually process requests, provides greater access to those needing our data, and is available to them 24x7.
 2. Enhanced TLCpermits portal search and data download - Provision of more powerful data searching and reporting has been made available to businesses and citizens regarding permit activity data covering many years. Citizens are immediately able to download search results without requiring any delays from direct requests to County and City staff for this info.

MIS:

- Modernized data input and reporting on our financial system.
- Updated and modernized the Court Case Management system.
- Implemented several FDLE reporting requirements into the Justice Information System.
- Designed and implemented more effective websites for DSEM and Tax Collector.
- Redesigned and updated the Budget Matrix process. This included a new look and feel as well as single sign on and integration with Smartsheet.
- Developed new forms and custom workflows for the I2 process in Sharepoint.
- Completed updates to TLCPermits search capabilities which allow citizens to pull current and previous permit information based on multiple criteria. (same as shown under GIS above)
- Implemented informational digital signage in the Bank of America building.
- Updated and redesigned the LeonLeads application to fit the new workflow process.
- Upgraded EMS staff scheduling application to a cloud-based system.
- Facilitated incorporating TMH into EMS's electronic run reports and outcomes system.

Items in blue are visible to public citizens. All others are internal County accomplishments.

- Implemented Public Works small wireless facilities permitting based on Leon County ordinance requirements.
- [Implemented a more efficient workflow process for New Single-Family Home permitting. \(this will probably be listed under DSEM, but OIT did the technical part\)](#)
- Implemented email notifications concerning expiring permits based on HB 477.
- Continued to streamline permitting system processes at DSEM.
- Upgraded ProjectDOX which enabled Digital Plan Review to the latest version.
- Completed a major enterprise phone system upgrade
- Implemented Network Access Control policy to Tax Collector, with additional departments planned.
- Replaced Library Core network switch
- Researched and partially implemented Multi factor Authentication
- [Improved network security for Elections early voting in Community Center locations](#)
- [Improved security implementing data loss prevention \(DLP\).](#)
- Refreshed AV technologies in multiple conference rooms
- Provided network solutions for remodel of courthouse 4th floor spaces and relocations of State Attorney and Volunteer Services into those spaces
- Provided network solutions remodel of BOA spaces on 2nd and 5th floors for relocations of Tourism to the 5th floor and temporary remodel relocations of State Attorney staff to the 2nd floor
- Provided network solutions for Solid Waste Scale house remodel project
- Improved network configurations allow PSC security camera system replacement.
- Transitioned Courthouse data center to smaller new location.
- Upgraded video decoders throughout the PSC
- Redesigned network to handle CDA call floor furniture rearrangements
- Provided Audio Visual tech consultation for the Traffic Management Conference room command center for City management.
- [Implemented mobile pay for print rebranding and interface changes for the Library](#)
- Upgraded virtual desktops.
- Replaced and upgraded enterprise backup system (underway).
- Upgraded anti-virus, patch management and application control and moved to new virtual infrastructure
- [Provided closed captioning for broadcast public meetings.](#)
- [Added Roku to our public broadcast offerings.](#)
- Established pre-deployment services with Dell to streamline our device deployments
- Created Online Training, Leon FAQ, Leon WFH (Work from Home) and OIT Intra
- Managed several O365 updates and enhancements
- Continued KnowBe4 security testing and training
- Integrated single-sign-on for training solutions Lynda.com & Brainstorm
- Transitioned Dropbox to OneDrive
- Established an Ivanti Tech Liaisons Teams group for sharing technical information with constitutional IT offices.
- Implemented a new security solution for monitoring our environment.
- Testing EMS self service password reset trials (underway)

Items in [blue](#) are visible to public citizens. All others are internal County accomplishments.

- Migrated 16 Sheriff Office servers to the enterprise virtual server environment.

COVID-19 Specific Response Accomplishments:

GIS:

- Open for Takeout Map – In response to COVID-19, Leon County GIS in partnership with Office of Economic Vitality built a crowd sourced web application designed to keep residents informed of the hours and service details of restaurants open for take-out. Within the first two weeks of standing up the application, the map had over 30,000 views.

MIS:

- Designed and implemented a process for accepting citizen comments online as well as distributing and publishing the comments.
- Implemented digital signatures to allow remote processing of paperwork requiring signatures.
- Answered the County's call for continued ability to provide all citizen services while employees were required to work from home. This involved vastly extending our VPN footprint, strengthen our network and system computing security posture and expanding our virtual desktop capabilities to accommodate the growing need for employee remote services. This was a Herculean task that would normally take months to plan and implement but was all done in a matter of days.
- Successfully and smoothly transitioned in-house commission meetings to virtual meetings
- Increased VPN footprint from 200 to 750 simultaneous connections.
- Implemented Extension-to-Cellular (EC) on phones to allow cellular phones to act as an extension of the desk phones, making working from home more efficient.
- Implemented soft phones (phones simulated on laptops/desktops) to allow switchboards to be answered from home.