

LEON COUNTY OFFICE OF INFORMATION AND TECHNOLOGY (LC OIT)

FY18 TECHNOLOGY TRENDS

Leon County has been a recognized Digital County since 2011 and most recently recognized in 2017 by NACO and the Center for Digital Government. A Digital County uses information and communications technologies to provide government services that enable transparency and citizen engagement through high functioning web sites, mobile applications, and social media and utilize technical advances in cloud computing, virtualization, shared data centers, and modernized infrastructure and security. Advanced decision support tools such as geographic information systems and electronic document and content management systems are other resources found within a Digital County. Additionally, a Digital County is aware of key emerging trends, from both external and internal perspectives and is aligned to address those trends.

External Trends:

- **Converged infrastructure components are shrinking data centers and telecommunication centers for energy and support efficiencies**

LC OIT manages a robust virtualized environment where 85% of the nearly 700 servers in the County's compute environment are virtual. Converged infrastructure continues to be incorporated to provide higher levels of efficiency and security.

- **Security threats are increasing for network and data security and stable internet connectivity**

Although LC OIT has several layers of protection for a network that spans the six counties of the 2nd Judicial Circuit to support the Board and the Constitutional Offices with spam filters, anti-virus, patching, firewalls, Internet filters, some encryption, and a virtual private network, a recent security audit found vulnerabilities with system patching and applications. A patch management process and enhanced network encryption for FDLE compliance in support of the Sheriff's Office has been implemented. Additional industry security tools and monitoring services for anti-virus and patching, inventory control; and application control and compliance are used in the management of nearly 3,000 endpoints (desktops and mobile devices). Network access control is being implemented in FY18.

- **Software providers offer cloud computing as an alternative to on-premise compute environments**

Leon County has been an early adopter of SaaS or cloud computing in areas such as the Patient Care and Billing System for EMS; OMB's budget development system; the Library's work order system for cataloging, online patron access, media inventory; the Public Defender's case management system; Point of Sale solutions for the Offices of Tourism and Intervention and Detention Alternatives; and a host of productivity tools for surveys, project management and event planning. Future uses of commercial cloud computing are being

implemented for email and Microsoft Office licensing (Office 365) as well as upgraded solutions for DSEM's permitting and licensing and automation for Human Resources.

- **Data visualization is growing in demand for enhanced decision making**

The TLC GIS program provides visualization tools for projects like the Penny Sales Tax and economic development and will be enabled to incorporate financial and statistical information.

- **Integration of software solutions with Microsoft Outlook continues to grow**

LC OIT is migrating from Groupwise/Novell to Microsoft Outlook in 2018. This will allow software solutions to be integrated to email and work processes and will streamline work activities.

- **Transparency and Citizen Engagement are expected of government**

The County has been a forerunner in transparency with its upgraded website where citizens can find information about their commissioners, calendars, agendas for commission meetings and workshops, and view broadcasted meetings. Applications such as Your Checkbook provides access to County expenditures by department and vendor; and Procurement Connect allows easy access to bids and RFPS for services and equipment as well as access to contracts. Citizens Connect is an online service and a mobile app for citizens to report problems, attach photos, and receive status updates. This app will be enhanced to provide a one-stop location for information during an emergency event and be integrated into a disaster assessment process. Additionally, enhanced use of social media for stronger engagement of citizens and County patrons has grown through Facebook and Twitter (i.e., the Office of Community and Media Relations, the Library and the Sustainability Office) to post notifications of events and activities, share information of interest, and to post public relations materials and highlights of County news.

Internal Trends:

- **Shared infrastructure continues to be cost effective and the best solution for County and Constitutional Offices**

The County has been a leader in sharing infrastructure which promotes costs savings and avoidance, minimizes duplication of effort, and increases collaboration for shared processes. A common network, email system, desktop applications, Internet, phone system and recently built data centers at the Public Safety Complex and the Jail for backup and/or test/development environments for the City and the County are examples of that along with a shared Geographic Information System and Justice Information System.

- **Disaster recovery and business continuity continues to be a major responsibility**

LC OIT has taken over the technical responsibilities for Leon County Emergency Management which was moved from the Sheriff's Office to the Board of County Commissioners. Besides supporting the nearly 100 compute devices at the Emergency

Operations Center and the advanced audio/visual communications system, LC OIT supports WebEOC, an event tracking system, with setup, training, and on-site support during an event. TLCGIS is expanding WebEOC's capabilities by integrating the solution with GIS mapping.

- **Exponential growth in data requires better management of data, a strong retention policy and process, and projects to convert paper files to digital format.**

The County has addressed the trend of massive digital data growth, with the adoption of electronic document management (EDMS) in many departments such as HR, DSEM, HHS, EMS, Facilities, Purchasing, Elections, the State Attorney's Office, and the Public Defender's Office. OIT continues to work with departments/agencies such as Public Works to further their process conversions.

- **Updating of the Intranet will improve internal communications with employees.**

Working with a County team, LC OIT will build a modernized Intranet which incorporates more information, training, engagement, and online services for employees.

- **Mobile work applications continue to be in demand**

Leon County has been an early adopter of mobile computing for field workers such as building inspectors, EMS paramedics, Public Works field supervisors and Operations staff, Animal Control officers, and Sheriff law enforcement staff. Mobile computing will continue to expand to provide in-the-field data access and updates to work orders.

- **Continue to modernize and streamline activities through technology**

LC OIT will continue to work with County departments to modernize and streamline processes. Several accomplishments are the online development review and plans submissions with Project Dox; online employee benefits enrollment, electronic First Appearance for the Courts, work order management for Public Works and Facilities, and electronic timesheets. Many other County processes are being reviewed and will be improved to use electronic authorizations, EDMS, and paperless workflows with Human Resources as the next area to deploy paperless e-recruiting and onboarding of employees and e-learning.