

MIS/GIS ACCOMPLISHMENTS IN 2014

A number of accomplishments were achieved in 2014 in the areas of infrastructure, web services, and enhanced processes. Many of those accomplishments were recognized through the 2014 National Association of Counties (NACO) Achievement Award in the category of Promoting Transparency through the County's Website and the 2014 Digital Counties Survey Award.

Infrastructure:

- Consolidated compute environment – moved three disparate computer server environments into a single IBM compute environment for AIX, Windows, and Linux.
- Printer/Copier Consolidation Project – converted 37 separate copier contracts into one single contract with one vendor and providing all-in-one devices for printing, scanning, copying, scanning and faxing. This cut out fax devices and phone lines and avoided purchases of separate scanning devices. The project set up a shared networked print environment that dropped the number of printers in half by eliminating personal printers. Cost savings of 30% for printing was achieved.
- Centralization of phone system – Added over 700 extensions to the Avaya phone system. This will save one agency over \$100,000 per year by using new technology and eliminating specific phone lines for extensions.
- Expansion of wireless connectivity throughout County buildings to allow citizens and staff to use mobile devices easily and efficiently.
- Pay for Print – installed a printing system for the Library patrons to easily pay for printing while at the same time provide cost savings to the Library in toner and paper.

Web Services:

- Created a mobile website that is responsive to any device.
- Integrated GIS mapping with Tourist Development's Trailhassee.com to show where hiking and nature trails are through an interactive touch interface that highlights facts and provides photos.
- Created an Online Solicitation System for the Purchasing Department to post bids and RFPs with all documents in electronic form and easy for downloading. The system also provides status updates on bids and RFPs.
- Created an award winning Penny Sales Tax Website

Enhanced Processes Through Automation:

- Continued expansion of electronic document management in the departments – Purchasing, Emergency Medical Services, and Elections.
- Continued expansion of web time entry with the addition of 200 employees.
- Converted the Library's on-premise work order management system to a cloud provided service which has provided enhanced functionality and saved IT resources to re-allocate to other area.
- Expanded mobile field work with smartphones and tablet devices for Animal Control, Engineering, and Facilities which allow field workers to complete work orders and update online in the field. Also provides online access to maps, documents, and other materials in the field.