IT Strategic Roadmap

Domain	1Q17	2Q17	3Q17	4Q17	1Q18	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	1Q22	2Q22	3Q22	4Q22	1Q23	2Q23	3Q23	4Q23
Research / Best Practices		Gartner Research					Gartner Executive Programs						Gartner Executive Programs															

Infrastructure (Current State Analysis & Risk Mitigation Planning)
- Countywide Wiring Upgrades at 38 Building Locations
- Uprade Wiring - Hope Center, DSU Lab
- VX Rail SANs replace on-prem servers
- IaaS platform Expanded to include Server Farms
- Upgrade Core Routers
- VPN Design Re-Architected Achieving Fault Tolerance / Fiber Pathway Re-Architected
- Network & Hardware Infrastructure Rebuild Program
- Upgrade Core Servers/Edge Routers, Increase Internet Capacity
- Private Hybrid Storage Solution
- Implement Fiber Pathway Redesign

Cybersecurity
- Network-Defined Solution Best Practices (non-disclosed FOIA protection exemption)
- Perimeter Solutions Implemented for Telework and Public Services
- Cybersecurity Analyst Contractor
- Cybersecurity Awareness Training & Computer Use Policy / Cyber Defense Enhancements
- Web Application Firewall & Enhanced EndPoint Mgmt.

Sustainability & Modernization
- Enterprise Voice Communication Solution
- Enterprise VoIP Communications Solution
- Customer Meeting Rooms Created
- Desktop to Laptop Ongoing Replacement / Canon eCopy & Secure Print
- Telework Toolkit Lifecycle Mgmt / Scan to OneDrive
- Enterprise Multi-Function Secure Copier Solution
- Enterprise Content Management Upgrade
- ECM Exanded to Legacy Applications
- County Website Hosting Cloud Upgrade
- ChatBot Expansion & Continuous Improvement
- O365 Email & Office Productivity Apps & Collaboration Training
- Call Center Manager Solution
- Call Manager Logic Improvement
- Configure Chatbot Logic
- ChatBot Launched
- Enterprise Communications SaaS Solution

COO | DR
- Countywide Desktop / Laptop / Mobile Device Hardware Profile Upgrade Program
- Telework Toolkit
- IS Policies Documentation
- Computer Use Policy Established
- Private Hybrid Storage
- Network Attached Storage & Ransomware Defense

Public Safety | 911 & EMS
- Public Safety Equipment Upgrade | TAPS 2017 Crime Predictive Analytics Initiative | 911 Response Enhancements | Cloud Training Credenti.
- 911 Unified Dispatch & Response SaaS Solution
- WiFi Modems for 120 Firefighter Trucks
- 911 CAD / EMS Dashboard
- 911-CAD / EMS Dashboard Upgrade / Dedicated Command Post Secure Website
- Secure Command Post Upgrade

Public Safety | Police
- Internal Affairs System & Excessive Force System Rationalization of Legacy Systems
- GIS Predictive Analysis
- Police Evidence Cloud Solution
- VR Simulator De-escalation Training for BHS & Applied Force
- Expansion of Real-Time Situational Awareness Cababilities

Public Safety | BHU
- HERO HELP & Police Connection Alliance
- Mental Health Unit (MHU)
- PCA & MHU form Behavioral Health Unit
- NCCPD BHU / ChristianaCare Partnership
- VR BHS Training (initial VR program launch)

SaaS Enterprise Platforms
- Acctg | Cash Mgmt. | Procurement Current-State Analysis
- RFP
- Enterprise Financial Mgmt. SaaS Solution & Legacy Sunset
- Vendor Self-Service Portal
- Enterprise Assessment & Abatement SaaS Solution Property Search Cloud Solution
- Post Go-Live Optimization
- Current-State Analysis for HR Operations, Payroll, and Benefits
- Enterprise HCM Cloud Solution Planning, Implementation, Conversion of physical files & PeopleSoft HR Sunset
- HCM Phase One (HR, Benefits, Payroll) / Employee Self-Service Portal & Pension Simulator Portal
- Phase Two: Risk Mgmt & Recruitment
- Pension Solution BRD & RFP
- Enterprise Pension SaaS Solution & Integration with Enterprise HCM SaaS Solution

Business Solutions Modernization
- Property Management Solution
- M5 Fleet Management System
- Building Access & HVAC Dashboard
- Public Works Legacy System Analysis
- Public Works Upgrade
- Implement Licensing & Permitting Functions for Public Works
- Legacy Land Use, Code Enforcement, and Treasury BRD
- Rationalization of Future Solution Scope
- Land Use Licensing/Permitting
- BRD & RFP for Register of Wills Solution & Legacy Sunset
- Gap Analysis for Land Use & Public Works to adopt SaaS Solution

eGov Services
- Inspection Scheduling
- Drive-up WiFi (20 Locations)
- CARES Act eForm
- Inspections Mobile App
- Licensing eRenewal
- Building Inspection Solution & Mobile App
- Land Development & Permitting Channels
- Print Shop Request eForm
- Community Association Portal & Governing Documents Search Tool

Constituent Engagement/ CX
- Land Use eServices: ePlan Review, Payment Portal
- Munis Vendor Self-Service Portal
- Enterprise Zoom
- RFP for e-Payment Engine
- e-Payment SaaS Solution for Annual Bill Payments
- Self-Service ePay Kiosks
- Expand e-Payment SaaS
- Council Meeting Management Solution
- County Website Upgrade with Resident Engagement Tools
- Mobile Broadband Deficiency Study
- Mobile Broadband Strategy

Open Data | Socrata
- Open Checkbook - Monthly Updates with Data Cleansing by Finance Accounting
- Open Checkbook w/ 3-Yrs History | CARES Act Checkbook
- Budget Data Cleansing
- Business QA on Budget Data
- Load Dept Budgets
- QA on Budget Integration with Actual Spend