Communications & Information Technology "CommIT"

Board of Supervisors Work Session

November 20, 2018

Work Session Agenda

- History of Communications & Information Technology (CommIT)
- Information Technology
  - Project Management Support
  - Regional Initiatives
  - County Operations Support
- Public Safety Communications
- Future Issues
- Communications & Information Technology Awards and Recognitions

Communications & Information Technology

ROANOKE COUNTY VA

History

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History of Communications & Information Technology

- In 2007 –
  - Chief Information Officer (CIO) approved; responsible for Information Technology and Communications
  - E-911 became stand-alone department (moved out of Police Department)

- In 2009 –
  - The CIO retired in 2009 at the height of the recession
  - CIO was not replaced; Information Technology and Public Safety Communications including E-911 were consolidated under one department head

- Arrangement exists today; arrangement is not common in local government

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Information Technology

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Information Technology

Project Management Support

Major Initiatives	Information Technology Support
Global Human Resources – Finance, Payroll, HR (over $2.0 million investment)	This Human Capital Management (HCM) platform will move HR to the Web and includes the Contract Pay for Teachers, Talent Management, Talent Science, Learning Management, and Knowledge Base. System will be utilized by County, Schools, and fiscal entities.
Microsoft Dynamics "DAX" – Finance, Purchasing (over $4.0 million investment)	"DAX" is used organizationally for all accounts receivable/payable, accounting, purchasing, and departmental budget tracking. This new state-of-the-art system replaced a legacy system purchased in 1998. System is utilized by County, Schools, and fiscal entities.
Assess Pro Upgrade – Real Estate Valuation ($0.2 million investment)	This project upgraded the Computer-Assisted Mass Appraisal (CAMA) to the latest version, AssessPro 5 which includes a GIS Viewer that integrates CAMA data with spatial data for in-depth valuation analysis.

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Information Technology

Supporting Departmental Operations

*Geographic Information System (GIS) Support	Services Provided
Code Enforcement, Flood View - Community Dev.	**Code Enforcement** - System to track and inspect code and zoning violations within the County, as well as public facing survey for citizens to report violations. **Flood View** - created in response to Hurricane Florence and local flooding concerns.
Property Reports, Tax Parcel Viewer – Real Estate Valuation	Roanoke County's "Zillow" using our proprietary data. Automated and combined existing data previously stored in various locations into a one-stop shop for both citizens and real estate professionals.
Police View, PSAP Regional Map - Public Safety	**Police View** - Application that extracts Police data nightly from the Computer Aided Dispatch system; data sets created for law enforcement and public. **PSAP Regional Map** - Effort between the County, Roanoke, and Salem that created a uniform set of address points and boundaries. Critical for E-911 dispatch.

*In FY 2018, annual GIS "web traffic" was over 630,000 page views

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Information Technology

Over 60 projects impacting service delivery, examples of which include:

- Enterprise projects -
  - Facilities management and capital planning software research
  - County-wide records retention
  - Revenue collection software upgrade
  - Disaster resilience plan implementation
  - County computer and infrastructure replacement programs ($825,000 annual budget)
- Smaller projects -
  - Police projects for crisis negotiation, E-Ticketing, and message switch upgrade
  - County website upgrades

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Information Technology

Regional Partnerships

Initiative	Regional Partners / Services
IT Support	Town of Vinton, RVRA, RCACP
Roanoke Valley Radio System (RVRS)	City of Roanoke, Franklin County, Town of Vinton Valley Metro, WVRJ, WVWA, WVCC, Pro-Tech Fire Services --Largest radio system in Western VA (950 sq. miles)
Disaster Resilience Services	City of Roanoke CAD, Franklin County (Dec 2018)
Roanoke Valley Broadband Authority (RVBA)	IT back-up and disaster resilience services

All regional partners pay County of Roanoke for services provided. The County continues to explore other partnerships to increase regional cooperation.

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Information Technology

Supporting All County Operations

Initiative	FY 2018 Performance / Service Data
Computer Replacement	Over 300 computers updated/replaced
Help Desk Support	Over 2,800 work orders
System Access	Approximately 500 access request processed
Network	Over 500 individual pieces of IT infrastructure monitored, updated and replaced
E-mail	Over 2.258 million e-mails received; 995,000 e-mails delivered
Phones	19 phone systems; 2,050 phone lines; 393 mobile devices including iPads
Printing	Over 200,000 documents for Treasurer and Commissioner of the Revenue

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Public Safety Communications

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Public Safety Communications

- Encompasses all Public Safety Communications with both the E-911 Center and the Radio/Microwave Communications Shop

- E-911 Center is Nationally Accredited by Commission on Accreditation for Law Enforcement Agencies (CALEA)

- County of Roanoke E-911 Services
  - Receives and processes over 150,000 citizen calls and 50,000 self-initiated police calls
  - Provides E-911 services for Town of Vinton Public Safety agencies
  - After hours warrant/protective order processing
  - Receives after hours call for the Western Virginia Water Authority (WVWA)

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Public Safety Communications

- Radio/Microwave Communications
  - Designated by Motorola as a "Customer Owned and Maintained" radio communications repair facility
  - Maintains five-site system supporting approximately 1,500 County radios and 14 digital microwave ring sites
  - Develops multi-year capital infrastructure replacement recommendations
  - Allows other regional partners to utilize system; regional partners pay annual fee for access

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Future Issues

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Future Issues

- Is our existing organizational structure sufficient to manage enterprise projects?

- How do we address the growing cyber-security concerns?

- How do we efficiently monitor software compliance?

- How do we address federated Information Technology staff located in other departments?

- How can we drive down (or stabilize) future costs and increase our purchasing power?

- Are we effectively prioritizing our Information Technology investments to maximize efficient service delivery?

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Awards & Recognitions

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Communications & Information Technology
Awards and Recognitions

Organization	Award / Recognition
National Association of Counties, Center for Digital Government	Tied for 5th in our population category with Napa, California
Virginia Association of Counties	2018 Award for the GIS Mobile Incident Command Center
Commonwealth of Virginia IT Symposium	Two Governor's Awards
Public Technology Institute	Awards for: Code Enforcement, Tax View, Property Report, and the Mountain Valley Pipeline Applications
Virginia National Guard Cyber-Security Network Assessment	"Best Seen to Date"

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Questions & Comments

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