

# INFORMATION SERVICES DEPT

## JON SELLERS, CHIEF INFORMATION OFFICER



The Information Services Department provides technology to the County's internal departments and recommends mechanisms to improve efficiency across Seminole County. This Department offers innovative solutions that assist in the delivery of many of the essential services offered by the County, including Public Safety logistics, Community Services outreach, Public Works projects, water treatment plant operations, and much more.

In addition to supporting internal operations, the Information Services Department provides the technology that allows citizens to access their government through internet and mobile applications. Information Services also collaborates with the municipalities and agencies throughout Seminole County to provide the best-possible access to services for our citizens through technology.

## 2016 ACCOMPLISHMENTS

- *Designed and implemented voice, data, wireless, and video infrastructure to support the new Sports Complex. High speed WIFI is available to enhance the experience for the public.*
- *Improved network connectivity to allow better service delivery. This increases network performance, improves application response times, and allows future delivery of more bandwidth intensive technology services while reducing annual network costs.*
- *Improved network connectivity and upgraded voice services to allow better service delivery. This increases network performance, improves application response times, and allows future delivery of more bandwidth intensive technology services while reducing annual network costs. Voice services were also upgraded to allow enhanced features and reduce reoccurring costs.*
- *Designed and implemented voice, data, wireless and video infrastructure to support the expansion of Community Services. Voice services were also upgraded throughout the facility to improve reliability, allow enhanced features, and reduce reoccurring costs.*
- *Network architecture was redesigned to allow redundant network connections at multiple fire stations. This improves the network reliability at the locations to ensure access to critical public safety applications and services.*
- *Completed the implementation of new storage and virtual infrastructure environments. This improves system performance, ensures supportability, and increases capacity for critical technology infrastructure supporting most County services.*
- *A thorough assessment of the fire dispatch system was completed with many improvements implemented. Projects were completed with a focus on system reliability, supportability, and availability.*
- *Hurricane Matthew validated Seminole County's decision to invest in Damage Assessment Software (Arm360). The implementation of this software allowed Emergency Operation Teams (EOT) to be provided with real time information from Damage Assessment teams as they evaluated storm damage. Within hours (versus three days with Hurricane Charlie) the EOT was able to provide preliminary damage estimates to FEMA, Red Cross and numerous other agencies crucial to the effort to get Seminole County on the road to recovery.*

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- *This web map was created to leverage the Building Inspectors daily inspection activities by extracting a list of permits from Naviline (the County's residential/commercial permitting database) into GIS. This allows the Addressing team to determine if an inspector will be in an area that needs field verification. This coordination has eliminated between 10-15 field inspections per month resulting in substantial savings of time and vehicle wear and tear.*
- *The Seminole County GIS team produced or improved over 10 web mapping applications that assist citizens and staff with finding important information. For example, insurance companies are using the Information Kiosk to locate the nearest fire hydrants on behalf of their customers.*
- *ESRI's Collector app partnered with the iPad Air 2 and Trimble R1 GNSS Receiver has simplified field data collection. The simple interfaces eliminates the need for training and allows staff of any level to collect data from the field.*
- *Seminole County GIS and the Seminole County Property Appraiser have built an excellent partnership based on the mutual sharing of information. 2016 solidified the relationship further with the implementation of web services. In years past, layers displayed on the Property Appraiser's web map were derived from copies of data provided by the County's GIS team. Now, layers are displayed via web services consumed from the County's GIS server. This eliminates redundancy and ensures the citizens are accessing current authoritative data.*
- *Reduction in County credit card convenience fees from 3.00 to 2.50 per transaction. This reduction in convenience fees affected web and point of sale credit card transactions for Building, Planning, Animal Services and the Probation Office.*
- *An on-demand web inquiry of non-permitted construction was implemented. By providing this often-requested information in an on-demand Web inquiry tool, the public now has access to this information with the click of a button.*
- *An automated job searches the Building Division database to determine which permits will be expiring in the near future and sends out courtesy emails letting the customers know when they have to take action before their permit expiration date arrives.*
- *Utility customers may now sign up for automatic payment of their monthly utility fees through Click2Gov /Naviline by bank draft.*
- *Utility customers who pay online through Fiserv's CheckFree service now have their payments imported and processed more efficiently with a file drag-and-drop process.*
- *An informational kiosk in the main building entrance was implemented to provide information on upcoming BCC meeting agendas and upcoming events.*
- *Seminole County email addresses received nearly 3.8 million emails, while 1.38 emails were blocked as spam.*
- *OnBase, the cloud-based electronic document storage system stored 3,063,276 documents with 12,370,438 pages.*
- *The Seminole County 311 Switchboard received 24,300 phone calls from residents.*

## LOOKING FORWARD

**In 2017, the Information Services Department priorities will include:**

- *Working to replace an aging phone system that has served the County well for over 25 years, but now has become a risk due to age.*
- *Working with the Fire Department to develop a Disaster Recovery site for dispatch personnel to evacuate to in the event of the loss of their normal facilities.*
- *IS will be working with a number of other offices to expand the use of the County's existing ERP and improve costs and efficiencies in time keeping and approval, purchase approval and capital projects management.*
- *IS will be hiring an individual to improve our website's performance and enhance the ability of citizens to do business with the County electronically.*
- *IS will be implementing improved payment systems to enhance the ability of the public to use more convenient mechanisms to provide payment for County services.*