



# INFORMATION SERVICES DEPARTMENT



*SEMINOLE COUNTY*

FLORIDA'S NATURAL CHOICE

# INFORMATION SERVICES DEPARTMENT

The Information Services Department is the technology provider for Seminole County Government. In addition to the day-to-day services provided by this department, Information Services is responsible for developing efficiencies across the County, and serves as the electronic communication conduit to Seminole County residents and visitors.

## EXPEDITING DAMAGE ASSESSMENT

The Geographical Information Systems (GIS) team was instrumental during the County's response to Hurricane Irma, particularly throughout the damage assessment process. GIS software allowed staff from multiple agencies to collaborate on the same platform and instantly deliver damage-related feedback to the Emergency Operations Center (EOC). The County, along with its seven municipalities, assessed more than 80,000 properties, identified an estimated \$500,000,000 in damages, and reported more than 1,600 incidents. Before the implementation of this GIS software, this information took nearly a week to compile and organize this data. The new system made these assessments possible in a single day.

## ONLINE LEISURE PROGRAM REGISTRATION

In coordination with Leisure Services, the legacy parks and recreation activity management software was replaced with a cloud-based system, Rectrac Parks and Recreation Software, which was employed in all parks and recreational facilities throughout the County. The new system provides significant enhancements, allowing citizens to conveniently schedule recreation activities on-line.

## TECHNOLOGY FOR PUBLIC SAFETY

Computed Aided Dispatch Virtual Private Network connectivity was upgraded to NetMotion, which allows for increased mobile computer network performance for the Fire Department, ultimately improving the response time for emergent public safety incidents.

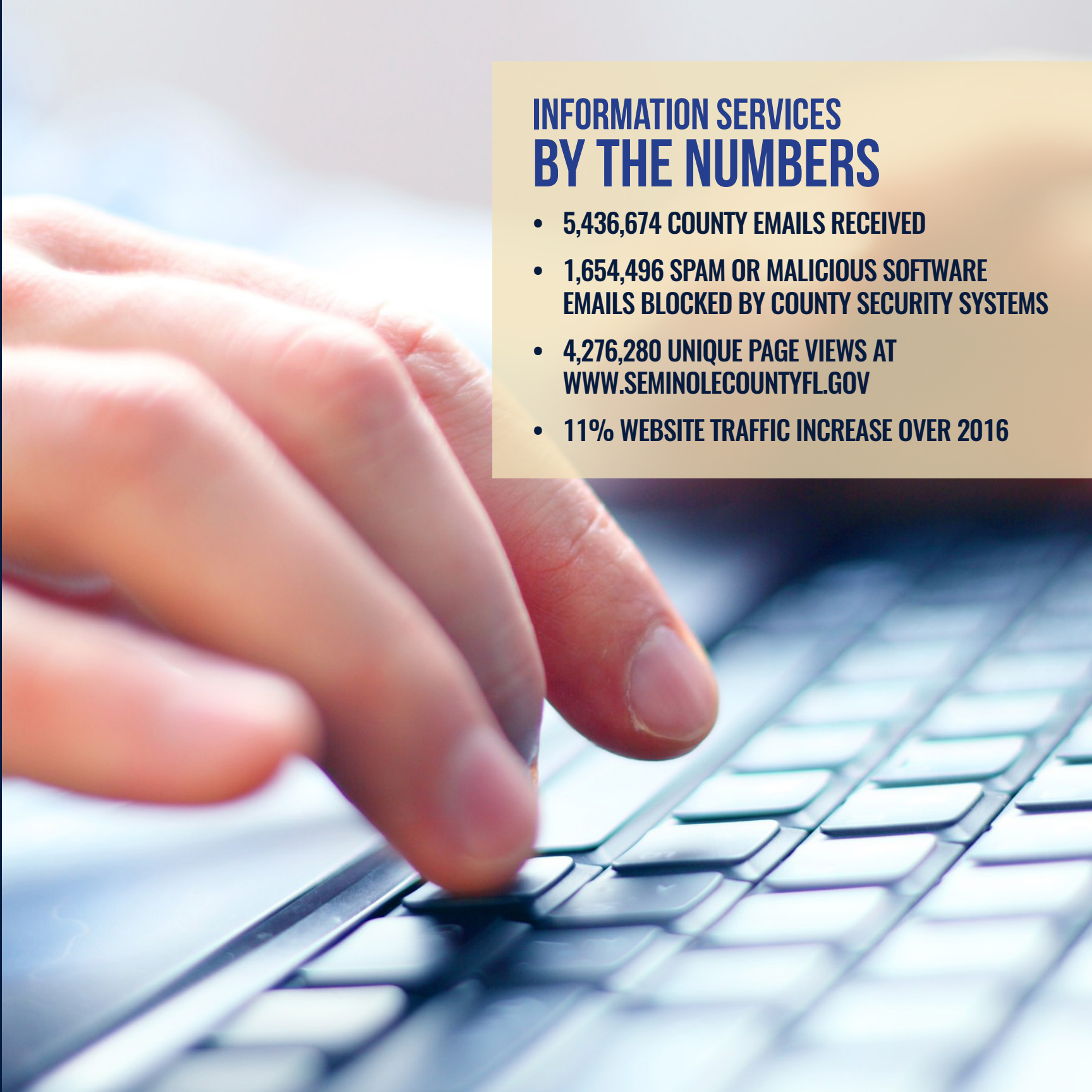
The wireless network architecture in the Emergency Operations Center was redesigned, and a new wireless infrastructure was installed. By removing aging cable systems and allowing the EOC to function wirelessly, the movement of portable technologies and ease of connectivity has allowed for more-efficient communications between divisions during an emergency response situation.

## DISK BASED BACK UP

A new backup-to-disk solution was implemented, moving the County's primary backup method away from tape-based backup to a faster and more modern disk-based backup. This allows for improved file restoration time, system performance, and reliability, and decreases records management and back-up completion time.

## NEW PARK, NEW TECHNOLOGY

During the renovation of Soldiers Creek Park, Information Systems teams designed and implemented voice, data, wireless, and video infrastructure support. High speed WiFi was also made available to enhance the experience for park visitors.



## **INFORMATION SERVICES BY THE NUMBERS**

- **5,436,674 COUNTY EMAILS RECEIVED**
- **1,654,496 SPAM OR MALICIOUS SOFTWARE EMAILS BLOCKED BY COUNTY SECURITY SYSTEMS**
- **4,276,280 UNIQUE PAGE VIEWS AT [WWW.SEMINOLECOUNTYFL.GOV](http://WWW.SEMINOLECOUNTYFL.GOV)**
- **11% WEBSITE TRAFFIC INCREASE OVER 2016**