

DeKalb County Charter Review Commission Update: DeKalb County Innovation & Technology 22 June 2022

John Matelski, Chief Innovation & Information Officer



DeKalb County
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- **Mission:** DeKalb County's Department of Innovation & Technology aspires to serve our customers with world-class, innovative services and solutions in a collaborative and professional manner.
- **Vision:** DeKalb County will be a leader in transforming government services through innovative and cost effective technology solutions which improve economic development, social growth and efficiencies.
- **Major Responsibilities:** DeKalb County's Department of Innovation and Technology (DoIT) provides executive-level leadership for the county's IT strategic planning, delivers technology solutions and services to county departments and agencies, and coordinates information technology initiatives across the organization to support, enhance and advance citizen service delivery through innovative business process review and applied technologies.

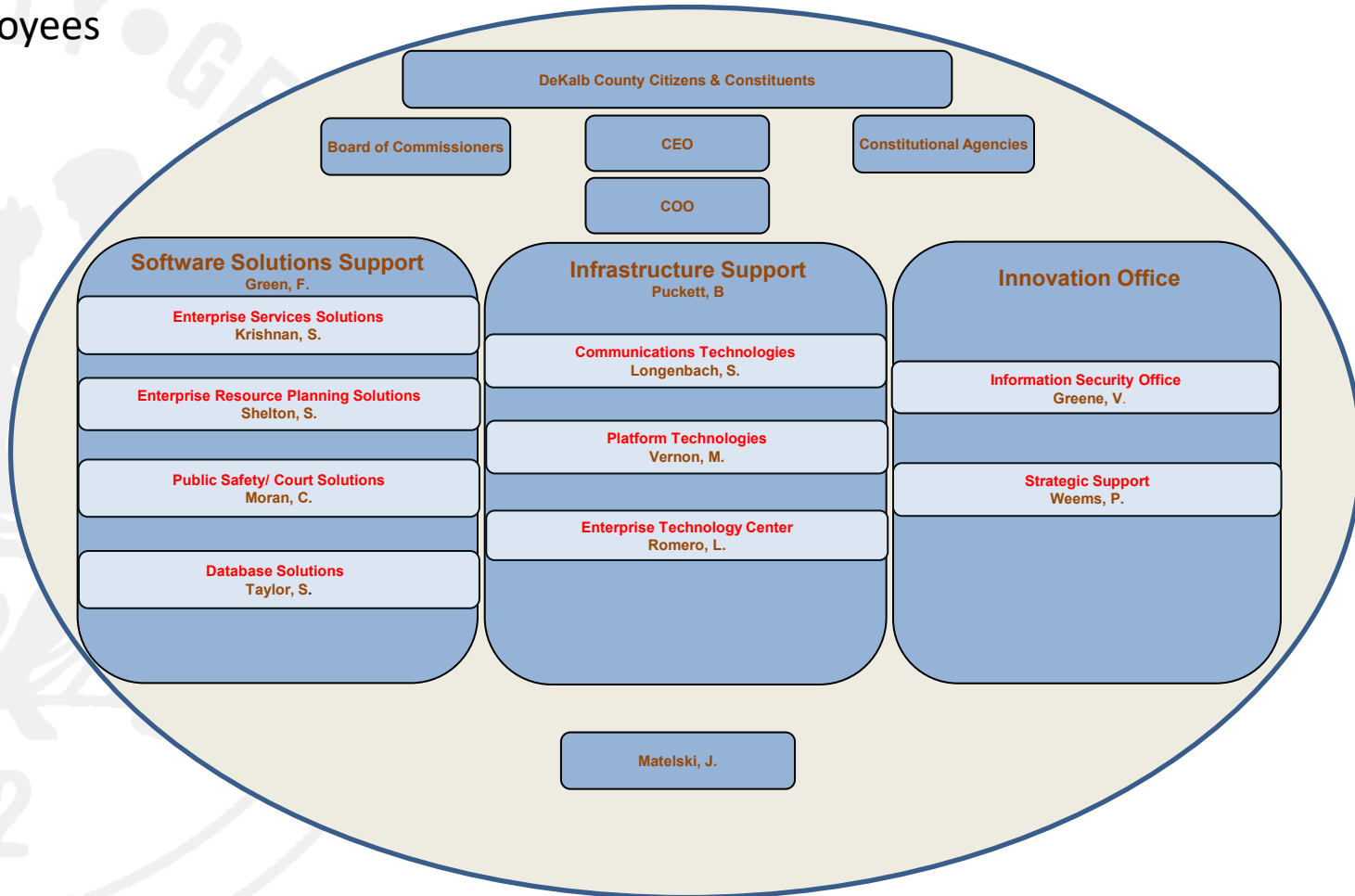


<p>Network & Telecommunications Support:</p> <p>Provide consistent and reliable managed Local Area Network, Wide Area Network connectivity and Telecommunication Services across the county.</p>	<p>Business Application Consulting & Support:</p> <p>Deliver Business Applications services and support including on-demand consulting, application development and implementation, and maintenance services that leverage best practices and life cycle methodology to meet business requirements.</p>
<p>Computer Support:</p> <p>Provide desktop/laptop hardware, software, and related support to departments & agencies to ensure that their business computing needs are met.</p>	<p>IT Procurement & Contracts Support:</p> <p>Provide procurement and contract support related to IT procurements and/or bid solicitations, as well as contract maintenance post acquisition.</p>
<p>Server Support:</p> <p>Deliver full life cycle service and support for servers including troubleshooting, operating system installs and upgrades, security and hot fix application. In addition server analysis, resource planning and recommendations can be provided.</p>	<p>IT Project Management:</p> <p>Provide the program and project management expertise necessary to ensure the successful on-time and on budget delivery of IT related projects.</p>
<p>IT Security:</p> <p>Provide 24x7x365 administration of the County's IT Security infrastructure, and ensuring that all technology resources are protected, thus ensuring end users have the ability to efficiently and safely conduct business.</p>	<p>IT Strategic Visioning & Planning:</p> <p>Provide professional technical strategic visioning and planning services designed to help our customers understand the financial, technical, and business process impacts of deploying new systems or making changes to existing systems in support of their evolving business requirements</p>

Departmental Structure



1 Cost Center – 3 Divisions
81 Employees



Recent Accomplishments



- CV360 Implementation (PeopleSoft Modernization and move to Cloud)
- LIMS (Laboratory Information Management System) upgrade for Watershed
- Cityworks Upgrade and Expansion (Facilities, Roads & Drainage, Traffic Eng.)
- 311 Implementation Oracle CRM Cloud (Sanitation, Roads & Drainage)
- iasWorld Migration/Modernization and move to cloud
- Oracle Identity Cloud Service Implementation (SSO for CV360, ADP)
 - CRM and Oracle Planning and Budgeting Cloud Services to be added
- Migrated 160 on-premise servers to secure Azure cloud.
- Migrated on-premises tape based backup system to secure cloud based backup system
- Replaced over 800 computers with laptop configuration to support remote and hybrid work requirements
- Replaced over 400 desk phones with software based phones that enable remote access from anywhere
- Implemented Express Route for fast highly efficient dedicated network access to business systems located in cloud-based Microsoft data centers.
- Implemented clientless VPN access for vendors providing remote support for county business systems

FY21 Awards/Recognition



Award / Recognition	Granting Authority	Accomplishment
<p>2021 Top Ten Technology Enabled County (2nd place) Counties 500,000-999,999 pop.</p> <p>5th year in a row, ranked in top 10</p>	<p>Center for Digital Government</p>	<p>The national survey measures county technology-driven performance and innovation. It evaluates counties on 10 characteristics, including transparency, mobility, citizen engagement, collaboration, security, personnel, connectivity, efficiency, resiliency and innovation.</p>
<p>2021 County Government Experience Award (4th place) all counties</p>	<p>Center for Digital Government</p>	<p>This award recognizes the achievements and best practices of counties that are radically improving the experience of government and pushing the boundaries of how citizen services are delivered over the web and leveraging other web enabled technologies</p>
<p>Elected to Board of Directors IT ERP Community Leadership</p>	<p>Quest Oracle Community</p>	<p>DeKalb County CIO elected to Board of Directors for this international IT Enterprise Resource Planning (ERP) user group representing 90K+ members</p>
<p>Elected to Board of Directors IT ERP Community Leadership</p>	<p>Oracle Applications and Technology User Group</p>	<p>DeKalb County deputy CIO elected to Board of Directors for an international IT Enterprise Resource Planning (ERP) user association representing 70K+ members</p>
<p>Appointed Chair National Association of Counties (NACo) Information Technology Standing Committee</p>	<p>National Association of Counties (NACo)</p>	<p>DeKalb County CIO appointed to Chair the NACo IT Standing Committee which provides oversight on NACo Information technology projects.</p>
<p>Appointed Vice-Chair National Association of Counties (NACo) Information Technology Standing Committee</p>	<p>National Association of Counties (NACo)</p>	<p>DeKalb County CIO appointed as Vice-Chair of the NACo Telecommunications & Technology Steering Committee which develops policy related to Counties role in telecom and technology initiatives.</p>

- **Customer Focused Service Delivery**
 - Expanding CRM/311 to other departments
 - Drive innovation through business process review and IT alignment (Code Compliance, Permitting, Public Safety, Courts...)
 - Web Site Enhancements (Calendar, Content)
 - Retain Top 10 Technology Enabled County Status (Center for Digital Government)
 - Retain Top 10 Government Experience Awards (Center for Digital Government)
 - Lead and Collaborate on Digital Equity initiatives
 - Expand Cyber Education
 - enQuesta Customer Service and Billing System Implementation continues...
- **Strengthening Financial Stability**
 - Maintain Superior Cyber Security Posture
 - Deliver Technology Solutions and Projects w/in Budget and Timelines
 - Enable and expand service delivery in an evolving hybrid environment
 - Create efficiencies and savings through business process evaluation and re-engineering support

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