



Office of Information Technology

Major Themes for FY '15-16

Vennard Wright
OIT Director/CIO
December 11, 2014

Operate • Improve • Transform

Largo Government Center • 9201 Basil Court • Largo, Maryland 20774

OIT Vision Statement

Our vision is to make Prince George's County a recognized leader in the Washington Metropolitan Region by effectively applying innovation and modern technology to provide readily accessible services to the residents and businesses of Prince George's County. Our position will be further enhanced through transparency, collaboration and cooperation between all branches of government in order to provide creative and efficient solutions that reflect our desire to showcase Prince George's County as a great place to live, work, invest and visit.

OIT Mission Statement

The Office of Information Technology is wholly dedicated to leading technology efforts to support the strategic goals of the County. OIT will provide leadership, expertise, and resources in the ideation, development and deployment of innovative technologies and streamlined processes to improve government efficiency, business interaction and citizen access to government information and services.

Theme 1

Provide Support for Enterprise Level Projects

Provide Support for Enterprise Level Projects

➤ SAP Implementation

- Deployment of Wave 2 (Human Capital Management) of ERP

➤ Centralized Broadband/Fiber Management Strategy

- Marketing, installation & revenue ideas

➤ Digital Signage

- Installation of display monitors in public locations for controlled messaging

➤ Service Level Agreement (SLA) Management

- Performance targets for tickets, operations, etc.
 - Operational Level Agreements
 - Activities of OIT teams that support SLA achievement
 - Underpinning Contracts
 - Targets and responsibilities for all third party services

Theme 1

Provide Support for Enterprise Level Projects

Continuation...

➤ **Online Knowledgebase**

- Centralized repository of answers for frequently asked questions

➤ **Business Analysis**

- Project management methodology and staff assigned to manage projects

➤ **Definitive Media Library**

- Index of County licenses for installed software, etc.

➤ **Unified Communications**

- Single platform for web conferencing, email and desk phone

➤ **Consulting and Technical Services (CATS) 2.0**

- Award of technical services contract vehicle

Theme 1

Provide Support for Enterprise Level Projects

Continuation...

➤ **Showback/Chargeback Implementation**

- Relation of technology costs to utilization of services

➤ **IT Coordinator Communication/Inclusion Strategy**

- Meetings and emails to share information

Theme 1

Theme 2

Create & Maintain a Sustainable IT
Infrastructure

Operate • Improve • Transform

Create & Maintain a Sustainable IT Infrastructure

➤ Cyber Security/Compliance

- Framework to protect all technical infrastructure and data

➤ Configuration, Availability & Capacity Management

- Monitoring/Event Management
 - Real time alerts from production infrastructure
- Backups & Disaster Recover (DR)
 - Copies of data/system state in case of failure
- Virtualization
 - Replacement of physical servers with more efficient equipment
- Tripwire
 - Software to provide notifications about unauthorized changes to hardware

Theme 2

Create & Maintain a Sustainable IT Infrastructure

Continuation...

➤ **Business Continuity (Secondary Datacenter)**

- Mirror copy of datacenter equipment at 2nd site

➤ **Identity Management**

- Virtual directory for automated provision of network IDs and passwords

➤ **Conference Room Upgrades**

- Replacement of aging audio visual equipment around the county

➤ **Quality Assurance (QA), Testing & Change Management**

- Steps to ensure quality on projects

Theme 2

Create & Maintain a Sustainable IT Infrastructure

Continuation...

➤ Network Access Control

- Technology to prevent network access for unauthorized devices

➤ Tiered Network Storage

- Cost appropriate levels of network storage for different types of data

Theme 2

Theme 3

Centralize & Normalize Enterprise
IT Management

Centralize & Normalize Enterprise IT Management

➤ Service Desk Transition to Managed Services

- Additional areas of support for external vendor

➤ Continued ITIL Service Management Framework Integration

- Manager familiarization w/ITIL

➤ PMO/EPMO

- Documented governance processes for approval of all new technology projects

➤ Project Pipeline Dashboard

- Portal into technology projects that are requested and approved

Theme 3

Centralize & Normalize Enterprise IT Management

Continuation...

➤ **Policy & Procedure Review**

- Biannual review of documented OIT policies & procedures

➤ **Service Catalog**

- List of all technology services (and related costs) available to OIT customers

➤ **Self-Service Auto Provisioning in Hybrid Cloud Environment**

- Rapid infrastructure deployment

Theme 3

Theme 4

Develop the Organization

Develop the Organization

➤ Talent Management

- Plans to motivate, manage and train staff to perform at highest level

➤ OIT Employee Handbook

- Documentation to outline expectations and policies for OIT staff

➤ Team Building

- Morale building activities for OIT staff such as group outings, awards, etc.

➤ All Hands Meetings & Agency Improvement Discussions

- Regular communications with OIT

Theme 4

Theme 5

Reduce Costs & Eliminate Inefficiencies

Reduce Costs & Eliminate Inefficiencies

➤ Paperless Government

- Various initiatives to help lower County dependence on paper

➤ Automation & Workflows

- Identification of opportunities to automate processes in workflows

➤ Asset Management

- Centralized tracking database for all depreciable county infrastructure

➤ Inventory Management System

- System to order and manage OIT supplies

Theme 5

Theme 6

Create a Labor Force of the Future

Operate • Improve • Transform

Create a Labor Force of the Future

➤ **Tech Prince George's**

- Establishment of technical career pipeline for County students

➤ **Public Relations Engagement**

- Marketing of noteworthy OIT accomplishments and initiatives

➤ **Application Gallery**

- Portal to display technologies created by Tech Prince George's participants

Theme 6

Theme 7

Provide Readily Accessible Services to
County Residents & Businesses

Provide Readily Accessible Services to County Residents & Businesses

➤ Website Redesign

- Makeover of princegeorgescountymd.gov

➤ Data Prince George's

- Online portal for Open Data Initiative and data warehouse

➤ Mobile Application Development

- Apps that provide mobile access to County services

➤ Increased Participation at Cable Commission and TTFCC Meetings

- Concepts for promotion

Theme 7

Provide Readily Accessible Services to County Residents & Businesses

Continuation...

➤ Expanded use of GIS Cloud Services

- Awareness and ideas to increase adoption by County staff

➤ Citizen Town Halls

- Focus groups and meetings to gather new tech ideas from County residents

Theme 7

Questions



Operate • Improve • Transform

Thank You!