INFORMATION TECHNOLOGY CENTER

Statement of Purpose

To provide the technology to enhance the delivery of county government services and increase the access to and quality of vital government data which facilitates commerce and enhances quality of life in our community. This will be accomplished in a spirit of customer service, partnership, and consultation with our stakeholders. Our guiding principles are quality, integration and cost effectiveness.

1. Create an accessible online archive to lower operational costs and facilitate retrieval of valuable information. We will ensure compliance with regulatory and litigation requirement and increase content reuse capabilities throughout your organization.

   a. Deploy EMC Centera which is a lower cost storage system to give us a simple, scalable, and secure storage solution for historical files and email.
   b. Deploy EMC DiskXtender solution to migrate inactive data off high-cost storage to lower cost Centera products using this archiving software.
   c. Deploy EmailXtender to allow us to archive and monitor e-mail messages. This will improve exchange operational efficiency, and comply with regulatory and governance requirements.

2. Maximize the use of new core technologies the county has purchased over the past year.

   a. Provide classes in virtual technology to key staff. This will allow staff to be able to cross train on key equipment and make us more efficient in working with vendors to make repairs. We will also be able to be more innovative with solutions the technology can provide.
   b. Provide online classes over the next year in Cisco technologies. This will also allow staff to cross train and make us more efficient in troubleshooting problems and making repairs.

3. Enhance department services and efficiency by providing and supporting applications specific to the needs of the department while maintaining an enterprise perspective.

   a. Work with departments to analyze business processes and where feasible, work to improve these processes through the use of technology.
   b. Maximize the investment in Peoplesoft where feasible.
   c. Develop or purchase, install, train and support databases and applications including email, word processing, financial, database, presentation, and specialized applications.

4. Provide timely, accurate information and services to citizens, employees and stakeholders in a variety of methods via the County's Internet and Intranet services.

   a. Maintain a strategic direction of moving appropriate information to the County's website.
   b. Explore and implement services that allow citizens to conduct business anytime and anyplace with the County via the Internet.
   c. Continually review and add new features to the County's website.
   d. Expand RSS and subscription services offered on the website.

5. Provide better services to our citizens with critical care and other special needs in times of emergency.

   a. Develop a consolidated data repository for storing information and disseminating it to emergency management agencies.
   b. Allow citizens with critical care or special needs to register with County agencies to assure proper care is received in emergency situations.
   c. Develop a data flow process between the critical care/ special needs database and the Citizens Alert Notification System, the Geospatial Information Services (GIS), and Emergency Services.

GEOSPATIAL INFORMATION SERVICES (GIS)

Statement of Purpose

The Geospatial Information Services (GIS) provides tools to the user community to enhance and improve the quality of geographically related services including but not limited to planning, building inspections, environmental health, emergency services, economic development, infrastructure, management, facilities' management, and parcel mapping. The GIS will promote good government as a multi-jurisdictional project involving the integration of resources from the County and the participating municipalities.

Outcomes
1. Provide reliable, valid, and useful geospatial information to our citizens.

    a. Provide information via the GIS website.
    b. Maintain current baseline layers.
    c. Add additional layers of geographic data that are vital to the mission of Catawba County Government to the GIS database.
    d. Support County departments with GIS data, analysis, and maps.
    e. Upgrade and maintain GIS related hardware, software, and data.

2. Provide a timely response to citizens and departments.

    a. Respond to and complete 95% of map and data requests from the public within 24 hours of receiving the request.
    b. Complete requests from departments within an agreed project timeline.

3. Strengthen relationships with other GIS agencies and sources.

    a. Partner with the municipalities through the GIS Consortium fostering cost sharing and savings on joint project; and ensuring continuity of data for our citizens.
    b. Work with State and local agencies data layers and processes.

4. Improve the speed and efficiency of the GIS Database.

    a. Transfer data and applications to ArcSDE.
    b. Move Tax Editing Application to the SDE environment.

E-911 COMMUNICATIONS CENTER

Statement of Purpose

The Catawba County E-911 Communications Center provides emergency and administrative communications for the citizens of Catawba County by placing them in touch with public safety and related government service agencies. To be prepared for daily communications traffic and emergencies requiring adequate numbers of trained personnel. To have the most current state-of-the-arts computerization, along with radio and telephone technology to assure that saving lives and property can always be attained.

Outcomes

1. Ensure citizens receive prompt emergency and medical care, the Communications Center will maintain a 90 second dispatch time average on all emergency calls throughout the County. Responding units will have the following response time averages:

   a. EMS – 8 minute average response time, which is a 9 ½ minute average total response time.
   b. Rescue – 6 minute average response time, which is a 7 ½ minute average total response.
   c. Fire – strive to meet a 6 minute average response time, which is a 7 ½ minute average total response.

2. Continue working with the State Highway Patrol, the Piedmont Area Communications Council, and local public safety agencies in general to establish radio interoperability between agencies in Catawba County and the surrounding area.

   a. Work with the State Highway Patrol to replace and rebuild radio towers in Catawba County as funded under Homeland Security grants.
   b. Work with the Piedmont Area Communications Council to implement its 11 county interoperability grant.
   c. Cultivate joint ventures between local public safety agencies to generate savings through pooled resources including pursuing sharing microwave communications at State Highway Patrol sites.

3. The Communications Center will provide quality customer service to all public safety agencies by responding to field units within 15 seconds of each unit's call. Accomplishment evidenced by maintaining an overall satisfaction rating of 90% or better from all public safety agencies.

4. Promote sound employee relations and morale by establishing an Employee Relations Committee to secure feedback about the work environment, workload, schedules, and other factors affecting the workplace.