

## **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.

### **Outcomes**

1. Maximize the use of new core technologies the County has purchased over the past few years.
  - a. Continue to develop SharePoint sites for more efficient collaboration on projects and organizing documents within each department. 100 percent of projects involving technology will be documented on SharePoint.
  - b. Continue to develop SharePoint to improve efficiencies of how we search and organize the storage of shared documents.
  - c. Implement a de-duplication backup to disk solution that will take advantage of the SAN/Virtual Server technologies we currently own and delay major upgrades due to performance issues. The amount of data backed up each night will be less than 20 percent of the current amount. Servers will no longer have to backup during peak usage hours of 8:00 am and 5:00 pm reducing the backup time by more than 33 percent. It will also improve the speed and reliability of our SAN by giving us much faster restore capabilities.
  - d. Provide classes to staff to increase the knowledge and abilities to take advantage of our current technologies.
  - e. Block 99 percent of the security risks at the perimeter of the network. The Information Technology Center will successfully identify and repair all security events.
2. Enhance department services and efficiency by providing and supporting applications specific to the needs of the department while maintaining an enterprise perspective.
  - a. Expand Permit Center Applications to include Zoning Permit functions for eight municipalities and the ability to offer electronic plan review services at County and Municipal offices. Target date for completion of municipal Zoning Permits is December 2010; Electronic plan review for Catawba County and municipalities target date is March 2011.
  - b. Work with departments to analyze business processes and where feasible, work to improve these processes through the use of technology.

- c. Use analysis from helpdesk calls and new products to determine types of training offered then focus computer related training provided to County employees in these areas. Increase training by 5 percent.
  - d. All enterprise services will maintain an uptime of at least 99.9 percent.
- 3. 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 online. Continually explore and implement services that allow citizens to conduct business anytime and anyplace with the County via the Internet.
  - b. Increase the number of online payments 5 percent (from 13,000 to 13,650)
  - c. Web services and online transactions will maintain an uptime of at least 99.9 percent.
  - d. Maintain a 90 percent customer satisfaction rating with internal customers.

## **GEOSPATIAL INFORMATION SERVICES (GIS)**

### **Statement of Purpose**

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. 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 timely, reliable, valid, and useful geospatial information to our citizens, employees, and stakeholders.
  - a. Provide information via the GIS website with 1 percent or less of downtime.
  - b. Support County applications with current GIS data and maintain 2 percent or less downtime.
  - c. Integrate GIS into new applications for County departments supporting enterprise GIS and capitalizing on the County's investment.
2. Provide a timely response to citizens and departments.
  - a. Respond to and complete 95 percent of map and data requests from the public within 24 hours of receiving the request.
  - b. Maintain a 95 percent or higher satisfaction rate with departments supported by GIS.
3. Partner with other GIS agencies to ensure continuity of data.
  - a. Partner with municipalities through the GIS Consortium to complete the Countywide Address Points Layer, to serve as a master address list for all agencies; and the updates to the Transportation and Impervious Surface layers, to be used to enforce Stormwater Regulations.

## **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. The center is prepared for daily communications traffic and emergencies by maintaining adequate numbers of highly trained personnel. The opportunity to save lives and property is greatly increased by having the most current state-of-the-art computerization, along with radio and telephone technology.

### **Outcomes**

1. To ensure citizens receive prompt emergency and medical care, the Communications Center will:
  - a. Answer 98 percent of all calls within 10 seconds. (Calendar Year 2009 – 99 percent within 10 seconds.)
  - b. Maintain a 90 second average dispatch time on all emergency calls throughout the County. (Fiscal Year 2008/09 Dispatch time - 54 seconds.)
2. Ensure public safety agencies in Catawba County are able to communicate via radio with each other and the surrounding area.
  - a. Work with County agencies, Municipal agencies, and the State Highway Patrol to move to the 800 Mhz Viper system, by researching, planning, and coordinating the project. Implement 800mhz Assistance to Firefighters Grant.
  - 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 joint purchases and pursuing sharing microwave communications at State Highway Patrol sites.
3. Ensure Catawba County emergency calls can be answered in the event of a disaster or other event that could incapacitate the E-911 Communications Center.
  - a. Work with the Urban Area Security Initiative (USAI) for securing a radio network, and virtualize our CAD system so we can bring our equipment up at any location.
  - b. Research and possibly implement an upgrade to the 911 phone system to allow us to bring up our system at any location with Internet connectivity.
  - c. Move to an IP based solution in all areas to facilitate the relocation of the center in the event of disaster.
  - d. Research with surrounding UASI counties in ways we can back each other up in the event of a disaster.