

Hanover County Information Technology 2014-2019 Strategic Plan

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**HANOVER COUNTY
BOARD OF SUPERVISORS
MAY 28, 2014**

“Dedicated Technology Experts in the Business of Helping People”

IT Strategic Plan

How We Got Here

- **How we got here**

- Update to 2011-2014 Plan
- 2013-2014 Board Initiative
- Background
 - ✦ Research, work sessions, engaging stakeholders
 - ✦ Existing plan
 - Great resource
 - Limited citizen/alternative technologies
 - ✦ Partnership with the School
 - ✦ Identifying technology challenges
- The Plan
 - ✦ 5 year plan
 - 4 goals
 - 14 objectives
 - 66 strategies

**HANOVER COUNTY, VIRGINIA
INFORMATION TECHNOLOGY
STRATEGIC PLAN
2014-2019**



Dedicated Technology Experts in The Business Of Helping People



Adopted May 2014

IT Strategic Plan

Where We Are In 2014

- **Who & what we are in 2014**
 - 34 Staff – Applications & Infrastructure
 - Helping people with technology (x6009)
 - IBM iSeries/AS400 platform
 - Application Division
 - ✦ 135 applications
 - ✦ COTS, hosted solutions
 - Infrastructure Division
 - ✦ Servers, computers, network, data storage

**Need IT Help? Phone
365-6009 (x6009)**



For General Requests You Can Also
Contact IT at <http://itrequests/>

IT Strategic Plan

Our Business

- **How we do business**
 - Day-to-day support – 75%
 - ✦ Service Desk – office hours
 - ✦ On-call – key business areas off hours
 - ✦ Leverage Microsoft agreement (ELA)
 - Projects – 25%
 - ✦ Project governance model
 - ✦ Lines of business
 - Build consensus
 - Prioritize projects
 - ✦ Steering Committee
 - Prioritize county IT projects



IT Strategic Plan Challenges

- **Technology challenges**
 - Update major business systems (CIP)
 - ✦ Near term: CAD, CAMA, Financials, Payroll/Benefits
 - ✦ Coming years: RMS, Comm. Dev., Revenue, HR
 - ✦ Resource readiness (partnerships)
 - Establish systems of record
 - ✦ Data management
 - Keep up with the evolution of technology
 - ✦ Seamless public interaction with County
 - Expand our network and security capabilities
 - ✦ Reliable internet/data services
 - ✦ Secure environment



IT Strategic Plan

Goal I

- **Goal I – Provide quality customer service and support**
 - Build knowledge of customers' business
 - ✦ Grow our customer relationships
 - ✦ Foster a “Customer First” environment
 - Create strong partnerships
 - ✦ Establish service levels
 - ✦ Make customers part of the team
 - Improve communications
 - ✦ Create communication plans for major business areas
 - Empower users
 - ✦ Invest in staff training



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Goal II

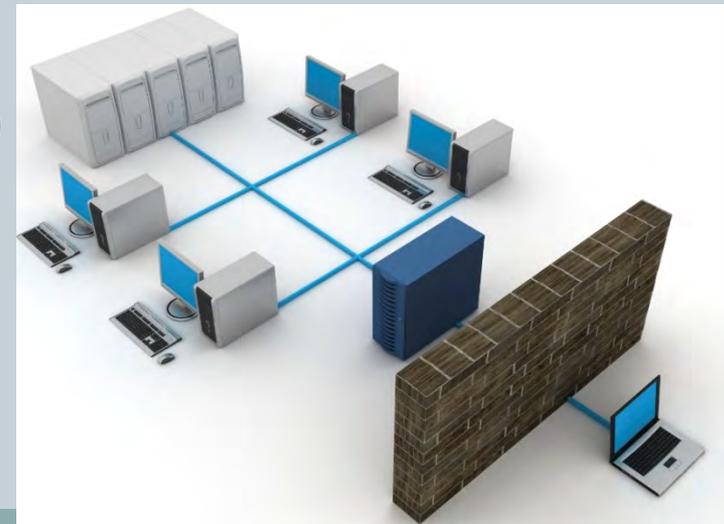
- Goal II – Support citizen and business access to county services
 - Increase on-line and mobile services
 - ✦ Upgrade website (County and GIS)
 - ✦ Improve on-line services
 - Forms, applications, payments, permits/licenses
 - ✦ Develop interactive web services
 - Assessments, human service programs, agendas/minutes
 - Embrace emerging technologies
 - ✦ Develop county staff skills
 - ✦ Make public-facing applications accessible on all devices and browsers



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Goal III

- **Goal III – Ensure a reliable information system environment**
 - Provide strong infrastructure
 - ✦ Continue cyclical equipment replacements
 - ✦ Develop asset inventory
 - Ensure reliable and quality data
 - ✦ Define data ownership, definition, retention
 - Secure operating environment
 - ✦ Implement IT efficiency programs
 - ✦ Enhance back-up procedures (cloud)
 - Secure physical environment
 - ✦ Plan for BYOD
 - ✦ Plan for disaster recovery
 - ✦ Data center improvements



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Goal IV

- **Goal IV – Enhance and expand technology**
 - Upgrade business systems to new technology
 - ✦ Prioritize new functionality and investments
 - ✦ Increase partnership with Schools
 - Enhance our secure network
 - ✦ Expand multi-carrier strategy
 - ✦ Increase bandwidth
 - ✦ Continue security programs
 - Put resources on work that provides most value
 - ✦ Be creative with resources
 - ✦ Should we be providing the service
 - ✦ Consider hosted solutions
 - ✦ Leverage current technology
 - Keep innovating
 - ✦ Tablets, cloud technology.....



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RECOMMENDATION

**ADOPT THE HANOVER COUNTY
INFORMATION TECHNOLOGY
2014-2019 STRATEGIC PLAN**

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QUESTIONS/COMMENTS

**CONTACT KEVIN NELSON
IT DIRECTOR**

KNELSON@HANOVERCOUNTY.GOV

804-365-6168

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