Response to COVID-19
Department of Information Technology

Board of Supervisors IT Committee

June 30, 2020

Pre-Covid

| Mission | Provide citizens, the business community and County staff with convenient access to relevant and best-in class technology and services. | People | County employees working on-site, minimal telework, citizen-focus but primarily face to face engagement. | Places | County facilities with traditional mission/support activities |

Initial Response

Focus On Mobility:

- Significantly higher numbers of employees required to work remotely

- Placed unprecedented stress on network and computing resources

- DIT aggressively moved to increase mobile options and improve the ability to conduct work and County business remotely and securely.
  - DIT was able to procure an additional 2900 laptops and 1000 mobile phones for immediate deployment, as well as securing additional mobile access licenses and additional network bandwidth to accommodate increased remote work
  - Successfully rolled out z-scaler allowing seamless access to remote laptops

Ongoing Response

Work with the Board and the Senior Management Team to identify additional mobility options for our future, including:

- Procuring additional mobile hardware (laptops/tablets)

- Identifying the viability of virtual desktop infrastructure (VDI) software

- Analyzing the existing network bandwidth

- Reviewing our current amount and distribution of licenses to make sure they are fully supportive of a more mobile workforce

- Reviewing whether our current help desk services, IT equipment, and related software are all sufficient for a mobile workforce
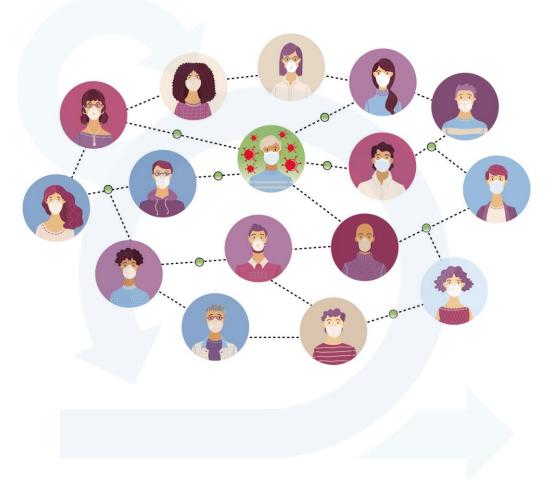
Ongoing Response - Continued

- Enhance flexibility and capacity to provide essential County functions
- Enhance remote service delivery and participation in remote meetings
- Ensure all elements of the County's technology structure are current, capable, modernized, secure, and mobile friendly
- The criticality of managing cyber security and reducing risks of disruptions to operations and services is paramount

Areas of Immediate Focus

- Becoming more agile and responsive to Agencies
- Health Department / Contact Tracers
- Additional Elections Requirements
- Application Development
- Further expand mobility and flexibility (Become primarily laptop oriented)
- Dedicated Partnerships
- Support Boards, Authorities, and Commissions (BACs)
- Support Role in Body Worn Camera Accelerated Expansion
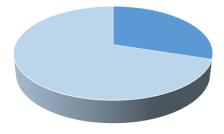
Areas of Immediate Focus

Remote work during COVID-19

In the US, the percentage of full-time employees working from home increased
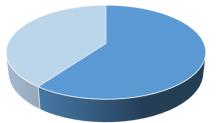
from 33% to 61%

* Fairfax County has seen similar increases in remote work

Fairfax County Workforce - January 2020

■ Remote ■ Local

Fairfax County Workforce - July 2020
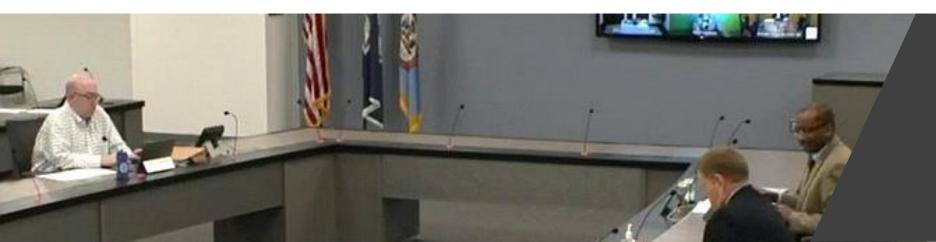

■ Remote ■ Local

Post-Covid

Mission	Accelerate game changing programs and increase mobility in order to drive operational agility.	People	Maintain the momentum of successes in the virtual workforce to accelerate the adoption of a highly distributed government.	Places	Transition to remote delivery of support services that promote efficiency and safety while maintaining management capabilities across county government.

Questions & Discussion