

Section 3

INFORMATION TECHNOLOGY PROGRAMS

INFORMATION TECHNOLOGY PROGRAMS

Technology Overview	1
3.1 Information Technology Programs	1
3.2 Public Safety	6
IT0001 Public Safety Communications Network/Systems	6
IT0011.5 JDRC Electronic Records Management System.....	6
IT0039 Circuit Court Technology	7
IT0048 Fire and Rescue Incident Reporting and Records Management Systems	10
IT0062 Police Records Management System – I/Leads	11
IT0071 Electronic Summons	13
IT0083 Public Safety Architecture Modernization.....	13
IT0086 Fire Station Alerting Technology Replacement.....	15
IT0090 Police In Vehicle Video System	15
3.3 Corporate Enterprise	16
IT0004.2 GIS – Orthoimagery Update	16
IT0004.3 GIS Oblique Imagery	17
IT0004.4 GIS Planimetric Data Acquisition Program	18
IT0006 Tax/Revenue Administration.....	19
IT0011.13 Automated Board Meeting Records.....	20
IT0022.9 Correspondence Tracking and Management System	20
IT0024.2 Public Access Technologies – Interactive Voice Response	21
IT0024.3 E-Government- Internet/Intranet Initiatives.....	22
IT0079 Fairfax County Unified System – FOCUS	25
IT0088.00 Retirement of Legacy Systems	26

INFORMATION TECHNOLOGY PROGRAMS

3.4	Technology Infrastructure	27
	IT0022.15 Enterprise IT Architecture and Support.....	27
	IT0050 Public Service Communication Replacement	27
	IT0058 Remote Access.....	28
	IT0060 Telecommunication Modernization	28
3.5	Human Services	30
	IT0011.9 Document Management and Imaging – Department of Family Services.....	30
	IT0011.10 Document Management and Imaging – Office of Children.....	31
	IT0054 CSB – SYNAPS, HIPAA Database Consolidation, and SYNAPS Replacement.....	31
	IT0059 Child Care Technology – Office for Children	32
	IT0085 Loan Processing System Replacement	33
	IT0089 Department of Family Services (DFS) – Data Reporting Project	33
	IT0091 Volunteer Management System	34
3.6	Planning and Development	35
	IT0055 Fairfax Inspection Database Online (FIDO).....	35
	IT0065 Facility Maintenance Management System.....	36
	IT0082 Land Use Information Accessibility Initiatives	37

SECTION 3

3.1 INFORMATION TECHNOLOGY PROGRAMS

Technology Overview

Purpose

Fund 104, Information Technology, was established in FY 1995 to strengthen centralized management of available resources by consolidating major Information Technology (IT) projects in one fund. Based on the 1994 Information Technology (ITAG) study, this fund was created to account for spending by project and is managed centrally by the Department of Information Technology. Historically, the E-911 Emergency Telephone Service Fee, a General Fund transfer, the State Technology Trust Fund, and interest earnings are sources for investment in Information Technology projects. However, in FY 2001, the E-911 Emergency Telephone Service Fee revenue and related project expenses were moved to Fund 120, E-911 to satisfy a state legislative requirement that E-911 revenues and expenditures be accounted separately.

The County's technology strategy has several key elements: provide an adequate technology infrastructure for agencies in making quality operational improvements; redesign existing business processes with technology to achieve large-scale improvements in service quality and achieve administrative efficiencies; and promote the use of technology in enabling government services without "doors, walls or clocks". The County's long-term commitment to provide quality customer service through the effective use of technology is manifested in service enhancements, improved access to services electronically, expedited response to citizen inquiries, improved operational efficiencies, better information for management decisions, and increased performance capabilities.

FY 2012 Initiatives

In FY 2012, funding of \$9.25 million, which includes a General Fund transfer of \$5.28 million, Cable Communications Fund transfer of \$3.67 million, and interest income of \$0.30 million, is provided to meet contractual obligations, complete planned phases of existing IT projects in Fund 104, and provide for infrastructure requirements of enterprise-wide systems. These projects continue to meet one or multiple priorities established by the Senior Information Technology Steering Committee and include a mix of projects that provide benefits for

both citizens and employees and that adequately balance continuing initiatives with the need for maintaining and strengthening the County's technology infrastructure. Funded projects will support initiatives in general County services, public safety, human services, and enterprise technology security and infrastructure. Although many initiatives meet more than one of the technology priorities, for narrative purposes below, projects have been grouped into only one priority area.

In accordance with the FY 2012 Budget Guidelines funding requests for Fund 104 IT projects were limited to mandates and existing IT projects requiring a planned funding increment to meet contractual obligations and/or to complete a planned phase as well as projects that provide support and infrastructure requirements for enterprise wide systems. While funding for IT projects was limited in recent years, it is anticipated that expenditure requirements will increase in future years due to several large systems approaching the end of their useful life.

In keeping with established procedures, a Project Review Team consisting of business and technical staff from the Department of Information Technology (DIT) and the Department of Management and Budget (DMB) evaluated all submissions requesting additional funding. Evaluations considered continued alignment with project plans from both a business and a technical perspective, including whether the continued implementation of the project would realize proposed benefits. Benefits of the project were weighed against the cost and several risk factors, including potential unknowns related to expenses, changes in scope necessitated by new business drivers, technological relevance, operational transformation needs, project schedule viability, and the impact of not funding or otherwise delaying the project. Technical factors examined include alignment with County technology architecture and standards, impact on existing County IT infrastructure, and availability of viable products and services. Also considered were factors such as organizational experience with the solutions that support the project business goals, and the availability of human resources both in DIT and the sponsoring agency to implement the project.

Funding Priorities

The Senior IT Steering Committee establishes the funding priorities for technology projects. Beginning in FY 2004, based on global changes in social and economic paradigm shifts, the new priorities shown below were adopted. The recommended IT investments meet the five key investment policy objectives shown below and are supported by the Senior IT Steering committee and the Information Technology Policy Advisory Committee (ITPAC). A more detailed explanation of the projects within these requirements is provided within:

- **Mandated Requirements:** enacted by the Federal Government, Commonwealth of Virginia, Board of Supervisors, Court ordered or County regulation changes.
- **Completion of Prior Investments:** multi-year lease purchase, implements phase or completion of planned project.
- **Enhanced County Security:** homeland security, physical security, and information security and privacy.
- **Improved Service and Efficiency:** consolidate business practices; support more efficient government; optimize management and use of County assets and data; enhance systems to meet the expectations and needs of citizens; and promote service that can be provided through the Internet and e-government.
- **Maintaining a Current and Supportable Technology Infrastructure:** consistent and reliable hardware, software and communications infrastructure; ensure that citizens, businesses and County employees have appropriate access to information and services.

The five investment policy objectives relate to the County's continuing focus on making access to government services more reliable, secure, and efficient. The projects on the following pages are supported and will receive additional funding in FY 2011. The established priorities for IT projects for FY 2011 are summarized as follows:

PRIORITY	FY 2012 ADOPTED FUNDING
Completion of Prior Investments	\$2.04 million
Improved Service and Efficiency	\$4.27 million
Maintaining a Current and Supportable Technology Infrastructure	\$2.94 million
TOTAL	\$9.25 million

Completion of Prior Investments – \$2.04 million

The County's IT program focuses on using technology as an essential tool to enable cost-effective delivery of services, and continues to stress the need to build reliable, supportable projects for these services in a timely manner. Many projects funded can be completed within that fiscal year, while others are multi-phase projects that require more than one year of funding.

In FY 2012 funding of \$278,212 is included for continued support for the County's planned on-going maintenance of essential Geographic Information System (GIS) data. Through a series of complex geospatial transformations the raw imagery, taken from aerial imagery flown by the state, is converted to GIS data available to many County agencies including: Police, Fire and Rescue, the Departments of Transportation, Housing and Community Development, Public Works and Environmental Services, Planning and Zoning, and Tax Administration.

Funding of \$1,215,000 is included in FY 2012 to complete the Public Safety Architecture Modernization Project. This project implemented the Computer Aided Dispatch (CAD) and Public Safety Records Management Systems (RMS) for Fairfax County law enforcement agencies. This multiagency initiative provides an integrated public safety information platform which enables data sharing across functional areas of key public safety agencies for improved collaboration and interoperability. FY 2012 funding will support complete implementation of the I/CAD version 9.1 software as well as commercial mobile wireless services for the County's public safety agencies.

Funding of \$550,167 is included in FY 2012 for operational support of the County's Public Service Radio System network infrastructure. The project replaced a 20 year old Public Service Communications System, which provided two-way radio communications for all County non-public safety agencies, as well as the Fairfax County Public Schools Transportation Department (school buses), and Fairfax Water, with updated technology that meets the needs of user agencies. The system provides adequate call processing capacity and area coverage to more than 90 percent of the area within the jurisdictional boundaries of Fairfax County. The network eliminates two zones within the County and provides seamless coverage on one system. In FY 2012, based on a portion of project costs derived from the number of radios users operating on the system, \$659,029 will be recovered from Fairfax County Public Schools and Fairfax Water.

Improved Service and Efficiency – \$4.27 Million

Projects funded in FY 2012 provide for improved service and efficiency in provision of services to the residents and the business community in Fairfax County. These include projects supporting the county's e-government programs as well as initiatives that improve County processes resulting in improved efficiencies and service delivery.

In FY 2012, funding of \$400,000 is included in support of the County's continuing commitment to e-Government for initiatives that improve public accessibility to government information and services. This funding supports the County's web and e-government programs and services, including web content, social media integration, transparency, Web 3.0, and compliance with e-health records. Furthermore, the e-government program enhances citizen participation with County government through online public input processes. This project also supports the County's Interactive Voice Response System (IVR) which is extensively used by multiple agencies. IVR applications are used for a range of services including complex transactions based systems that collect real estate taxes, property taxes, traffic ticket payments, as well as permit inspection scheduling.

Funding of \$3,670,000 supports the Police In Car Video System project. This project will install digital surveillance video cameras in Fairfax County Police Department's fleet of 800 patrol vehicles. The In Car Video system enables accurate recording of events, statements, and scenes, enhances both the Commonwealth and County Attorneys abilities to prove their cases, and improves the Department's accountability to the public. The use of in-car video supports the Police Department's commitment to provide safe, fair, unbiased and responsible service to the residents of Fairfax County in carrying out law enforcement duties. The system will meet standards published by the International Association of Chiefs of Police (IACP) for in-car video surveillance. It should be noted that because of the primary role the I-Net will play in terms of transmitting the video to secure storage, funds available in Fund 105, Cable Communications, will be used to secure and install the capital hardware and software necessary.

Funding of \$200,000 is provided for an enterprise wide volunteer management system that improves volunteer recruitment, placement, and scheduling as well better tracking and measurement of the impact of volunteer contributions to County government. The goal is to develop common data elements and provide a shared point of entry for citizens interested in volunteering with Fairfax

County. Project objectives include streamlining the process of matching volunteer abilities, interests and availability with county agency needs.

Maintain a Current and Supportable Technology Infrastructure – \$2.94 million

In an ever changing technical environment, maintaining a current and supportable technology environment is a challenge that must be continually addressed to ensure performance, operability, security and integrity. The County's technological improvement strategy strives to balance business needs that require technology investments with the desire to adopt contemporary but relevant and supportable technology industry trends, as well as the ability to leverage existing infrastructure. Projects funded in FY 2012 support the goal of strengthening the County's technology foundation where practical, and ensuring that residents, the business community and County staff have appropriate and reliable access to information and services.

Funding of \$2,163,200 is provided for strategic infrastructure and services necessary for implementation of complex multi-phase enterprise-wide business transformation IT systems. This project will provide essential services in multiple areas including infrastructure, platforms, IT security, database, web integration, application development and systems integration.

Funding of \$500,000 is provided to support conversion and migration of the County's remaining legacy mainframe systems after implementation of the FOUCS/ERP project. The project includes significant historical data that needs to migrate off the mainframe onto more contemporary platforms. The project will support migration of legacy financial, public safety records, personal property, public works, and human services. Upon completion, the county's legacy mainframe platform will be substantially retired.

Funding of \$200,000 is provided for additional remote access capabilities for internal users to access the County's systems. This project supports the expanding need for telework, COOP, disaster recovery, and increasing reliance of agency mobile workers on wireless solutions. Enterprise wide standardized access control methodology enables secure identity authentication for authorized access to County networks, data, and systems. This project supports secure access from remote locations and provides improved security, reporting, and data analysis.

Funding of \$75,000 is provided in FY 2012 for on-going information technology training and certification in recognition of the challenges associated with maintaining skills at the pace of technological changes and to ensure that the rate of change in information technology does

not out-pace the County's ability to maintain proficiency. As the County's workforce becomes increasingly dependent on information technology, training support has become more essential.



Budget ID Number	PROJECT TITLE	FY 2006 ADOPTED	FY 2007 ADOPTED	FY 2008 ADOPTED	FY 2009 ADOPTED	FY 2010 ADOPTED	FY 2011 ADOPTED	FY 2012 ADOPTED*
FUND 120								
IT0001	Public Safety Comm.Network	8,497,796	5,908,579	7,233,079	7,984,403	4,304,000	5,179,000	4,629,000
	TOTAL FUND 120	8,497,796	5,908,579	7,233,079	7,984,403	4,304,000	5,179,000	4,629,000
FUND 104								
IT0004	Geographic Information System	491,180	411,000	386,680	158,840	150,000	278,212	278,212
IT0006	Tax / Revenue Administration	866,930	0	0	0	0	0	0
IT0010	Information Technology Training	300,000	200,000	250,000	100,000	50,000	75,000	75,000
IT0011	Doc.Management and Imaging	1,493,410	1,351,629	1,145,000	0	0	0	0
IT0022	Tactical Initiatives	850,000	276,539	96,648	0	0	0	2,163,200
IT0024	E government	500,000	475,000	275,000	208,190	0	300,000	400,000
IT0039	Court Modernization Projects	350,000	0	0	988,960	0	0	0
IT0048	Incident Reporting & Training Sy.	0	0	0	416,691	1,835,791	0	0
IT0050	Public Service Comm.Replc.	491,864	588,517	632,166	663,223	781,901	862,882	550,167
IT0054	SYNAPS	0	0	500,000	0	0	175,000	0
IT0055	Fairfax Inspec. Database Online	520,775	285,376	351,000	0	0	0	0
IT0058	Remote Access	50,000	100,000	0	0	0	0	200,000
IT0059	Child Care Technology Systems	0	0	194,165	0	0	0	0
IT0060	Telecommunications Modernization	3,300,000	4,495,000	1,757,461	1,534,750	2,100,000	1,742,000	0
IT0062	Police Records Management ILEADs	300,000	500,000	2,200,222	4,147,000	1,224,691	0	0
IT0065	Facility Maintenance Management	548,750	0	392,000	188,218	0	665,550	0
IT0071	E-Summons	405,000	552,500	0	200,000	0	350,000	0
IT0079	FOCUS	0	0	800,000	7,000,000	0	0	0
IT0082	Land Use Information Accessibility	0		300,000	0	0	0	0
IT0083	Public Safety Architecture Mod.	0	0	2,687,750	1,892,458	3,156,293	843,705	1,215,000
IT0089	DFS- Data Reporting Project						100,000	0
IT0086	Fire Station Alerting	0	0	0	200,067	0	0	0
IT0088	Retirement of Legacy Systems							500,000
IT0090	Police In Care Video System							3,670,000
IT0091	Volunteer Management System							200,000
	TOTAL FUND 104	13,222,774	13,835,951	13,760,015	19,104,720	9,480,676	5,467,349	9,251,579
	GRAND TOTAL: IT PROJECTS	21,720,570	19,744,530	20,993,094	26,337,799	13,784,676	10,646,349	13,880,579

*Adopted Budget funding reflects new investments for each fiscal year and does not include incremental investments made during annual Carryover or Third Quarter Budget Cycles.

3.2 Public Safety

IT0001 Public Safety Communications Network/Systems

Project Description

This project provides for continued support and maintenance of the Department of Public Safety Communications (DPSC) network, radio and mobile communication components. The network's component systems are vital for ensuring immediate and systematic response to emergencies, and replacement and enhancement is necessary to maintain performance, availability, reliability, and capacity to meet growing County population and demand for public safety services.

The Public Safety Communication Network (PSCN) supports emergency communications of the Police, Fire and Rescue, and Sheriff's departments. This includes public safety call taking (E-911, Cellular E-911, non-emergency), dispatching, and all affiliated communications support. Two of the major technologies utilized are a Computer Aided Dispatch (CAD) system with an integrated mobile data communications component and a wireless digital radio network for voice communications. The mobile data communications capability facilitates the dispatch of resources with minimal voice communications, provides field units direct access to local, state and national databases, and allows continuous contact with DPSC. The Public Safety Architecture Modernization Project (IT0083) provided the underlying infrastructure components and shared capabilities required for the implementation of a new integrated, interoperable Computer Aided Dispatch which was completed in November 2009.

This project also supports the planned upgrade of Fairfax County's public safety radio system from an 11 site, SmartZone 3.0 Public Safety Trunked Radio System to a 12 site, 7.9 ASTRO25 Digital Trunked Radio System. The upgrade will transition the radio system to an IP based network, enhance the existing outdoor and in-building radio coverage of the current system, and relocate the

radio system central controllers from vulnerable locations to the heavily secured Public Safety and Transportation Operation Center.

Project Goals

The goal of this project is to ensure immediate and systematic response to emergencies, and to maintain performance, availability, reliability, and capacity for growth due to increase in County population and demand for public safety services.

Progress to Date

Technical requirements for the upgrade of Fairfax County's public safety radio system have been completed and a contract was awarded in January, 2010. Final system acceptance is planned for summer of 2011. The Mobile Data Communications System is an ongoing five year lifecycle replacement program for equipment used in the mobile fleet. Funding is required each year in support of the program and to provide for contemporary updated laptop equipment used by the public safety fleet.

Project Budget

FY 2012 funding of \$1,200,000 is included for the fifth year life cycle replacement of a five-year replacement cycle for Mobile Computer Terminals (MCTs). FY 2012 funding of \$3,429,000 is provided in support of updating the County's Public Safety Radio System to the most current technology platform. Funding is provided by Fund 120.

Return on Investment

The return on investment for this project is realized by the performance, productivity, and effectiveness of public safety services in Fairfax County. Replaced and upgraded technology for these systems is critical to the safety of the public and the public safety personnel they support.

IT0011.5 JDRDC Electronic Records Management System

Project Description

Fairfax County's Juvenile & Domestic Relations District Court (JDRDC) and the Department of Information Technology (DIT) have entered into a partnership with the Supreme Court of Virginia's (SCV) Office of the Executive Secretary

to implement a *Case Imaging System* for the scanning, imaging, retaining, and electronic viewing of court documents. The Juvenile and Domestic Imaging System (JDIS) is a custom built solution, developed by the SCV technology staff, that includes built-in interfaces with the existing SCV *Case Management System (CMS)*, and other

requirements unique to Fairfax County's JDRDC. This implementation introduces shared compatibility between the state and the county with the integration of court documents into the core system of record (CMS). This shared initiative will ultimately benefit all courts, related agencies and jurisdictions throughout the Commonwealth of Virginia.

JDIS has successfully demonstrated the capability to scan, image, capture, and display the traffic summons related information and documentation. The system was originally created for use in selected circuit courts and general district courts throughout the state. Fairfax County will be the first juvenile court to implement the system. Following Fairfax, the SCV plans to roll the system out to other juvenile courts throughout the state.

Project Goals

The electronic document imaging system will provide simultaneous and instant access to court records with improved security and integrity of records while eliminating or reducing labor intensive and time consuming hardcopy record searches, retrieval and re-filing processes. The JDRDC will realize reduced costs associated with space and shelving for storage of paper documents, and provide a means of safeguarding documents with an electronic backup of court records.

Progress to Date

The first phase of the JDIS project was implemented in all JDRDC courtrooms to capture court documents associated with juvenile traffic cases and their associated charges.

IT0039 Circuit Court Technology

The Fairfax Circuit Court is nationally recognized for its delivery of outstanding public service and continues to actively pursue state of the art technological solutions to improve customer support and operational efficiencies. This project covers multiple facets of Circuit Court operations and receives funding through the Commonwealth of Virginia's Technology Trust fund.

Project Description

Court Automated Recording System (CARS) – The Clerk's Office of the Fairfax County Circuit Court is responsible for providing citizens with reliable, timely, and accessible public records. As custodian of historical land records, the Land Records, Public and Services and Probate sections of the Circuit Court recognized a critical need to preserve

JDIS has successfully demonstrated the capability to scan, image, capture and display the required information and documentation. Plans to expand capabilities to adult criminal cases and full support of court services are currently underway.

Milestones

- Phase I completed for traffic related cases in all JDRDC courtrooms, May 2011
- Phase II in-progress to expand to remaining court service units
- Phase III potential to rollout to General District Court

Project Budget

Existing funding is adequate. No new funding requested in FY 2012.

Return on Investment

This project will reduce staff time dedicated to locating missing files, and retrieving and re-filing court records. Additionally, the project will reduce the physical storage space required for court records, thus eliminating the need for leased space near the courthouse. Response time will be expedited for internal and external customers at the Records, and Fines and Costs counters, and easier and more efficient access to public court records will be provided to the community. Planned back-up systems will provide the necessary data security.

deteriorating paper documents in order to ensure their availability for future generations. This project was initiated in an effort to preserve these documents and streamline the methods used to record, maintain, store, and view them. More than 40 million Land Record, Public Service and Probate images, dating from 1742 to the present have been digitized, indexed and loaded into the Court Public Access Network (CPAN). CPAN is a web-based, online retrieval system that is available 24 hours a day, 7 days a week, with more than 2,000 subscribers located domestically in twenty-eight states, the District of Columbia, and internationally in India. Subscribers include citizens, title examiners, law offices, mortgage companies, banks, the Commissioner of Accounts, and County agencies.

Case Management System (CMS) – The Court Modernization project began in 1997 with the County-initiated merger of the Circuit Court Judicial Operations agency with the Circuit Court and Records agency, to reduce administrative duties and expenses. At the time of the merger, the Clerk of Court and the Circuit Court Judges identified that a common, more robust case management system was essential for a successful merger of the two agencies. The current case management system automates case processing through the court system and includes: case initiation and indexing, docketing and related record keeping, scheduling, document generation and processing, calendaring, hearings, disposition, accounting functions, security, and management and statistical reports. In 2006 an RFP was developed to replace the existing case management system, with a system which incorporated identified business processes and the latest developments in case management software, such as integrated Electronic filing and forms as well as document imaging and management. The RFP process was concluded in 2008 without an award. Circuit Court is working with Justice Systems Inc. (FullCourt) to negotiate a new contract to upgrade the existing case management software to the FullCourt Enterprise version which can provide imaging, electronic filing, DMV interfaces, as well as many other enhancements.

Radio Frequency Identification (RFID) Project will incorporate an RFID based system to assist in the real-time tracking of courts case file folders as they move throughout Circuit Court. The goal is to improve efficiency and customer services by greatly reducing staff time, effort and resources dedicated to searching and locating court case files. The project will utilize RFID tags affixed to case file folders so that court files can be tracked with strategically placed RFID readers. Additionally the system provides users the ability to submit queries for finding the real-time location of the folders or at a minimum the movement of the folders as well as last area in which the file was located as captured by the readers.

Redaction – The Commonwealth of Virginia passed legislation mandating the Clerk of the Circuit Court to redact the social security number (SSN) from all images in Circuit Court automated systems that are viewable via secure remote access. The Circuit Court has identified more than 40 million backfile images currently online and viewable through the Court Public Access Network (CPAN), a subscription internet service. Additionally, FCC requires a Commercial-Off-The-Shelf (COTS) software package with the capability to integrate into CARS for day-forward operations to remove SSN prior to final export of the new

images into public view. Finally, the software must be capable of adding additional privacy requirements into the redaction process, backfile and day-forward, if future legislation is passed.

The backfile image review is complete and those images with social security numbers have been redacted and the redacted image has been returned to the Court for display in CPAN. The integration of redaction in day-forward recording processes is currently being developed and will be in place prior to the July, 2012 legislative mandate.

Project Goals

Circuit Court modernization initiatives in the Clerk of Court's technology program include:

- Expanded electronic filing of more than 100 land record document types
- Replacement of the 10 year old case management system with a fully integrated system providing civil and criminal processing, imaging and electronic filing capabilities
- Redaction of social security numbers from nearly 39 million images in CPAN and integration of the redaction software into existing workflows
- Increase the number of courtrooms equipped with technologies in order to facilitate remote testimonies, audio-visual evidence displays, integrated assisted listening, and interpretation capabilities

Progress to Date

Past accomplishments include development and deployment of the Court's Land Records Recording System, including document imaging; implementation of the Court Public Access Network (CPAN) retrieval system, use of an automated jury management system to administer 45,000 potential jurors annually; deployment of a case management system to control the administration of the Court's judicial caseload; development and implementation of paperless probate processing; development and implementation of a streamlined marriage license process which utilizes scanners to import data from customers' operator licenses; implementation of electronic docketing display directing public to the assigned courtroom.

Milestones

CARS

- Digitized back-file images with associated indices and implemented web-based CPAN – 1999



- Scanned, indexed, and stored all land record documents for electronic processing – 2000
- Added non-deed document processes for indexing and storage (judgment abstract and notices, marriage licenses, financing statements) – 2000
- Redesigned processes to include automated cashiering and scanning capabilities to update the public record in a more efficient manner – 2001
- Expanded images and associated indices available on CPAN to 1742 – 2001
- Electronic filing prototype for mortgage releases using the ACH transfer of funds – 2002
- Implemented Public Services cashiering system – 2005
- Automated the administration of estates system – 2006
- Incorporated the use of commercial credit cards for payment of fees and taxes – 2007
- Creation and implementation of Electronic filing system – FY 2009.
- Electronic Filing System (EFS) rolled out to the public – FY 2010
- Integration of redacted data and processes mandated by the legislature – FY 2010
- Integration of automated scanning in the marriage license application process for customers from nearby states – FY 2010
- Integration with Identity Manager for single sign-on capabilities – FY 2012
- Online Marriage License pre-application available to the public – FY 2012

CMS

- Provided web-based availability of court information on CPAN – 2005
- Implemented electronic docketing display directing public to the assigned courtroom – 2006
- Conducted demonstrations of case management systems recommended by the National Center of State Courts in preparation for the RFP – 2006
- The RFP process was concluded in 2008 without an award.

RFID

- Architectural Review Board Approval – October 2009
- Infrastructure Requirements (data lines and electricity) – November 2009
- Submission of test data and identifying data elements – January/February 2010
- Implementation upon successful contract award – Spring 2010

Redaction

- The contract was awarded in late April, 2010.
- Integration of redacted data available via secure remote access mandated by the legislature – FY 2011
- Integration of redaction in day-forward recording processes mandated by the legislature – FY 2012

Budget

Funding of \$568,824 from the Virginia State Technology Trust fund supports Circuit Court's technology projects.



Fairfax County Courthouse

Return on Investment

CARS provides immediate electronic access to CPAN for over 2,000 commercial customers. The system provides added functionality to search for and correct errors that occurred in documents recorded in the previous land records system. Additional benefits include enhanced retrieval and administration of Circuit Court records and an expedited transfer of information to the Department of Tax Administration, Geographic Information Systems and the Department of Public Works and Environmental Services.

For CMS, anticipated imaging and electronic filing enhancements will provide increased efficiencies in the processing of more than 22,000 civil and criminal case filings annually. Multiple parties will be able to access electronic case files simultaneously and file documents from their office or home, reducing the need to travel to the courthouse and provide 24/7 accessibility. Potential interfaces with other jurisdictions will allow the exchange of electronic documents and/or data and eliminate existing manual processes between jurisdictions.

Through the implementation of the RFID project the Circuit Court will save considerable time /effort/resources in tracking down case file folders in a repository that grows every year by approximately 27,000 files. The case file folders move from section to section throughout the court as processes necessitate, at any point judges, court administrators and clerk's staff can potentially be looking for the same case file. The RFID system will greatly improve operational efficiency and ensure safeguarding legal records and files. Nearly all retired judges from the Circuit Court bench have identified the need for better tracking of case files as a high priority for overall improvement.

The Redaction Project will enhance the security and integrity of CPAN by removing SSNs from public view. An added cost savings of the project will be the ability of the software to identify items that may be redacted by future legislative mandate without incurring additional reprocessing costs.

IT0048 Fire and Rescue Incident Reporting and Records Management Systems

Project Description

The Fire and Rescue Department's (FRD) Incident Reporting and Records Management Project is part of the multi-system, multi-phase initiative called the Public Safety Architecture Modernization project which successfully delivered a unified technology platform across public safety agencies in Fairfax County.

Project Goals

Project goals include the replacement of the legacy Computer Aided Dispatch (CAD) system with a new and fully integrated and interoperable Computer Aided Dispatch system. The CAD system is integrated with the Fire Records Management System (FRMS) and Electronic Patient Care Reporting System (ePCRS). Deployment of the FireRMS, the mobile component of FRMS, in order to digitally store emergency response pre-plans as well as provide a platform to update FRMS information is also included in this project. FireRMS Mobile can be deployed to all Fire and Rescue Department operational vehicles including command and tactical units.

Progress to Date

The ePCRS was implemented in FY 2008 with the deployment of a tablet based computer system for all Fire and Rescue units. Patient treatment information is

collected directly on the tablet computer while the crew members provide emergency medical care. The patient information is linked via secure wireless service to the Electronic Patient Care Reporting Servers for direct storage. The process is fully HIPAA compliant and digitally capturing the patient information reduces the overall time required to complete the required reporting process through the elimination of duplicate processes (paper and pen reporting) and provides more accurate information for better recordkeeping. This system enables the Fire and Rescue department to comply with the Commonwealth of Virginia's Office of Emergency Medical Services (OEMS) mandated emergency medical services (EMS) data reporting requirements. In addition, the data captured can be reviewed to assist the Fire and Rescue Department in both the strategic planning for future services and the tactical deployment of Emergency Medical units based on that information. The ePCRS is currently in full production.

In FY 2009 the transition from the web based Fire Records Management System (FRMS) incident reporting system to the client\server FRMS incident reporting system and integration of the new incident reporting system with the new CAD system was completed. This change in application platform better positioned the Fire and Rescue Department to implement additional modules of



the FRMS suite. Additional modules including those that cover Training, Personnel, Maintenance, Work Orders, Supplies and Inventory will be implemented in FY 2012. A limited deployment of FireRMS Mobile to command and tactical units will provide access to tactical and digital operational pre-plans for field personnel. Deployment to the balance of the operational fleet depends on availability of future funding.

Milestone

- Rolling go live and field tuning of ePCRS – April 2008
- Completion of Fire Records Management installation and configuration – FY 2009
- Implementation of additional modules of Fire Records Management – FY 2012
- Deployment of FireRMS Mobile and digital pre-plans to command and tactical units – FY 2012
- Future deployment of FireRMS Mobile to remaining operational fire vehicles.

Project Budget

Additional funding is not provided in FY 2012.

Return on Investment

A unified public safety architecture consisting of a modern records management system, integrated with CAD and other public safety agencies management systems enables more effective public safety operations in Fairfax County. This project ensures FRD's continued compliance with National Fire Protection Agency requirements, the Virginia EMS mandated reporting requirements. This

project improved data management, statistical analysis, decision making capabilities, FRD's resource and apparatus standards, and improved operations.

The Electronic Patient Care Reporting System provides more timely and accurate tracking of patient transport information by creating more detailed patient treatment documents electronically with a tablet device directly interfaced with the current Computer Aided Dispatch system. With this system, billing information is readily, securely extracted, and electronically transmitted to the billing vendor which greatly improves the efficiency of billing and revenue collection. Patient care is enhanced through accurate documentation and information dissemination to the medical facility when the patient is transported. Furthermore, a reduction in the staff time required to complete patient care and incident reports provides units with a quicker "return to service" time.

Enhancements to the Fire Records Management System consolidate personnel, training and apparatus records in a single system of records, eliminating several legacy applications, and provides a central business system for the Fire Department. Deployment of FireRMS Mobile and availability of digital pre-plans to tactical field units are critical to the Fire and Rescue Department operations. This functionality aids in determining the safest response to an emergency event. The overall Public Safety CAD/RMS system provides significant efficiencies for public safety information and technology utilization. The systems have been consolidated under a single strategy with the various components interfaced when appropriate for a comprehensive view supporting incident response.

IT0062 Police Records Management System - I/LEADS

Description

The goal of this project is to implement a modern, intelligent, comprehensive Law Enforcement Records Management System (I/LEADS) that will improve reliability, accuracy, quality of data, and will operate on the principles of "single point of data entry" and query. The I/LEADS System replaces the legacy Police Records Management System and is based upon proven technology derived from current industry and County standards. The system expands the capacity of the Police Department, allowing it to better analyze – statistically and through spatial techniques – data on incidents and personnel. It also aids in identifying trends, and assists in staffing decisions and monitoring departmental

effectiveness. Intelligence led policing, improved criminal justice, and overall strategic public safety resource deployment will be improved upon implementation.

Project Goals

The new police records management application I/LEADS will integrate with the Computer Aided Dispatch (CAD) system in the Department of Public Safety Communications, ensuring a unified technology platform approach that seamlessly shares processes and data across public safety functions and leverages available technologies. I/LEADS increases the Police Department's ability to prevent, respond to, manage, and analyze situations that threaten the safety and property of citizens.

Progress to Date

I/LEADS system went live in January 2010. This implementation is one of the largest technology initiatives and the most extensive records management upgrade for the Police Department.

Milestones

- Data mapping and data conversion from the Old PRMS to (I/LEADS) – FY 2009
- Installation and configuration of software (I/LEADS) – FY 2009
- Acceptance testing – FY 2009
- Go Live to production – January 2010
- End user training – in progress through FY 2010
- Acquisition of a Business Intelligence (BI) solution – September 2010
- Development and end user BI training – December 2010
- BI Go Live – January 2011

Budget

Additional funding is not required in FY 2012.

Return on Investment

A unified public safety architecture consisting of a modern records management system, integrated with CAD and other public safety agencies management systems, will result in more cost effective public safety operations. This project will ultimately impact nearly all aspects of police work and police information collection, and link them through an integrated system with the new CAD. A modern system that assures accurate, timely, reliable and accessible information on events, county geography and police information will permit the Police Department to efficiently act upon events, from initial response through tracking, investigation and reporting. Additionally, capture and storage of reliable and accessible data from the system will result in the ability to effectively address staffing crime analysis resource allocation, tactical planning and strategic planning. The new system will provide opportunities to increase effectiveness by eliminating redundant work and open up opportunities for information sharing and interoperability between law enforcement agencies. This is a significant tool in developing investigative leads, linking crimes across jurisdictional boundaries, and conducting crime analysis.



IT0071 Electronic Summons

Project Description

This project is designed to develop automated solutions to streamline the traffic summons processes and implement of an Electronic Summons application to automate the capture and transfer of traffic summons information from the Police Department to the Courts.

Project Goals

Project goals are to provide efficient and timely public access to electronic traffic case records in order to enable citizens quick access to traffic case records, enhance and improve case review, enable more efficient on line traffic fine payment, and improve court docket management. The E-summons project aims to reduce manual data entry and improve data quality as it relates to accuracy, integrity, reliability, and timeliness.

Progress to Date

After extensive analysis and following implementation of a new police records management system, the Police Department is moving forward with an e-summons solution in Fairfax County.

Milestones

- Project direction and pilot solution identified for vehicles – FY 2010

- Vehicle pilot initiated – September 2010
- Vehicle pilot expanded – April 2011
- Pilot solution identified for motorcycles – April 2011

Project Budget

Additional funding is not provided in FY 2012.

Return on Investment

Automated solutions will allow for the reallocation of existing staff to positions that provide direct assistance to the public, ensure greater data accuracy, eliminate data entry errors with potentially serious repercussions for the public, allow faster ticketing processes that get officers back on the road more quickly, reduce overtime for officers waiting in court, reduce the frustration and time citizens have to wait in court for a hearing, provide more efficient use of Commonwealth's Attorneys and Deputy Sheriffs, as well as provide the public near real time electronic access to case information. Eliminating double data entry, reducing redundancies between agencies, and streamlining court scheduling and docketing processes, will create multiple opportunities to improve existing operations and provide better customer service to the citizens of Fairfax County.

IT0083 Public Safety Architecture Modernization

Project Description

The Public Safety Architecture Modernization project supports implementation of common infrastructure supporting integrated Computer Aided Dispatch (CAD) and Public Safety Records Management System (RMS), including public safety communications, as well as Police, Fire and Rescue, and Emergency Medical Services records management. This project provides the underlying infrastructure components and shared capabilities required for an integrated, interoperable public safety system. This project also supports operational components of a CAD and RMS including network infrastructure, and adopting standard Geographic Information System (GIS) to meet public safety requirements.

Project Goals

The project implemented an integrated public safety information architecture enabling data sharing across

functional areas of the CAD and RMS in order to support key public safety lines of businesses and provide flexibility to respond to both internal and external data sharing requirements. This multi-track and multi-phase project, replaced the legacy CAD and Mobile, Police RMS and Fire and Rescue RMS Systems.

Progress to Date

In May 2008 a new Emergency Patient Care Reporting system (EPCR) was the first application to be implemented as part of this project. In November 2009 implementation of a new ICAD system for Fairfax County public safety agencies was successfully completed, and in January 2010 the new Police Records Management System—ILEADS also went into production. FY 2011 work focused on completing planned product enhancements and post implementation tasks. In FY 2012 the project will complete planned product enhancements, post implementation tasks and finalize CAD 9.1.1 software upgrade.

All Fire and Police Department work sites have been upgraded with wireless hotspots. They now support the EPCR application and CAD Mobile. Both Police Records Management (ILEADS) and other Fire and Rescue applications are also being supported via wireless technologies. The public safety wireless hotspots will provide data communications to the field units, which enable updates to the systems to be pushed out over an internal network instead of having to manually touch every one of the mobile units in the County fleet. Additionally, a commercial cellular carrier was selected to provide the primary means of communication between the mobile devices in the field and the wired infrastructure located in the McConnell Public Safety Transportation and Operations Center (MPSTOC). In addition to the aforementioned goals, a significant amount of geospatial Information was captured, verified and incorporated into the new data model adopted by the Fairfax County Geographic Information System (GIS) Branch. This information will allow the CAD system to more accurately locate an incident and actually route first responders to the incident using the data that was collected during this phase of the project.

Return on Investment

The Public Safety Architecture Modernization project represents a joint initiative undertaken by the public safety agencies in Fairfax County (Department of Public Safety Communications, Police Department, Fire and Rescue Department, Sheriff's Office, and the Office of Emergency Management) and provides an integrated public safety suite for CAD and RMS, with supporting network infrastructure to support robust GIS including automatic vehicle location (AVL), automatic vehicle routing recommendations (AVRR), broadband wireless data services and automated field reporting. Savings are achieved in implementing standards for all stakeholders, consolidating system infrastructure, and reducing system tool redundancies from prior independent systems. More importantly, this project greatly enhances Fairfax County's ability to respond quickly and effectively to emergencies that require coordination among the various responder organizations and share information required for collaboration, case management, reporting, remediation and mitigation.

Project Budget

FY 2012 funding of \$1,215,000 is provided to support law enforcement commercial wireless broadband, planned product enhancements, post implementation tasks, and completion of CAD 9.1.1 software upgrade.



8-3: Engine on scene reporting smoke hazard at the location of the unit available for a 17' unit with ladders, East of the area, 211 Silent at Brookshire Pharmacy, 2110 Diablo Aven

IT0086 Fire Station Alerting Technology Replacement

Project Description

This project provides a turn-key system replacement of fire station alerting components. This alerting system is a critical part of the 911 systems and public safety response, and is a requirement specified in the National Fire Protection Association (NFPA) 1221 Standard. This technology lifecycle replacement brings the Fire and Rescue Department's station alerting system to a technical level that will permit integration with the selected Public Safety Computer Aided Dispatch and Records Management Systems (CAD/RMS).

Project Goals

The business and operational objective is to purchase and implement a proven fire station alerting system that enables Fairfax County to meet the public safety goals of reduced response times, enhanced communication, and immediate access to relevant and critical information. The goal is to integrate the Fire and Rescue Department's station alerting system with the Public Safety Communication Center systems. The system will reduce reflex time for response by providing immediate unit based visual and verbal alert indication at time of dispatch and prior to radio voice dispatch, provide safe lighting and alert process throughout station for personnel response to vehicles, recorded announcement, provide station alerting capabilities as required by NFPA 1221, and streamline maintenance and support for system components.

Progress to Date

The first phase for the core system infrastructure to interface and align with the new Computer Aided

Dispatch System and replace end-of-life infrastructure and network components has been completed in all Fairfax County Fire and Rescue stations. Phase II the remaining infrastructure and component will be planned as funding becomes available.

Milestones:

- Contract awarded – FY 2009
- Design complete – FY 2009
- Install basic Fire Station Alerting system in all stations – FY 2010
- Installation in new fire stations following new contract award – FY 2012
- Implementation of Phase II

Project Budget

Additional funds were not provided in FY 2012.

Return on Investment

The Fire and Rescue Department expects to reduce overall response time to emergency incidents through immediate alerting of personnel. The system leverages the Computer Aided Dispatch system and provides immediate unit based alert indications at time of dispatch and prior to radio voice dispatch. The process reduces what the industry calls the "reflex time", or the amount of time between when the call is dispatched and when the response units are boarded by personnel and ready to respond. This is a life-cycle replacement from aging and incompatible equipment to an integrated COTS system. Maintenance and support costs for system components will be streamlined.

IT0090 Police In Vehicle Video System

Project Description

This project will install digital surveillance video cameras in the Police Department's fleet of approximately 800 patrol vehicles and provide secure storage and accessibility of the data captured. Currently the Department has no in-car video capability. The basic components of the system will include the in-car camera systems which will capture the digital audio/video data. Each patrol vehicle will require a video package that will include an in-car video camera, controller, a display component, digital recording device, and wireless data communications. The data will

be wirelessly uploaded and transmitted via the County's I-NET to DIT servers for storage and retrieval.

Project Goals

Goals include the Police Department's ability to accurately record events, statements and scenes in order to enhance public accountability and the ability of the Commonwealth and County Attorneys to prove court cases. The use of in-car video supports the Police Department's commitment to providing safe, fair, unbiased, and responsible service to the residents of Fairfax County.

Progress to Date

- Project kick off meeting and requirements analysis – FY 2011
- RFP and contract award anticipated in FY 2012

Project Budget

FY 2012 funding of \$3,670,000 is provided from the County's Cable Communications Fund (105)

Return on Investment

In-car video provides benefits to the public, the law enforcement community and the legal system across the nation. Locally, the use of in-car video supports the Department's commitment to provide fair, unbiased and responsible service to the residents of Fairfax County in a

number of ways. First, in-car video is a valuable aide to criminal investigations through accurate recording of events, statements, and scenes. Video evidence enhances both the Commonwealth and County Attorneys abilities to prove their cases. Second, in-car video enhances the Department's accountability to the public by providing the Department an invaluable, objective perspective when reviewing the actions of officers. Third, in-car video provides the Department with a means to observe and assess its primary method of service delivery. Video footage can be reviewed, critiqued, and then used to develop better practices, policies, and training for staff. This can improve officer safety, quality of service, and public satisfaction. The overall return on investment is increased trust and confidence by the public in their police department.

3.3 CORPORATE ENTERPRISE

IT0004.2 GIS – Orthoimagery Update

Project Description

This project is part of the County's ongoing effort to maintain aerial imagery in the Geographic Information System (GIS). GIS provides County staff and citizens the means to electronically access, analyze and display land related data. The imagery is used in the My Neighborhood viewer, the Digital map viewer, the new 3-D viewer (Virtual Fairfax) and in all of the County web and desktop mapping applications that include maps.

Project Goal

The goal of the project is the continued implementation of a four-year cycle to update orthoimagery for all 407 square miles of Fairfax County with high enough resolution and accuracy to be useful for most County applications and users.

Progress to Date

With the acquisition of state imagery in FY 2007 and FY 2009, the four-year imagery update cycle is up-to-date. Due to a change in the state's scheduling, the County benefitted from a one time 2-year update cycle. The state is now back on its 4 year cycle with the County scheduled to be flown again in 2013 as part of the state-wide effort. The county has cost-sharing partnership with the state to obtain the higher resolution imagery for the specific needs of the county.

Project Budget

No new funding for orthoimagery was included in the FY 2012 budget. Funds will be needed in FY 2013 for the county's share of the cost to upgrade the state imagery to meet the necessary accuracy and resolution standards.

Return on Investment

The orthoimagery project provides a combination of cost-savings, enhanced revenue and non-quantifiable benefits. Multiple County agencies have benefited from the use and availability of high resolution orthoimagery data and others are expected to utilize the data to enhance efficiency and to assist various program management efforts. For example, orthoimagery is used successfully in property appeals cases and allows the County to effectively defend increased property assessments and help citizens with home assessment valuations. The imagery is also utilized to resolve zoning enforcement cases, often providing definitive information about when illegal structures were built, thus helping the county to maintain desirable neighborhoods and safe structures. Use of aerial photography has also reduced the need for field visitations where county staff has a need to reconnoiter an area for various reasons.

The orthoimagery serves as a highly accurate quality controlled layer in the GIS to which can be used to accurately locate features (e.g., building outlines, streetlights, storm water features). It provides the basis from

which many of the fundamentally important GIS layers are derived. This is possible because the aerial imagery used to create the orthoimagery is of high enough quality and accuracy that it can be used for the County's planimetric update project, saving the cost of additional imagery acquisition. Orthoimagery is not just an internal product but is also available in the public web applications that include

maps, enabling users to view aerial imagery of any area of the county. These applications serve over a million maps per year enabling public users the ability to view parcel outlines, hydrography, as well as major and minor roads. The accurate orthoimagery serves as a base for the 3-D imagery in Virtual Fairfax.

IT0004.3 GIS Oblique Imagery

Project Description

This project provides oblique imagery that enables users to view the sides of buildings and structures, ascertain the urban character of a location, and measure the heights of visible features. The project collects images of every location in the county from at least four directions (N,S,E,W). This image product enables agencies such as the Department of Public Works, Tax Administration, the Department of Public Safety Communication and Public Safety Agencies to reduce the field staff time involved in their work by enabling virtual visitation. These virtual visitations enable staff to easily assess values and conduct analyses on buildings not previously possible.

Additionally oblique imagery is instrumental in identifying sites for quick dispatch of responders to 911 calls. It is available on all of the call-taker and dispatch terminals at the 911 center and is used daily. This imagery is also the source of the 3-D building imagery of the Tyson's Corner and Reston Herndon areas that is displayed in the Virtual Fairfax web application (the buildings sit on top of the orthoimagery). The 3-D imagery is essential in meeting a board mandated requirement. This oblique imagery augments orthoimagery which is taken directly overhead and does not capture the sides to structures. Together, both sets of imagery are complimentary parts of the spatial data in the GIS data warehouse, giving County-staff access to a wide range of geo-spatial information about Fairfax County required in their business processes.

Project Goal

This project's goal is to provide oblique imagery as a useful and key component of the County's spatial data warehouse.

Progress to Date

The County has complete oblique imagery libraries for calendar years 2003, 2005, 2007 and 2009 and 2011. The next update is scheduled for 2013.

The imagery has progressively been made available through a series of software deployments that support it. This effort includes regular training conducted by DIT in support of promoting the dissemination of the program for staff. The use of the oblique imagery continues to increase; especially, since it is now available internally via the GIS-based GEM web application which has made accessing and using the imagery easier and available to staff at their desktops. Currently in addition to CAD/911 usage, there are over 140 unique users of oblique imagery who log over on average over several thousand hours per year using oblique imagery. In support, GIS staff coordinate agency needs, specify requirements, perform QA, and provide the training and desktop implementation at no cost to agencies. The County does share the imagery with the town of Herndon and Vienna since they are within the boundaries of Fairfax County.

Project Budget

Funding of \$128,212 is recommended in FY 2012 to maintain the County's spatial data for oblique imagery.

Return on Investment

The oblique imagery project provides a combination of cost-savings, enhanced revenue and non-quantifiable benefits to its users. In particular, The Department of Tax Administration (DTA) has found it very useful in supporting their operations because of the ability to see all sides of a structure to determine material composition, floors, decks and other features. In FY 2010, DTA increased usage of oblique imagery and successfully reduced field inspection time and costs further.

Oblique imagery is particularly useful in public safety since it enables staff to view and measure the sides of buildings to determine risks, site lines, rescue apparatus requirements, and other key features. The oblique imagery is now used daily in the new CAD/911 system to assist call takers in correctly identifying incident location and to assist dispatchers in supporting response to an incident. For instance, it helps Fire and Rescue dispatchers to detect

small vertical features such as fences which could block fire fighter and fire hose access and helps call takers more accurately determine the location of callers (e.g., at complex intersections). Oblique imagery is also the source of 3-D imagery since it contains building facades (skins) and elevation information, essential for

effective representation for the actual areas. As a result of past funding, no additional aerial imagery flights were necessary to support the 3-D modeling since the existing imagery was able to serve as the source of the images required.

IT0004.4 GIS Planimetric Data Acquisition Program

Project Description

Planimetric data is planar data (2D) derived from observable natural and manmade features visible on aerial imagery. Planimetric data layers make up many of the key GIS layers used in most of the maps made in the County. These key datasets are used in all of the County's web applications that incorporate maps, and in nearly all of the County's public safety vehicles through the new CAD/911 system. Planimetric data form the base map in all of the public safety vehicles with mobile display terminals. This update program is replacing the existing planimetric data which was derived from aerial photography flown in the spring 1997. Since that time the county has grown considerably, adding new housing, commercial locations, new and modified roads, storm water management features, and other man made features. Additionally the topography has changed with new development. This has left the 1997 information seriously outdated in many areas of the county. The update program will leverage the 2007 and 2009 aerial imagery acquired in partnership with the State. Acceptable newer imagery will be used as it becomes available.

Project Goal

The goal of the GIS Planimetric Data Acquisition Program is to update approximately 25% of the county's planimetric and topographic data annually. The current effort will be more comprehensive and is expected to serve more county needs. Data sets will include impervious features; such as roads, pools, basketball courts and driveways; and will also include a capture of 2' contours a substantial improvement in the accuracy of the elevation data and building elevations. This program is dependent on the availability of current aerial imagery in order to acquire the latest changes on the ground.

Progress to Date

The County's planimetric features, digital terrain model (DTM), and topographic contouring data need updating to reflect extensive topographical change and

development activities. Through user surveys, agencies have indicated that they would benefit from regular planimetric data updates.

This project began from funding provided in FY 2010. A detailed statement of work was developed, and the SE quadrant of the county, which is densely populated, was selected for the initial quadrant. The aerial photography source for the first quadrant data update was from the spring 2007 state imagery. Results from the first quadrant are now available to GIS users. The second quadrant data compilation is underway and should be completed by September 2011, Work will begin immediately on the third quadrant. Because 2009 imagery was acquired, it will be used for the remaining three quadrants. The County will then be ready to initiate another round of updates to the planimetric data using the 2013 state aerial imagery. Because the planimetric data will only be 4 years (instead of 12 years) old in 2013, that update should require less time and cost less.

AT the conclusion of the four quadrant's update the County will have a much more detailed planimetric and digital surface (contours, spot elevations) with the number of total features almost tripling to over 4,000,000.

Project Budget

FY 2012 funding of \$150,000 is provided in Fund 104. This project is jointly funded by Department of Public Works and Environmental Services (DPWES) and Department of Information Technology (DIT) through fund 104.

Return on Investment

The planimetric, DTM, and topographic contouring at 2' contour interval data update project will provide a combination of cost-savings, enhanced revenue and non-quantifiable benefits. Planimetric, DTM, and contour data has proved extremely valuable in a wide range of county operations. In particular, having a much more accurate elevation model of the surface of the county significantly improves the accuracy of stormwater analyses. Cost savings have been achieved over time as

GIS staff have assisted key agencies develop high resolution data. These included, DPWES, The Park Authority, and also Fairfax County Water, where a 1' or 2' detailed and accurate DTM was needed. For instance a 1' contour data set was developed for flood plain mapping of New Alexandria and Belleview project. The planimetric, DTM and contour update project makes a tremendous impact as it enables agencies to readily access data needed to assist projects anywhere in the County, which saves time and money and enhances response, efficiency, and overall productivity.

Planimetric data are also an important component in the mapping applications in the County's new Computer Aided Dispatch system. These data are used in all the public safety vehicles with CAD (about 1,400) and also by the dispatchers and call takers. The planimetric maps provide a clear and fast visual display on terminals to enable emergency response personnel navigate and analyze the environment around and incident. Because the planimetric maps are very small from a data perspective, they do not place heavy processing demands on the mobile display terminals, improving response time of the terminals.

IT0006 Tax/Revenue Administration

Project Description

This project provides the information systems development and technology infrastructure required to redesign the County's tax and revenue systems. The Tax/Revenue project facilitates a simpler process for citizens to fulfill their tax obligations and pay for services by modernizing the internal processes used for assessing, billing, and collecting County taxes and other revenues. In FY 2002, the County began replacement of the aging real estate mainframe system with a commercial-off-the-shelf (COTS) product called Integrated Assessment System (IAS). Implementation of IAS allowed for a comprehensive overhaul of many existing functions such as real estate administration, account maintenance, assessment, exemptions and adjustments, accounts receivable, and billing. The core system was completed in FY 2004. The migration to of the core system to the WEB based iasWorld product was completed in FY 2010. The current focus of the project is the migration of the Real Estate Public Information web site, iCare, currently hosted externally by a COTS vendor, to the Fairfax County web environment.

Project Goals

The final Project goal is to provide a Fairfax County web hosting solution for the IASWorld/iCare module, currently hosted externally. Providing a web hosting solution for IASWorld/iCare will eliminate the need to transfer sensitive Real Estate Information to an external vendor and provide iCare users and Fairfax County taxpayers with a more recent view of Real Estate Information.

Progress to Date

The assessment administration, CAMA (assessment), accounts receivable and delinquent collection modules of the client server tax system are operational and fully

integrated with the County's cashing system. These modules comprise the core tax system. Implementation of the web-based product, iasWorld, was complete in FY 2010.

Milestones

- Implementation of IAS modules with the exception of the Delinquent Collections Tracking product – February 2004
- Installation of the WEB citizen inquiry tracking system module of iasWorld, iRespond) – June 2007
- Implementation of the web- based real estate system iasWorld – June 2008
- iMaintain Module Implementation – FY 2009
- iField Module Implementation – FY 2009
- iTax Implementation – FY 2010
- Fairfax County Hosted Real Estate Public Information Web site – FY 2012

Project Budget

No additional funding is provided in FY 2012.

Return on Investment

The final phase of the project will permit improved customer service without the addition of staff. Staffing can be held constant as inquiries and correspondence increase as a result of population growth, changing demographics, and changes in real estate assessments and rates. Citizen inquiries will be more effectively managed, and response turnaround times improved. Improvements in data quality and currency will better equip the County to provide more equitable assessments, defend appealed assessments, and improve the timeliness of revenue generated from the real time recording of property improvements. By operating

the real estate public information web site within the County's infrastructure, staff can ensure the security of County data communicated over the internet, monitor the application on a 24/7 basis for optimal availability, and ensure secure access.

IT0011.13 Automated Board Meeting Records

Project Description

This project will design and implement a document-imaging program in the Clerk to the Board's Office, which will enable the Clerk to the Board's Office to electronically capture Board of Supervisor meeting records and make them available on-line to the public and county staff.

Project Goal

To electronically capture Board of Supervisor meeting records and make them available on-line to the public and to County staff.

Progress to Date

Develop user requirements for incorporating the Board of Supervisors' meeting videos with the agendas to create a

robust easily accessible and searchable on-line record. Project will utilize the enterprise infrastructure for electronic records management.

Project Budget

No additional funding is required for FY 2012.

Return on Investment

This initiative is expected to increase the efficiency of producing the board matters package including streamlining the process of getting the records on-line; provide a viable, accurate document system for older and one-of-a-kind documents; reduce error rates as much of the manual data entry will be eliminated; and reduce the space requirements for maintaining paper copies of documents.

IT0022.9 Correspondence Tracking and Management System

Project Description

The Correspondence Tracking and Management project enables County agencies to capture communications, track contacts, events and complaints in order to enhance staff and interagency communication. Since its initial launch in 1999, this project continues to expand the implementation of a proven Commercial-Off-The-Shelf (COTS) product known as Intranet Quorum (IQ) which has been successfully deployed in several County agencies. IQ is a Correspondence Tracking and Management System that provides an integrated approach to delivering services to citizens and staff. In addition, IQ offers a variety of data points for easy and complete reporting.

Project Goals

Project goals include enhanced communication between County staff, departments and agencies. The system provides an integrated approach to service delivery enabling users to link to other areas within the database, as well as extend outside the IQ system through scheduling, scanned images, email, fax, and incoming/outgoing postal mail. The project enables agencies to automate business processes and workflows, reduce duplication of

effort, share information. These benefits are amplified by the delivery of a seamless constituent interface and enhanced customer service.

Progress to Date

IQ was initially deployed at the offices of the Board of Supervisors, the County Executive, and the Clerk to the Board. Expansion to other agencies including the Office of Public Affairs, Consumer Protection, Human Rights Office, Department of Public Works and Environmental Services, County Executive and the County's Legislative function within the County Executive's office, Department of Purchasing & Supply Management, Department of Transportation, the Alternative Dispute Resolution Program, and the department of Code Compliance have been part of this effort. Address confirmation and validation from the Master Address Repository (MAR) and the Geographic Information System (GIS) have been implemented within IQ to increase agency productivity. Migration to IQ version 3.6 was successfully completed for all user agencies and will allow staff to capitalize on IQ's latest product offerings. In FY 2012 project work will continue support for current IQ users.

Project Budget

No additional funding is provided in FY 2012.

Return on Investment

Successful implementation provides enhanced communications between County staff, departments, and agencies, thus allowing agencies to share and monitor the status of projects, responses, and track other issues and events as those items progress through County

processes. The project enables agencies to automate business processes and workflows, reduce duplication of effort, and enable the sharing the information between agencies using present e-mail methods. These benefits are amplified by the delivery of a seamless constituent interface and enhanced customer service. In addition, this solution does not preclude installations of applications that support the County's IT architecture, or interact with other agencies' CRM applications.

IT0024.2 Public Access Technologies – Interactive Voice Response

Project Description

Interactive Voice Response (IVR) technology program develops custom interactive telephone applications that can access and update data in variety of County databases, in addition to providing static information in a timely, convenient manner. For those citizens who do not have access to the Internet, the project was established at the request of the Board of Supervisors "to enable the County's customers to conduct business with the County wherever and whenever it is convenient for the customer". IVR is one of the foundation programs for enhancing public access to government information and business transactions.

Project Goals

The primary goal is to continue the application of text-to-speech technology for certain applications aligned with e-government goals. Interactive Voice Response enhancements include the continued integration of Web and IVR via XML technology for public use.

Progress to Date

The DIT IVR currently answers more than a million calls annually. The system is available approximately 24 hours a day to interact with citizens, providing an additional option for conducting business with the County after regular business hours. By handling the more routine calls, the IVR allows staff to concentrate on those calls that most need personal attention. It also allows access to a great deal of information after hours or on weekends.

County Executive, Office of	County Services Information Line
	Special Needs Registry in seven different languages
	OPA Survey Line (Seasonal)
Courts	Courts Information Line
	Traffic or Criminal Violation Prepayment
	Juror Information
Family Services	Coordinated Services Planning Survey
	Register for Institute For Early Learning
Fire and Rescue Department	Crime Reporting (after-hours fire incident updates)
Health Department	Health Department Information Line
Housing and Community Development	Inquire Affordable Housing Waiting List (gives position on list)
Human Resources	County Job Line (County jobs availability and submitted resume status)
Information Technology	IT Service Desk Information Line (for all County computer related problems)
Library, Fairfax County Public	Library Information Line (Locate Libraries by ZIP code or area)
Police Department	Victims of Crime Information Line (query of offender release date information)

Public Works and Environmental Services	Building Plan Review Information Line
	Inquire Building Permit/Plan/ Inspection Status
	Schedule/Cancel Building Inspection Requests
	Schedule/Cancel Special Collections (Trash Pickup)
Tax Administration	Pay Personal Property Taxes
	Pay Real Estate Taxes
	Real Estate Information by FAX
	Real Estate Query by Address

Project Budget

The program requires on-going support from E-Gov and telecommunications staff to plan and configure

new systems, and to trouble-shoot telecommunications system problems. Funding of \$400,000 is provided for on-going support of multiple e-government programs.

Return on Investment

Public access technologies such as the IVR expand citizen access to county information and services and minimize staff resources need to provide basic information, and allow staff deployment more complex and specialized tasks. The Public Access Technologies continue to provide single information architecture and supporting infrastructure for all platforms to deliver new information and e-services to the public. It expands the capabilities of the content management system in order to improve automated workflow, revision control, indexing, search and retrieval for enterprise systems. The project also improves search capability for citizens and constituents, and enables the County to build applications quicker and more efficiently by maintaining reusable components.

IT0024.3 E-Government- Internet/Intranet Initiatives

Project Description

This project supports initiatives that improve public accessibility to government information and services. A comprehensive approach is employed to ensure efficient infrastructure capable of supporting multiple business solutions. In addition to enhancing customer service for availability anywhere, anytime, public access technologies reduce staff involvement in providing basic information and transactions, thereby allowing personnel to perform more complex tasks and respond to requests for more detailed or specialized information. Internet/intranet initiatives provide significant and wide-ranging opportunities to use technology as a means of making information more readily available to the public. Initiatives include research and development of emerging technologies, expansion of Web applications, improvements in search and navigation, integration with internal systems and other public access channels, and sustaining infrastructure.

Project Goals

The project's vision is to provide new information and services on all platforms, while continuing to build on existing information architecture. The planned functionality will be delivered in support of the County's taxonomy of information and services, using a single supporting infrastructure. The solution is based upon a single content repository for all platform and agencies. The repository enables various features of content management to provide accurate and

reliable information, provide additional search capabilities on the public web site, and enable information sharing. The project includes implementing standards and processes for information engineering so that the same application and data is used county-wide in the development of Web content and applications.

Progress to Date

The County's Public Web site has been an extraordinary success and has received national recognition. The site receives approximately 61,102 visitors per day, which equates to an average of 463,705 page views per day and an average of 2,834,285 hits per day. Approximately 55 County agencies have a presence on the site. The functionality of site has expanded significantly with the addition of an online discussion tool (Ask Fairfax!) to enable citizen interaction with government on various topics, mobile version of the county website with mobile and iPhone applications to list a few. The county website is also being translated into 12 languages using machine translation powered by Google. In order to empower public services and affirm county's strategic vision and goals, the website has been enhanced with new and updated interactive features and online applications. In an effort to improve website accessibility, all pages on the public website are tested for compliance with Section 508 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act by passing through the county's automated compliance checking tool.

Ongoing strategy includes 'sharing' which has become an integral part of the Web experience. It is referred to as online collaboration, and known as Web 2.0, social networking or social media. Recognizing that social media is an essential business function in today's rapidly changing world and key to improving citizen-to-government networking, Fairfax County offers multiple channels like Facebook, Twitter, YouTube and Flickr for public engagement with county government on various topics during emergencies and otherwise. It also advances the county goal of creating a culture of engagement, boosts county operations and furthers our business mission with residents. Using social media tools is a proven and acceptable way to enhance government transparency and encourages a two-way dialogue with the public which augments the standard website.

In addition to the use of numerous county-developed cross-agency applications like RSS (Really Simple Syndication feeds), Ask Fairfax!, email subscriptions to improve citizen-to-government networking, open source tools like Slideshare (presentation sharing), Google maps (event maps) and Ideascale (social voting) have been leveraged. All these are integrated together and come under the umbrella of NewsWire which is the county's one-stop news shop.

The County extended its presence by adding 22 official social media sites on Facebook while continuing its presence on Twitter and Youtube:

- Facebook – <http://www.facebook.com/fairfaxcounty>
- Twitter – <http://twitter.com/fairfaxcounty>
- Youtube – <http://www.youtube.com/user/fairfaxcountygov>



1 – Public Web Site Search and Navigation

During the first phase of the project over 120 content contributors were involved in migrating information from the old site to the redesigned site with a six-month period. The Project team defined a basic Information Architecture for the site, which was then validated by 14 citizen and business focus groups. A "look and feel" template was developed for the redesigned site and migration of over 20,000 files to the new templates was coordinated by the project team. Most importantly, the establishment of working inter-agency groups for the development and dissemination of standards related to site design, application development and implementation proved critical in the project's success. As part of the redesign, a "Contact Us" database was implemented, which provides citizens with direct contact information to county staff from a single search interface. Additionally, site search functionality was enhanced.

In FY 2003, the main subject area pages (Living, Doing Business, Visiting and Government) were developed. Enhancements of the site included: News & Information section, Emergency Information, Local Weather and improved navigation. In FY 2004, a robust and secure environment that facilitates delivery of integrated and accurate information to citizens was built. In FY 2005, several new applications were added including Child Care training, My Neighborhood applications, kids and Teen portal, Seniors and Disability portal, Crime Mapping, and revamped DTA e-pay and Consumer Protection pages. In FY 2006, a new search on the public web site was implemented making site accessible via mobile devices.

In FY 2009, the public web site was redesigned to improve the architecture and functionality with a fresh look and cutting edge enhancements. To provide easy access to county wide services and information, consistent left-side navigation was introduced throughout the site. The implementation of the Google Search Application augmented the overall search functionality of the web site. Additionally a highlighted news section provides easy access to information categorized by topic, and brings into focus various County agencies, County wide initiatives, and featured County services. The public web site is part of the "Going Green Initiative" and provides a conduit for carrying out on-line business with the County around the clock. Additionally, in order to improve ergonomics and enhance accessibility a new color palette as well as text only, printer friendly, and text resizing features were introduced.

In FY 2010-FY 2011, the county developed mobile version of the public website including mobile and iPhone applications. The County's public web site content is also available multiple languages. In FY 2012, the goals include developing more mobile applications for the public consumption.

2 – Infrastructure Architecture and Management

The following Internet/Intranet Infrastructure initiatives are on-going:

- Secured network settings on all 34 servers to minimize risk of intrusion
- Implement a statistical reporting system for both Internet and intranet servers
- Refined the server monitoring system

3 – Interoperability

As a participant in the Government without Boundaries cross-jurisdictional project, Internet Services staff installed ASP.Net and created a Web Service, which generates XML data from a SQL database using a collaboratively defined schema. This project allows Fairfax County to share park-related data with other local, state, and federal jurisdictions. Additional critical work on regional interoperability for homeland security linking Emergency Operations Centers and CAD functions began in FY 2005 with implementation of a pilot prototype in FY 2006.

On Feb 18, 2010 the Unit Status and Request for Resource Services of CAD2CAD Exchange between the operational CAD systems of Alexandria, Arlington, and Fairfax was successfully implemented. The project complies with emerging regional and national data sharing standards, thereby allowing for the inclusion of other regional partners as future grant funding permits. This achievement represents both a technology integration success and a long sought-after milestone in the operations of 911 dispatch.

4 – Intranet/Infoweb Redesign

In FY 2011, the county launched Phase I of "FairfaxNET", the county's new intranet, which is an employee focused enterprise SharePoint portal that provides an intelligent platform to seamlessly connect users, teams and knowledge so that Fairfax County Government can leverage relevant information across business processes to help them work more efficiently. FairfaxNET is a centralized resource for internal county content, forms, policies, news, application, training and other sources of information. It provides collaboration tools for agencies and work groups

which are secure, convenient and a standard workspace for employees to work individually or collaboratively. FairfaxNET is a centralized location for disseminating pertinent county-wide, agency-specific or team/project-specific information. It also provides a venue for automating business processes.

Approximately 55 County agencies now have a presence on the county's intranet site (both InfoWeb and FairfaxNET), offering more than 11,000 HTML documents, 12,500 PDF documents, and 15,000 images on the internal site. Most agencies have Web content contributors, and Internet Services staff support content creation efforts for those agencies without a dedicated Web presence. The County's intranet will continue to be updated with additional access to enterprise data and interactivity, and expanded to become a viable alternative for full transaction-oriented applications. The addition of new information and increased business functionality is essentially an ongoing project. Based on conversations with a wide range of County managers, it is also expected there will be numerous concurrent application development requests from a dozen or more agencies for core web-enabled applications as the benefits of the technology become more widely recognized. These requests for support are handled on an as-needed basis based on priority, visibility and functionality, and highest Return on Investment.

In FY 2012, the goals are to make FairfaxNET available to all county agencies for both county-wide and internal collaboration. Another major component will be collaboration of FairfaxNET with FOCUS (ERP). This is an ongoing process that links with agency operational improvements.

5 – Web Content Management

Web Content Management will deal with refining the site's information architecture, defining and implementing replicable workflows, as well as designing and implementing the supporting infrastructure for Web content contribution.

6 – e Services

Internet Services prototyped new application development platforms and developed standards and best practices for the current environment. DIT supports other agencies in the development of Web content and applications.

Project Budget

Funding of \$400,000 is provided for on-going support of multiple e-government programs.

Return on Investment

This project continues to provide single information architecture and supporting infrastructure for all platforms and new information and e-services to the public. It further expands the content management system to improve

automated workflow, revision control, indexing, search and retrieval for enterprise systems. The project improves the search capability for citizens and constituents while enabling the County to build applications faster and more efficiently by maintaining reusable components. Public access technologies minimize staff resources necessary for providing basic information, thereby allowing staff deployment to more complex tasks that require detailed or specialized information.

IT0079 Fairfax County Unified System - FOCUS



Project Description

Fairfax County government and school system have embarked on a multi-year, joint initiative to modernize the portfolio of enterprise systems that support finance (FAMIS), human resources (government: PRISM -school: LAWSON), budget (BPREP), procurement (CASPS) and related administrative applications with an integrated approach that has the flexibility to meet current and future requirements. The project seeks to mitigate the risk that antiquated and disjointed systems pose for system failure and inferior data.

The current 'stovepipe' legacy business systems are on various, old technology platforms using a variety of hardware and software architectures integrated through a number of interfaces and reporting tools. Previous assessments of these aging systems revealed that they are past their projected useful lifecycle, no longer meet today's technology standards, and do not meet the demands of resource and financial management and decision-making. System limitations continue to drive a proliferation of multi-step tasks to produce desired data and the development of numerous 'workaround' systems to gain necessary functionality currently not available. This has also resulted in an exponentially increased risk for fraud and security vulnerabilities. Due to their age, many of these systems have no vendor support and rely on retirement eligible in-house staff for maintenance.

Project Goal

A governance body of senior officials of the County and school system stakeholder agencies has guided the procurement of an integrated financial/procurement/

human resources/budget suite that will support agencies in the delivery of government and school services and activities; take advantage of best practices; provide the opportunity for multi-faceted data-driven decisions; significantly improve the efficiency and effectiveness of existing processes; enhance e-government initiatives; promote telework opportunities; and aid in the transformation, transparency and standardization of financial and human resource processes. This initiative will foster an environment of change and redesign to allow for more efficient and effective processes.

Progress to Date

A joint Steering Committee and project team comprised of County and School personnel has been formed to provide guidance and resources for day-to-day project activities. The Government Financial Officers Association (GFOA) is under contract to provide direction and resources in the identification of current processes, creation of requirements, and preparation and review of the procurement phases of the planning effort. Other work completed includes an assessment of the legacy systems used to support core business functions; identification, review and streamlining of existing business processes; identification and refinement of functional business requirements necessary in the software; and the identification and mapping of core business processes, which involved the production of more than 200 diagrams to document 64 key current business processes. More than 400 County and school staff from a cross section of the user community including functional managers, subject matter experts and end users assisted in this effort.

Other achievements include a requirements gathering and validation process which involved examining 17 core processes in the finance, procurement, budget and human resource/payroll areas to identify what users need in a new system, followed by validation of those requirements. This provided the documentation necessary

to move into the software procurement phase of the project which was completed in the summer of 2009 with the purchase of SAP software. The procurement process was complete in the summer of 2010.

The project began implementation activities in summer, 2010, with a joint county/schools project team co-located and working jointly through all phases, blueprinting through realization activities, to include change management and training activities.

Project Budget

Project funding will be required over the remaining life of the project and will be requested at appropriate times to ensure milestone payments are met.

Return on Investment

The project seeks to mitigate the risk that antiquated and disjointed systems pose for system failure and inferior data. Automation and modernization will empower both employees and managers to execute processes more efficiently, and make the best strategic decisions based on the most timely and accurate information. This shifts the orientation of the system from that of a data repository to one of an information system solution. With the migration to a more standard, supportable database and development environment that incorporates workflow and Web technology, the project expects to create a collaborative environment where access to data and information, even from remote locations, is based on system "look and feel" flexibility, intuition, data definition, data stewardship and security. The project will:

- Provide a seamless integration of a new system with existing applications;
- Reduce the number of shadow systems and reconciliations between systems;
- Align the reporting strategy with the County government and school system overall data reporting and consistent information management throughout the organizations;
- Incorporate fully integrated best business practices;
- Develop a system that is user-friendly and that empowers users to improve their business processes;
- Add and improve functionality in back-office functional areas;
- Improve the quality and accessibility of information for decision support;
- Reduce redundant data entry, storage, and paper processing;
- Support the countywide balanced scorecard initiative;
- Improve operational effectiveness and productivity;
- Enhance web self-service and improve customer service; and
- Retire existing legacy and back office systems and tools.

IT0088.00 Retirement of Legacy Systems

Project Description

The FOCUS/ERP project will replace the County's existing legacy mainframe systems for budget, human resources, finance, and procurement. The Retirement of Legacy Systems project will support an assessment, conversion and migration of legacy data, databases, and system off the mainframe onto more contemporary platforms. This project will support validation of existing data prior to migration and development of inquiry and reporting capabilities.

Project Goal

This project aims to address the substantial historical flat file and DB2 data which needs to migrate off the mainframe onto more contemporary server based and virtual platforms. New relational databases and new indexing

schemes are required to store legacy mainframe data. Upon completion of the data migration and conversion, the county's mainframe platform will be retired.

Progress to Date

Project initiation is scheduled in FY 2012

Project Budget

Funding of \$500,000 is provided in FY 2012 for the first phase of this multiphase process.

Return on Investment

Many efficiencies and cost savings will be achieved with migration off and eventual retirement of the mainframe system. These include support and licensing costs for

mainframe database platforms, tools, utilities and monitoring modules. With retirement of the mainframe system the county will achieve savings by ending lease payments for hardware, software utilities, mainframe data storage devices, as well as the cost of separate mainframe

security software. Furthermore the converted legacy systems can utilize more efficient virtualized server environment thus providing opportunities for additional savings in the County's data center.

3.4 TECHNOLOGY INFRASTRUCTURE

IT0022.15 Enterprise IT Architecture and Support

Project Description

This project supports the implementation of the County's IT enterprise system (ERP) and related business systems. Funding provides for necessary integration of application and infrastructure systems components to meet the county IT architecture and interoperability goals enabling seamless systems integration and flexible IT architecture.

Project Goals

Implementation of projected system integration and infrastructure configuration services supporting the full scope of the County's FOCUS/ERP project. The plan includes various product platforms, security, middleware, document management, and the web services for seamless performance of between Fairfax County Government and Fairfax County Public Schools environments required for implementation of the SAP software for FOCUS.

Progress to Date

On-going infrastructure and support services aligned with FOCUS project plans will continue in FY 2012.

Project Budget

FY 2012 funding of \$2,163,200 is provided.

Return on Investment

This initiative support infrastructure requirements of multi-phase, joint initiatives with Fairfax County Government and Fairfax County Schools that will replace the County's corporate legacy systems with a single, unified system. Automation and modernization will empower both employees and managers to execute processes more efficiently, and make the best strategic decisions based on the most timely and accurate information. This project will enable the County to incorporate fully integrated best business practices. It will add and improve functionality in back-office functional areas, improve the quality and accessibility of information for decision support, reduce redundant data entry, storage and paper processing. This project is also a step in the County's on-going infrastructure modernization program in the IT investment priorities that provides for a stable and secure IT infrastructure and the leveraging of IT investments.

IT0050 Public Service Communication Replacement

Project Description

This project provides continuing support for the Public Service Communications System, which provides two-way radio communications for all County non-public safety agencies as well as the Fairfax County Public School Transportation Department (school buses), FASTRAN and the Fairfax County Water Authority. The completed system provides adequate call processing capacity and area coverage to more than 90 percent of the area within the jurisdictional boundaries for Fairfax County.

Project Goals

The County's public service radio system eliminated sever geographical coverage problem for County agencies, and now provides reliable communications for the County's fleet, interoperability supporting emergency management activities, and communications for an increasingly mobile workforce. This system also provides a fully independent backup radio system for public safety agencies.

Progress to Date

Prior year activities have consisted of the completion of a consultant study with recommendation for the replacement systems, the development of requirement

specifications, contract award, tower site acquisition, FCC licensing requirement activities, construction, activation of transmitting tower sites, and the migration of schools and county fleets to the new system. The entire network and the remaining migrations were completed in FY 2007.

Project Budget

Funding of \$550,167 is provided in FY 2012 for on-going operational requirements including site leases, inter site network charges, and system maintenance. It should be noted that the total FY 2012 funding of \$1,209,196 is included for this project; however, based on a portion of project costs, derived from the number of radio users that will be operating on the system, \$659,029 will be recovered from Fairfax County Public Schools and Fairfax Water, thus resulting in the \$550,167 cost to the County.

IT0058 Remote Access

Project Description

This project provides county staff enhanced and expanded remote access to County systems to facilitate field activities for agency staff, telework, and remote access in case of regional emergency events or possible pandemic outbreaks.

Project Goals

An enterprise-wide standardized remote access control methodology provides a solution for employees and external system users to access county networks by authenticating user identity in order to gain access to relevant data and conduct secure on line business with the County. All user authentication and authorization management is policy based and centrally managed allowing for comprehensive audit and reporting services to support and log information on the extensive user base. This project supports increased security, simplified management, rapid reporting and data analysis, and secure access from remote locations.

IT0060 Telecommunication Modernization

Project Description

This project continues the implementation of Fairfax County's strategic goal for providing Voice over IP (VoIP) services over the County's fiber optic network – I-Net. This strategy includes a solution architecture that is scalable to support a variety of county sites and agency business requirements using IP-

Return on Investment

The replacement system provides reliable radio coverage to many areas of the County that were not covered by the older radio system. This provides the necessary protection and safety for bus drivers and other staffs that depend on reliable communications, improves customer service to County citizens and other County agencies, and reduces reliance on commercial wireless networks in addition to future cost avoidance and other non-quantifiable benefits.

The system is fully compatible with the mobile and portable radios used by the County's public safety radio system, which allows for direct communication between public safety and public service users for incident or disaster management, and provides a separate back-up system for the public safety system should that system fail.

Progress to Date

Project activity is on-going in order to support and enhance enterprise wide remote access.

Project Budget

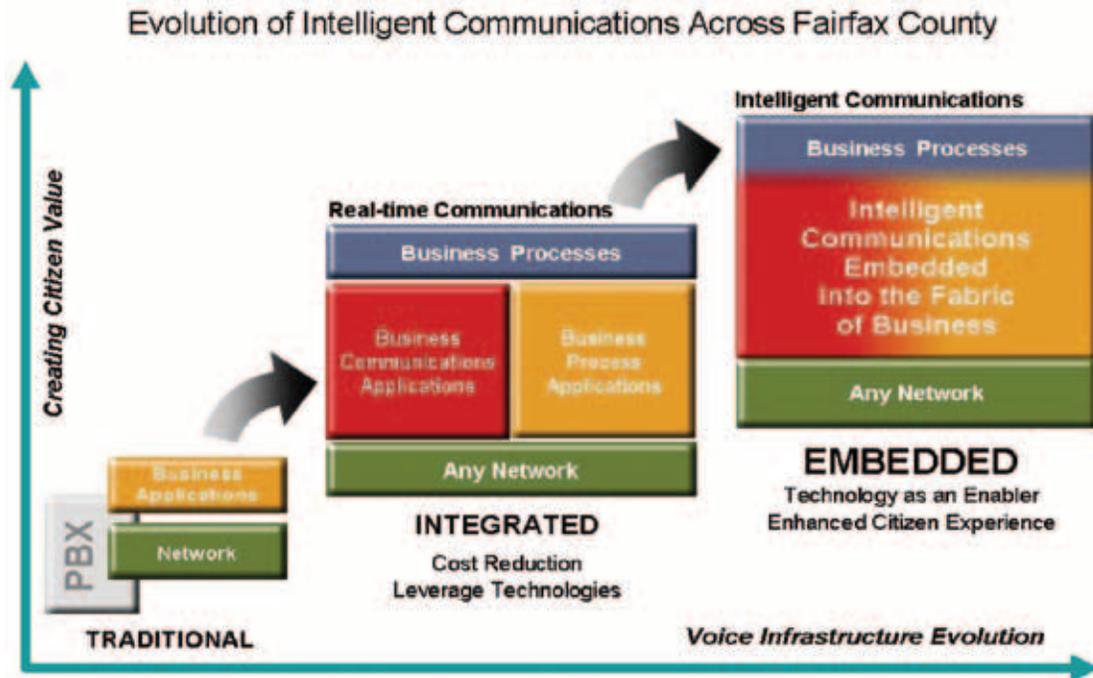
FY 2012 funding of \$200,000 is provided for the remote access project.

Return on Investment

This project provides a cost effective approach to enhance the County's infrastructure in order to provide flexibility for a variety of remote access devices that may be used by County staff. The capability encourages more employees to take advantage of telecommuting in line with regional goals supported by the Board of Supervisors and also provides County staff necessary remote access capabilities in case of emergency events such as snow storms, hurricanes or possible pandemic outbreaks.

based telephone service. An IP based solution means medium and smaller sized sites can be economically brought into the common voice enterprise architecture. The plan is in full alignment with the County's principle of implementing contemporary, but proven, technologies, optimizing IT investments and fostering operational cost efficiencies.





Project Goals

The strategic goal of this project is to move Fairfax County towards a long-term, flexible voice solution that will underwrite the use of Voice over Internet Protocol (VoIP). An IP enabled enterprise-class platform provides the County with the ability to adopt newer cost saving services such as Session Initiation Protocol (SIP) Trunking from the maturing IP telephony environment. The County's new architecture will yield a flexible yet stable infrastructure that will be the foundation for the eventual evolution to a true broadband network architecture.

When completed this multi-year project will touch approximately 13,000 telephones, fax machines, private lines and devices used by Fairfax County employees. The installations is planned to occur in phases to ensure a smooth change of voice platforms.

Progress to Date

The project is approximately 90% complete with more than 13,800 telephone lines on the Avaya platform. In addition, the project started to bring the following solutions online:

- Remote access for controlling telephone functions and call routing
- Integration of wireless devices into the voice communications network
- Telework / Mobility / COOP Solutions

- County owned audio conference bridge
- Quality monitoring and call recording

FY 2012 Goals:

- Nine County Libraries
- Nine County Recreation Centers
- Four Large size locations (>50 telephones)
- Sixteen Medium and Small sized locations (<50 telephones)

Project Budget

FY 2012 funding is not required. Existing project balances will carry the project to conclusion.

Return on Investment

The benefits derived from the implementation of this project are quantifiable and substantial. Direct cost savings include: reduction in leased circuit costs; a reduction in message unit costs for outside phone calls; and a reduction in overall maintenance costs, including moving phones, adding new phone and changes to existing phone service. In addition, the new voice infrastructure will allow Fairfax County to leverage embedded technology assets and to improve service delivery quality. Business processes will be streamlined because of the ability to share information over an integrated communications platform.

3.5 HUMAN SERVICES

IT0011.9 Document Management and Imaging – Department of Family Services

Project Description

This is a multi-year, multi-phased project that supports the transition within the Department of Family Services (DFS) from manual to automated processes for filing, storage and access to records using document management platform technology. Phases focus on specific divisions of the agency with the goal of providing an agency wide document management solution built on the County standard platform. Phase I is the Self Sufficiency Division. Phase II is the Children Youth and Families division; and the Office for Children division is a separate Fund 104 project (IT0011.10).

Project Goals

Goals of the project are: a) to provide a reliable and secure system for cataloging, archival and retrieval of sensitive Family Services documents for case management, and, b) improve response times for client inquires of case records. In addition, the project allows for the management, retention and destruction of DFS records in accordance with State and Federal mandates, and avoids non-compliance issues associated with the degradation, damage, or loss of paper files.

Progress to Date

This is a multi-phased project, where phases will be delivered in modular components aligned with the readiness of the necessary infrastructure. By implementing smaller phases, disruption to business operations is minimized. In FY 2005 and FY 2006, Infrastructure components were developed to support the delivery of the initial component for Family Self Sufficiency (FSS). Functional requirements and a prototype design were completed in FY 2007. In FY 2007, requirements definition began for the integration of the Commonwealth's SPIDeR system, and for the replacement of a data feed to a key financial systems. In FY 2008 system design and initial development / configuration tasks were completed. In FY10, Phase II requirements definition began for the Children, Youth, and Families division

Phase I – Self-Sufficiency Document Management and Imaging:

- Development efforts complete – winter 2008-2009
- User Acceptance Testing completed – Summer 2009
- End user training and phased implementation – late summer 2009

- Production go live and continued end user training – Fall 2009
- Completed user training and phased implementation at four sites – Fall 2010

Phase II – Children Youth and Families Document Management

- Finalized vendor statement of work for requirements analysis – Spring 2011
- Request cost proposals – Spring 2011
- Prepare project schedule – Summer 2011
- Design and development of system solution – Summer/Fall 2011
- User Acceptance testing – Winter 2012
- Implementation – Summer/Fall 2012

Project Budget

Fund 104 support was not provided in FY 2012. Funding within Family Services budget will support remaining deliverables for this project.

Return on Investment

Cost savings will be realized as a result of improved processing of paper documents, use of staff time, and reduced error rates for more effective and efficient document management. Imaging and workflow project are expected to increase the security of records, promote telework; reduce case filing errors and reduce the space requirements for maintaining paper copies of documents. With the increased availability of accurate, records, social workers will be able to more easily access case records that will result in increased productivity

IT0011.10 Document Management and Imaging – Office of Children

Project Description

This project provides for the Office of Children's (OFC) Electronic Records Management system. In FY 2007, the project transitioned Community Education and Provider Services, and the Child Care Assistance and Referral program to document imaging technology. The second phase of this project includes the Head Start and School Age Child Care program. Head Start maintains files for over 500 children and families in multiple locations. With this technology field staff and federal auditors will have the ability to review files electronically without traveling to multiple locations.

The School-Age Child Care Program provides direct services to over 10,000 children in 137 centers throughout the county. Files are maintained on all staff, children and centers. The transition to an electronic system will ensure that citizens receive the most efficient, highest quality of service across OFC program division, and that all legal mandates are satisfied regarding record archival and citizen and client privacy. Phase III includes imaging the files in the Directors office.

Project Goals

This project provides for a structured enterprise approach to the development of imaging and workflow capabilities in agencies that have identified an opportunity to provide increased security and integrity of their records; reduce the labor intensive record retrieval and re-filing process;

expedite workflow processes through an electronic workflow management system; provide simultaneous and instant access to records; and reduce costs associated with space and shelving for storage of paper requirements.

Progress to Date

Community Education and Providers Services, Child Care Assistance and Referral program and SACC Registration are currently in production. Head Start, SACC Licensing, the Director's Office and SACC children's files have been delayed due to budget constraints. Currently work continues towards upgrading to the new version of the software for existing modules.

Project Budget

No additional funding is provided in FY 2012.

Return on Investment

Imaging and workflow projects increase the security of records, protect sensitive information from unauthorized access; reduce staff time required for retrieval and refining of documents; reduce processing time as workflow efforts streamline the reviews required; provide a viable, accurate documents management system for old and one-of-a-kind documents; promote telework; reduce error rates by reducing manual data entry; and decrease the space requirements for maintaining paper copies of documents.

IT0054 CSB – SYNAPS, HIPAA Database Consolidation, and SYNAPS Replacement

Project Description

SYNAPS was developed for the Fairfax-Falls Church Community Services Board (CSB) to improve client tracking, client/third-party billing, enhance client demographic information, staff productivity data, and provide for compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Replacement of the existing SYNAPS system was recommended by the Beeman Commission which was established in 2008 to advise the Board of Supervisors on the future direction and design of the mental health services delivery system serving Fairfax County. Initial requirements analysis for the replacement of the entire system will be required in FY 2012 and FY 2013.

The CSB- HIPAA Database Consolidation project provides support for the design and development of a secure, scalable and easy to use Community Services Board (CSB) HIPAA data repository to store current and future HIPAA related information.

Project Goals

Project goals include initial requirements for the replacement of the existing SYNAPS system including technology capable of supporting service and business practices and facilitating access to electronic information. The CSB- HIPAA Database Consolidation project will ensure CSB's compliance with federally mandated HIPAA regulations designed to protect the privacy and confidentiality of individually identifiable health information. The design will include appropriate role

based security and scalability to enable multiple departments to store HIPAA-related information on a consolidated and secure platform.

Progress to Date

SYNAPS efforts have included bringing the database and supporting application servers into current technology. Roll-out of new hardware has been base lined as an incremental just-in-time rollout so that hardware and licensing come on-line as CSB staff are trained and join usage of the system. Replacement of the system is a strategic goal for which requirements analysis will continue in FY 2012. Requirements and design for the CSB HIPAA Database Consolidation will continue in FY 2012.

Project Budget

No additional funding is provided in FY 2012.

Return on Investment

The enhanced system provides greater system reliability and end user satisfaction and produces a more reliable and less labor-intensive application. The eventual replacement of the existing system will improve coordination and collaboration of services and supports, with consistent practice models and strategies and cooperation across systems and among mental health providers, to ensure the appropriate and timely exchange of information and the coordination of effective services and supports. The goal is to ensure that all stakeholders have the information necessary to support both person/family-centered and systems-level informed decision-making. The CSB HIPAA Data Consolidation provides appropriate role based security and scalability to enable multiple departments to store HIPAA-related information on a consolidated and secure platform.

IT0059 Child Care Technology – Office for Children

Project Description

The Child Care Management System for the Office for Children (OFC) in the Department of Family Services (DFS) determines client eligibility, tracks child enrollments, and processes approximately \$3 million per month in provider payments for the child care Assistance Program and referral. This application processes over 2,500 home child care facility permits for Providers Services and connects families with child care providers participating in the Child Care Resource and Referral System. The application tracks current market rates for child care providers and interfaces with the county's financial management system.

The current OFCIS software was purchased in 1999 and has been upgraded several times. Assessments of this aging system revealed that it is past its projected useful lifecycle and no longer meets today's technology standards.

Project Goals

- Provide a new seamless child care system that provides a seamless integration of services with the Virginia Department of Social Services and Virginia Child Care Resource and Referral Network.
- Alignment of reporting strategy with county and state data.
- Reduce redundant data entry.
- Improve operational effectiveness and productivity.

- Enhance web self-service for the child care community.

- Retire existing legacy child care system.

- Bring OFC technology in compliance with county standards and requirements.

Progress to Date

The RFP process is scheduled to be completed by October, 2011.

Project Budget

Fund 104 funding is not provided in FY 2012. The project will be supported by FY 2011 Third Quarter transfer of \$2 million from Office of Children operating funds that will augment remaining project balances for complete implementation of the Child Care Management System.

Return on investment

Modernization of the child care system will ensure a stable application to support the business functions of the Office for Children. Efficiencies will be gained in seamless integration of service for VDSS and VACCRRN allowing for timelier processing of state applications and child care permits. Moving to a modern platform that incorporates web technology would create an environment where data and information would be more assessable from remote locations.

IT0085 Loan Processing System Replacement

Project Description

The Fairfax County Department of Housing and Community Development (HCD) provides loan assistance to resident homeowners under a number of County and Federally sponsored programs. These Loan programs are available to assist low-to-middle income residents in securing and maintaining affordable housing.

Project Goals

This project's goal is to replace HCD's twenty three-years old Loan Processing System with a COTS program that facilitates current loan processing and tracking need, as well as retains Mainframe connectivity and connectivity to the Department of Finance functionally. Through the years both the functionality and technology associated with the existing system have become dated and the need for a more robust loan processing system have grown. Implementing a current loan servicing system that utilizes web technology to properly account, service and report on the excess of \$46 million in loans in the HCD portfolio will allow for enhanced revenue and compliance with federally mandated HUD programs.

Progress to Date

A request for Proposal was issued in the spring of 2009 with contract award in FY 2010. Software installation, data

mapping and testing is substantially complete, with remaining data conversion and testing anticipated to be complete in early FY 2012.

Project Budget

FY 2012 funding is not required.

Return on Investment

To address current shortcomings of the Loan Processing System, the County would need to invest substantial amount of time at an estimated cost of \$300,000 and \$500,000 in programming fees and discontinue its plan to phase out the inefficient IDMS and its associated maintenance costs. Procuring and implementing a loan servicing system that utilizes web technology is needed to properly account, service and report on the excess of \$46 million in loans in the HCD portfolio, many of which are not captured in LPS. It also allows for enhanced revenues through the use of database matches (e.g., the Clerk of the Court, DPZ, etc.) which can enable HCD to independently determine if the conditions for loan repayment have become due. Given the large dollar amounts in our Proffer and various deferred loan programs the opportunities to enhance revenues or deter the loss of funds justify the need for this new system.

IT0089 Department of Family Services (DFS) – Data Reporting Project

Project Description

Department of Family Services (DFS) is the largest of the County's human services agencies. DFS provides a vast array of programs and services through its major four divisions—Self-Sufficiency; Adult and Aging; Children, Youth and Families; and Child Care—as well as through the department's other components including the Office for Women and Domestic and Sexual Violence Services, the Comprehensive Services Act, and Disability Services Planning and Development. An intensive strategic planning process identified the need for a more integrated use of information technology systems. Currently multiple IT systems ranging from mandated Virginia Department of Social Services case management systems to customized off-the-shelf systems to locally developed and maintained databases are used to support the department. A data warehouse will provide a systematic means to retrieve and analyze data, to

extract, transform and load data and to create management reports that will increase efficiency and effectiveness.

Project Goals

Goals include development of a data warehouse to enable effective management of information reporting from various disparate Department of Family Services (DFS) systems. This project will enhance security and efficiency within DFS by providing standardized, consistent, clean and integrated data sourced from 30 distinct departmental IT systems. The data will be structured to address the reporting and analytical needs of each division and the department.

Progress to Date

Requirements assessment will continue in FY 2012.

Project Budget

Additional funding is not provided in FY 2012.

Return on Investment

A data warehouse will house a standardized, consistent, clean and integrated form of data sourced from various operational systems in use in the department, structured in

a way to specifically address the reporting and analytic requirements of each of the divisions as well as the department as a whole. The system would streamline processes, improve communication and data sharing, reduce dual data entry, enhance collaborative decision making, improve data quality, and enhance overall service delivery and better customer service.

IT0091 Volunteer Management System

Project Description

This project is designed to provide a cost effective value added enterprise IT solution to support county wide efforts for improving volunteer recruitment and reporting of the impact of volunteer contribution to Fairfax County. Increasing volunteer engagement has been highlighted as a goal in agency and Board of Supervisors budget and planning discussions.

Project Goals

The goal is to provide an enterprise wide volunteer management system that improves volunteer recruitment, placement, scheduling and the ability to track the impact of volunteer contributions to the county by developing common data elements and providing a shared point of entry for citizens interested in volunteering with Fairfax County. Project objectives include streamlining the process of matching volunteer abilities, interests and availability with county agency needs, and providing the means for tracking volunteer contributions to county government.

Milestones

Requirements and design anticipated in FY 2012.

Project Budget

FY 2012 funding of \$200,000 is provided.

Return on Investment (ROI): There are both immediate and long-term benefits to an enterprise approach to volunteer management software. The County currently supports multiple volunteer technology tools. Multiple data collection and entry processes for citizens interested in volunteering in Fairfax County is confusing and may prevent potential volunteers and staff from making the best connections with interests, skills, and availability. It is currently difficult to count and accurately report the impact of volunteers County-wide and the value of services they provide to the community. Developing common data elements and providing a shared point of entry for those interested in volunteering with Fairfax County would address these shortcomings. Capturing data about volunteer employers allows agencies to apply for corporate grants that are increasingly influenced by employee volunteer experiences.



3.6 PLANNING AND DEVELOPMENT

IT0055 Fairfax Inspection Database Online (FIDO)

Project Description

The FIDO Project involved the replacement and consolidation of several platform-specific land use management systems into a single enterprise solution that supports land use permit issuance, inspection, and code enforcement operations at five County agencies (Public Works, Planning and Zoning, Fire and Rescue, Health, and the Code Enforcement Strike Team). FIDO supports ninety different permits (building, roof, basement, restaurants, Sign, sprinkler systems, fire alarms, etc.) land use complaint types (residential overcrowding, tall grass, junked cars, etc.), and also includes a web portal to allow citizens and businesses to query the status of a permit applications and code enforcement complaints.

Project Goals

The goal of the FIDO Project was to provide a single database solution that met the needs of multiple agencies involved in similar processes. FIDO was integrated with several other County systems (Land Development System, Integrated Assessment System, and Master Address Repository System, GIS) to provide a seamless process throughout the lifecycle of construction projects, and code enforcement management activities. Project goals also included enhancing customer service by streamlining the permitting process, and reducing permit issuance, plan review and inspection timeframes.

Progress to Date

All relevant FIDO modules (Permits, Code Enforcement, License, Customer Service, and Cashiering) are in production for DPWES, DPZ, FRD, the Health Department and Code Enforcement. Other agencies such as the Department of Housing and Community Development, and the County Attorney also access FIDO on an as needed basis.

In FY 2009, the project team completed implementation of an enhanced Code Enforcement module that transformed code enforcement activities from an agency-centric module to an address-based case management module that aggregates all agency activity for a specific address in a single case. Work also continued on the development of a mobile wireless building inspection system for DPWES that will interface with FIDO. In addition, a mobile wireless FIDO pilot was launched in the Department of Planning and Zoning in February 2009 that involves the extension of the FIDO desktop to the field for up to 10 DPZ code

enforcement inspectors. The pilot provides direct access to FIDO from the field through a laptop and virtual private network that allows the Inspector to interact with FIDO as if he is in the office.

Roll out of the FIDO wireless laptops to all DPZ code enforcement staff was completed in FY 2010. The Fire and Rescue Department and Health Department will use wireless laptops to extend desktop FIDO functionality to the field via VPN and commercial wireless networks. Project staff is working to complete roll out of the wireless laptops to all Health Department and Fire and Rescue Department Code Enforcement inspectors in FY 2010.

Remaining project tasks include implementation of web based permit and license applications, the addition of problem codes to the Dynamic Portal Complaints web site, the migration of data from the mainframe to a FIDO data repository, and providing email notification capabilities to customers.

Project Budget

FY 2012 funding is not available.

Return on Investment

FIDO consolidated land use data from several disparate systems into a single land use data repository that has transformed multiple agencies heterogeneous business processes to a homogeneous presentation layer that provides accessible business intelligence to key decision makers and customers. This data repository has led to a collaborative land use management business architecture that minimizes extended 3rd party reviews and information shortfalls that have historically prolonged permit issuance and code enforcement lifecycles. Data centralization has also maximized employee productivity by providing a single point of reference that has eliminated the need for phone calls and manual processes to determine the status of permit issuance pre-requisites (i.e. Site plan, code enforcement violations, contractor licenses, etc.).

System consolidation efforts included the elimination of redundant technical infrastructure and software maintenance expenditures that will ensure system efficiencies and cost savings throughout the FIDO system lifecycle. In addition, savings are realized through a streamlined system that has enabled the land development

industry to work more productively with the County thereby providing growth opportunities for County residents and businesses, that can potentially enhance tax revenues. Moreover, the e-government capabilities and collaborative agency approach to code enforcement activities provided

by FIDO has established an electronic dialogue between the County and citizens to monitor and/or eliminate conditions that may negatively impact quality of life issues in Fairfax County neighborhoods.

IT0065 Facility Maintenance Management System

Project Description

This project supports the acquisition of an Integrated Facilities and Grounds Management System as a single, integrated facilities information resource for the Facility Management Department (FMD) and the Fairfax County Park Authority (FCPA). An updated system will increase the effectiveness and efficiency of staff and utilization of capital resources required to maintain and manage County and Park facilities and properties. The new system will support the goals of the project through the enhancement of data collection methods and tools, improved warranty tracking, elimination of redundant facilities information databases, user friendly interfaces for internal and customer access, and a strong reporting system.

Project Goals

The goals of this project are to acquire and implement a Computer Integrated Facilities Management (CIFM) System. FMD and FCPA hold the greatest portion of responsibility for the maintenance of County's largest and most valuable physical assets: its properties, facilities and the subsystems that keep them operational. The maintenance aspect must be fully integrated with the management of those assets by encompassing all the functional components and activities that support Lease Management, Space Management and scheduling, Inventory Control, Grounds Management, Contracts Managements, Utilities Management, Physical Security, and Emergency Preparedness/Disaster Recovery.

Implementing a web base, "one stop shop" for facilities information, will enable internal improvement and efficiencies as well as provide more accurate, completed, and timely information to customer agencies. By consolidating the redundant facilities tables and databases maintained by various branches within FMD as well as by the participating "partner" agencies, the County will gain the benefit of more consistent data and improved interagency coordination of information.

Progress to Date

Portfolio and Demand Maintenance – were implemented in March 2007. The Planned Maintenance, Space

Management, and Real Estate Leases modules and Capital Projects initial phase were implemented in 2009. The last phases of the Capital and Facility Projects were completed FY 2010. Work on the deployment and testing of the wireless server, the deployment of the 100 Windows Mobile Devices hand held units, and the remote management of those hand held devices continues. Acceptance testing and training to facilitate field staff access to asset data, inventories, operational information, as well as improved data collection and warranty tracking will be completed in FY 2012.

Project Budget

FY 2012 funding is not provided.

Return on Investment

Extensive savings will be realized through the streamlining of communications and processes throughout FMD and the Park Authority, the most quantifiable savings derived from time saved by field personnel (crafts, trades, and grounds personnel) and Work Control Center staff within the agencies. The replacement system will provide wireless technology to greatly improve the speed and consistency of data collection necessary to better utilize field staff the elimination of excessive hand recording of information that is entered into the system at a later time and/or by a different individual. Accurate and timely data collection plays a vital role in improving time management for field staff and will ultimately work to extend the life cycle of equipment. Improved data collection in the field, along with a web based customer request and inquiry interface will save time for staff in terms of handling customers' status inquiries and work order processing from initiation to close out. With the implementation of this system, duplicate work orders, work performed by vendor for inventory that is under warranty and multiple tasks on work order will all equate to savings by cost avoidance.

IT0082 Land Use Information Accessibility Initiatives

Project Description

During January 2006, the Board of Supervisors established the Land Use Information Accessibility Advisory Group (“Advisory Group”). The purpose of the Advisory Group was to review the ways in which land planning and development information is made available to the public, make recommendations for accessibility improvements, and develop a high-level plan of action. The Advisory Group made a number of recommendations which were accepted by the Board of Supervisors in January 2007. See <http://www.fairfaxcounty.gov/landusecomm/> for the final Advisory Group report.

Project Goals

Project goals are to improve the ability of citizen and business constituent to easily access information concerning land use planning and development activities in their communities.

Progress to Date

During the past four years, DIT has taken an incremental approach to address the Group’s recommendations due to on-going budget constraints and funding challenges.

During FY 2007 LDSNET web page enhancements were made to provide two new inquiries; the Search Land Use Information by Address, and the Search Land Use Information by Magisterial District. Both of these functions also supported searching by, and accessing spatial views of land development information on a map. During FY 2008 staff addressed several Advisory Group recommendations including:

- Improving navigation between the LDSNET & GIS My Neighborhood web pages for common data elements,
- Expanding the Search by Address/Search by Magisterial District features to incorporate building permits and additional Plan types/Plan history,
- Expanding the LDSNET web page to include Site and Rezoning plan summaries in downloaded PDF files,
- Documenting requirements for citizen email notification of Site/Rezoning plan submissions, and 3D imagery tool integration for the My Neighborhood web page.
- My Neighborhood web page integration to streamline end user navigation.



During late FY 2010, Virtual Fairfax was released to the public (<http://www.fairfaxcounty.gov/gis/virtualfairfax/>). It is a web-based application that integrates web-based GIS 3-D imagery and GIS capabilities with existing land use systems such as IAS (tax assessment), LDS (Commercial and Residential development plans), and FIDO (building permit issuance). The application has thousands of 3-D buildings in the Tyson’s and Reston/Herndon areas as well as some zoning information around the planned Metro stations in Tysons Corner. With a single mouse click 3-D aerial tours of the County – business centers, historic sites, schools, parks – along with easy address-based searches/queries of construction sites and building permit issuance activities is now possible. Users can also view their own 3-D models within the application and conduct shadow analyses of 3-D objects.

On-going efforts to address the Advisory Group’s recommendations to meet government transparency objectives will continue in FY 2012 (subject to funding priorities) with the following initiatives:

- Expansion of web-based building permit application capabilities for County business partners and citizens.
- The implementation of data warehouse/business intelligence software to provide the public with

unfettered access to land use data, including (but not limited to) commercial and residential development plans, building permits, complaints, and inspections.

Project Budget

FY 2012 funding is not available.

Return on Investment

The project streamlines constituent access to relevant land use information, enhances navigation and provides

more intuitive and web-based visualization tools for understanding the spatial environment. These efforts exhibit Fairfax County's commitment of make land use process and information more open, inclusive, and citizen-oriented. These projects further enable citizens' awareness of land use information impacting their neighborhoods and facilitate citizen participation in the process. Information on these systems is available 24/7 over the County's website.