FAIRFAX COUNTY
VIRGINIA

Information Technology Committee

Board of Supervisors IT Committee Meeting
November 25, 2025

Agenda

- Call-to-Order and Welcome
- Customer Portal
- IT Initiative Updates
- Joint BoS/FCPS Board IT Committee Update
- Wrap Up / Adjourn

Fairfax Customer Portal: One Account, One Experience

Matt Harrison, Chief Information Officer, DIT

Maura Power, Chief Technology Officer, DIT

Anita Rao, Chief of Application Solutions, DIT

Fairfax Customer Portal: One Account, One Experience

Vision

SINGLE POINT OF ACCESS FOR RESIDENTS AND BUSINESSES

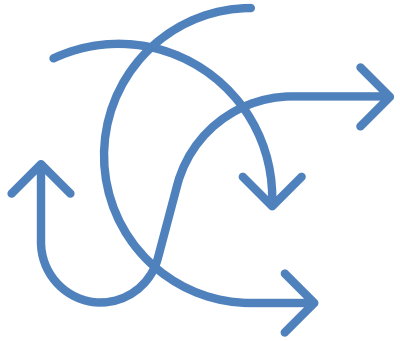
TRANSFORM THE CUSTOMER EXPERIENCE

DIGITAL MODERNIZATION

ACCESS & EQUITY

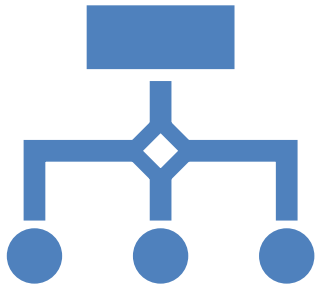
Fairfax Customer Portal: One Account, One Experience

Customer Experience: Current / Future



Current

Siloed experience, limited visibility



Future

Unified portal experience

Fairfax Customer Portal: One Account, One Experience

Current State

- Disconnected Portal Environment
  - Residents experience separate websites, logins, and service workflows
- Why Does this Matter?
  - The user experience does not meet customer's expectations
- What is the impact?
  - We don't serve customers through the channel of their choosing

Fairfax Customer Portal: One Account, One Experience

Capability Maturity Model – Future State

Level 1

Siloed Services

Level 2

Unified Digital Front Door

Level 3

Single Sign-On & Profiles

Level 4

Case Management & Status Transparency

Level 5

Personalized & Proactive Services

Fairfax Customer Portal: One Account, One Experience

This is Slight Work, Right?

- This work is not easy - complexities are abundant
- Reducing customer friction never ends
  - Create an environment and culture that harnesses AI, ML, and Data to drive innovation and data-informed services
  - Encourage the sharing of data
  - Acquire & develop the necessary skillsets
  - Measure results
  - Iterate, iterate, iterate

Fairfax Customer Portal: One Account, One Experience

Next Steps – Year 1

Strategy & Requirements

- Current-state assessment
- Stakeholder engagement
- Unified External Identity and Access Management (IAM) blueprint
- Governance model
- Equity & Ethics committee

Technology Evaluation, Design & Staffing

- Platform evaluation
- Design & service integration strategy to connect with various systems
- Security and privacy design
- Identify resources and upskill staff
- Collaborate with User Experience design team

Key Deliverables

- Select and deploy a secure, scalable IAM solution
- Establish data sharing standards, privacy policies and agreements across agencies
- Integration with 2 – 3 key systems
- Self service portal pilot launch

Questions?

IT Initiatives Update

Food & Beverage Tax Overview

Rob Barr, Division Director, Revenue Systems, DIT

Jay Doshi, Director, Department of Tax Administration (DTA)

Affidavit Board Matter

Maura Power, Chief Technology Officer, DIT

Food and Beverage Tax Overview

Rob Barr, IT Program Director, Revenue Services Branch (DIT)

Jay Doshi, Director, Department of Tax Administration (DTA)

Food and Beverage Tax Overview

- Effective January 1, 2026, Fairfax County will begin levying a tax on the purchase of all prepared food and beverages sold as a meal
- The Food and Beverage Tax is 4% of the total cost of food and beverages sold by restaurants, caterers, or other designated establishments defined as a restaurant
- As part of the new tax a new online and backend solution needed to be developed to support the collection, reporting, and management of the tax

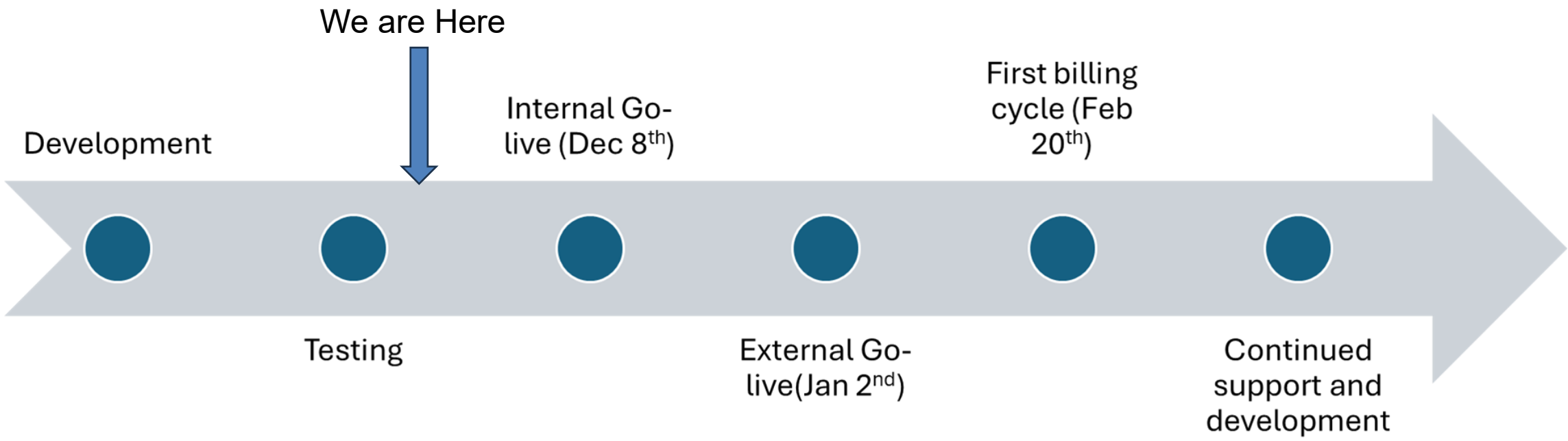
Food and Beverage Tax Overview

- The Departments of Information Technology, Tax Administration and The Office of Public Affairs embarked on a robust project including:
  - Register, File and Pay Online experience
  - New Module in TABS World (BPOL/Personal Property System)
  - Outreach Plan

By the Numbers

- 14-month engagement
  - 34 Sprints, 238 Storyboards, 1100 Tasks, 32 Features
- Cloud First
- In house, custom developed, based off robust solutions
- Integration with multiple services

Timeline for implementation



Questions?

Increased Efficiency

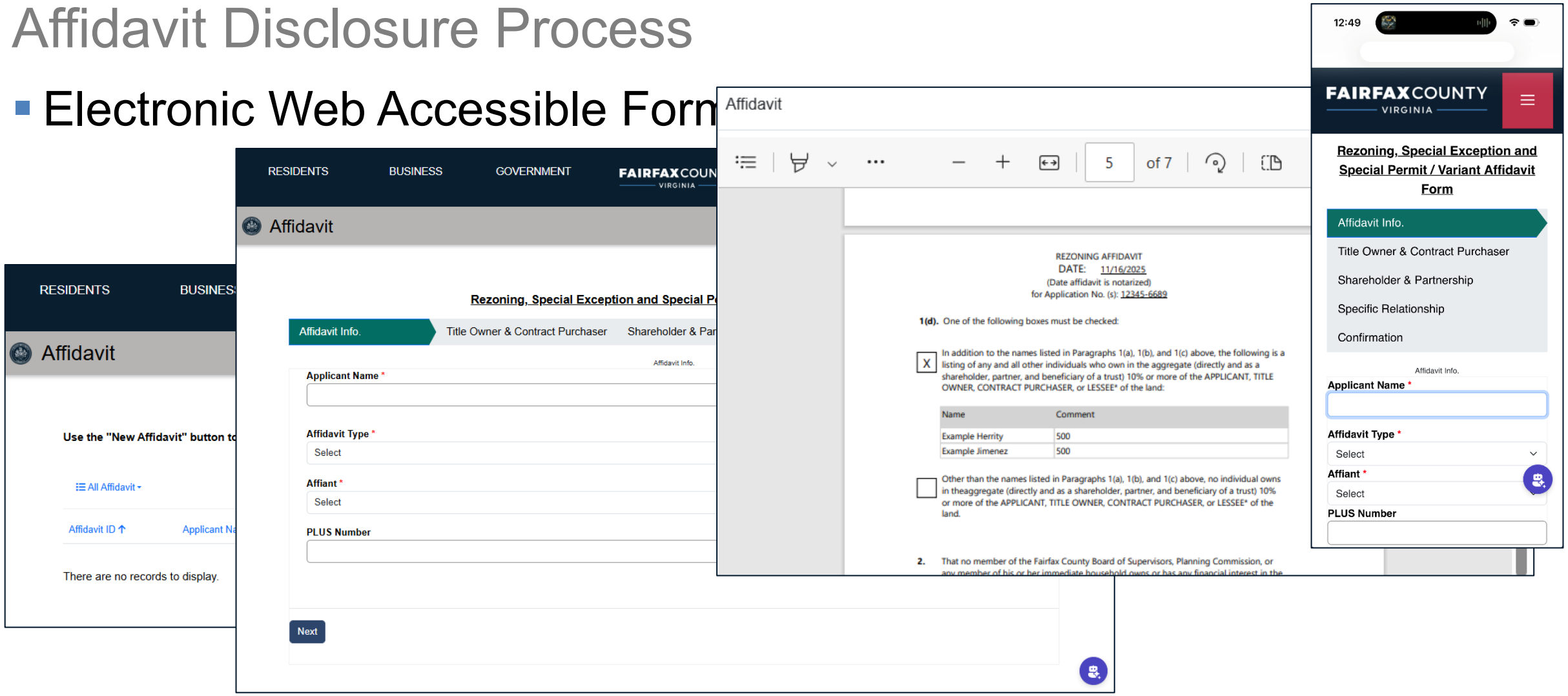
Affidavit Process

Challenges	Actions	Outcomes
• Handwritten affidavits • Current process leads to increased human error • Manual burden placed on staff • Process cumbersome	• Biz-Tech Team Established ➢ DPD, OCA, DIT • Process discussions & process engineering • Agile application development	• Web based form • Stepped through electronic process • Easy data entry • Web based assistant

Increased Efficiency

Affidavit Disclosure Process

- Electronic Web Accessible Form



Update on Joint BOS/FCPS Board IT Committee

Ellicia Seard-McCormick, Deputy County Executive for Administration
Matt Harrison, Chief Information Officer, DIT
Maura Power, Chief Technology Officer, DIT

Joint BOS & FCPS Technology Committee

- **Improving Operational Efficiencies**

  Streamlining IT operations by leveraging shared services, thereby reducing redundancies and enhancing productivity

- **Identifying Cost Savings**

  Conducting thorough reviews of current IT expenditures to find opportunities for cost reduction while maintaining a focus on effective service quality and delivery, innovation, and security for our customers.

- **Optimizing Resource Utilization**

  Ensuring that any program expansions are achieved through the effective use of existing fiscal resources, resulting in net cost reductions

Joint BOS & FCPS Technology Committee

- Technical Working Group Identified within both County IT and FCPS IT Teams
- Discussion and Focus Areas Include:
  - Technology Facilities & Data Centers
  - Technology Platforms and Applications
  - Networking Monitoring and Security
  - IT Processes
  - Emerging Technologies
- Report Delivery by end of March 2026