Fulton County Information Technology

Board of Commissioners Technology Update

Glenn Melendez, Chief Information Officer
Re: Board Item #21-0097

February 17, 2021

FULTON COUNTY

Agenda

- Strategic Areas of Focus
- Technology as an Enabler – By the Numbers
- Strategic Framework for Innovation
- Questions

FULTON COUNTY

GOAL

Strategic

Areas of Focus

- Enhance Citizen Engagement
- Modernize Application Footprint
- Mature Cyber Security Posture
- Legacy Infrastructure Upgrades

Citizen Engagement

- Deployed a Modern / Services-Driven Web Presence
- Engaged Citizens with the Fulton Votes Mobile App.
- Deployed HHS Services Locator
- Upgraded Library Web Presence with Enhanced Media Catalog

Application Modernization

- Launched O365
- Migrated Agenda Management System to the Cloud
- Migrating Legacy Workforce Management System to the Cloud
- Deployed Digital Recording to the Cloud – Courts

Infrastructure Upgrades

- Creating greater capacity by upgrading Network; Wireless; and Fiber infrastructure
- Upgrade server footprint ensuring supportability of the existing operating systems
- Standardize end-point refresh cycle replacing computing devices 10+ years old

Advance Cyber Threat Detection

- Partnership with Georgia State University
- Cyber Center of Excellence – Recognized by NACO and ACCG
- Spotlight in Georgia Trend Magazine
- Mature Cyber Tools to Advance Risk Detection/Mitigation

Technology as an Enabler - By the Numbers

Senior Services

215
Devices

Aging and Youth Services

Devices Deployed

4,447
Devices

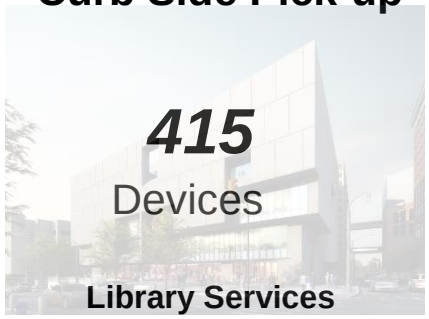
County-Wide Deployments

Video Conferencing

700+
Users

Various Departments

Curb Side Pick-up



415
Devices

Library Services

Virtual Justice

1,459
Devices

Justice Partners

Covid Response

712
Devices

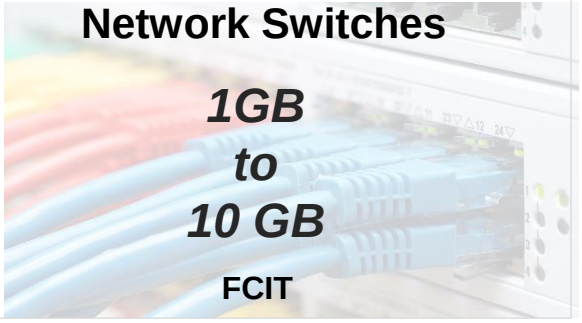
Board of Health

Your Vote Counts

425
Devices

Elections

Network Switches



1GB
to
10 GB

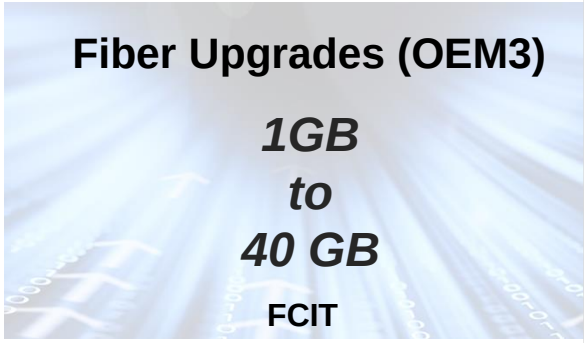
FCIT

Wireless Access Points

1,002
Replaced

FCIT

Fiber Upgrades (OEM3)



1GB
to
40 GB

FCIT

Key to Performance

Strategic

Framework for Innovation

USER INTERFACE

OPPORTUNITY MATRIX

PUSH | **PERSONALIZE** | **ANTICIPATE**

Innovation Layer

- COVID – Self-Serve: Appointments, Text to Serve, Online Payments
- Touchless Technology (Kronos)
- Mobile Solutions (HHS)
- Social Media Integration
- AI for Personalized Services
- Web Expansion – Intranet/Probate/Departmental

O365

Agenda Management | **Office Suite** | **Digital Recording**

Web Presence

Bid Board | **Kronos**

Sensible SaaS Solutions
(Resiliency)

Infrastructure

- Server Refresh
- Network Upgrade
- Physical Footprint - Restacking
- Oracle Consolidation
- Storage Redesign

Cyber Security

- Video Surveillance
- Cyber Security – COE
- Advance Security Tools
- Firewalls

PLATFORM SIMPLIFICATION

TECHNOLOGY ECOSYSTEM

VIRTUAL

FULTON COUNTY