

IT ROADMAP REVIEW

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AGENDA

- Situation – Review of IT Strategic Areas of Focus
- Sample Initiatives Delivered
- Digital Citizen Engagement – Coming Soon!
- Competitive Tech Sector
- Strategic Staffing Recommendations

SITUATION – REVIEW OF IT STRATEGIC AREAS OF FOCUS

- The FCIT roadmap consists of five (5) strategic areas of focus designed to enhance service delivery for our citizens; address aging infrastructure; and mitigate physical/cyber security threats

Enhance Citizen Engagement

Public access to services from anywhere, at anytime

Application Modernization

Gain access to the latest application features and functionality

Mature Cyber Security Posture

*Expand video surveillance systems for our citizens/
Enhance network security*

Infrastructure Upgrades

Upgrade and replace legacy infrastructure

Judicial System Enhancements

Improve service delivery for Justice Partners

SAMPLE INITIATIVES DELIVERED

Citizen Engagement

- **Upgraded technology in Assembly Hall for remote citizen engagement**
- *Developed a mobile app. for Elections providing citizens with insight to voting locations and wait times*
- *Deployed a Health and Human Services location finder providing citizens with the ability to find services “near you”*

Modernize Applications

- *Transformed County operations with video conferencing*
- **Automated property appraisals by deploying software/tablets to conduct field appraisals**
- *Replaced the County’s solicitation system*

Cyber Security

- **Improved video surveillance systems with over 2,000 cameras throughout the County with plans to add another 300 in 2022**
- *Upgraded network firewalls to ensure data security*
- *Deployed multifactor authentication mitigating unauthorized access to County systems*

Legacy Infrastructure

- **Enhanced monitoring and support of the County’s E911 system to deliver improved safety for our citizens**
- *Deployed ~5,000 computing devices as part of the county’s 1st County-wide PC refresh program*
- *Upgraded network capacity to support video conferencing and online service delivery*

Judicial System Enhancements

- **Deploying a digital evidence mgmt. system to secure and share evidence with arresting agencies**
- *Replacing aging cameras at the County Jail for first time in 20+ years*
- **Virtualized Court Rooms resulting in arraignments; DUI; and hearings being conducted digitally**

DIGITAL CITIZEN ENGAGEMENT – COMING SOON

HEALTH AND HUMAN SERVICES – MOBILE APP.



- Intuitive access to department information
- Location information with lists and map views
- Calendar and event information
- Integration with existing contact form
- Chatbot

PROBATE COURT – SCHEDULE AN APPT.



<https://www.fultoncountyga.gov/inside-fulton-county/fulton-county-departments/probate-court>

COMPETITIVE TECH SECTOR

- FCIT currently has a 33% vacancy rate while competing for talent with some of the largest companies on the planet:



"Apple is partnering with Southern Co. to develop a \$50 million tech hub at the Atlanta University Center Consortium" – *AJC*, 2021



"The \$75 million investment will create 1,500 new high-tech jobs in West Midtown" – *Office of Governor Kemp*, 2020



"Airbnb, a San Francisco-based lodging company, plans to open a new technical hub in the West Midtown neighborhood of Atlanta" – *Rebusiness Online*, 2022



"Cisco says it will expand its presence in Georgia by opening a new 700-employee office in midtown Atlanta" – *Associated Press*, 2021

- The current compensation structure places the County at a significant disadvantage for attracting and retaining talent:

Position	FCIT Salary	Market Differential (%)
End-point Engineer	\$44,087	- 70%
Network Arch.	\$66,073	- 124%
Network Engineer	\$55,487	- 90%
System Engineer	\$55,487	- 69%
CTO	\$115,212	- 77%

STRATEGIC STAFFING RECOMMENDATIONS

- Recommend leveraging professional services as part of a sustainable staffing model
- Recommend a temp-to-hire model which will aid in the recruiting of high-demand tech talent
- Align salaries to be competitive with current market conditions
- Engage an executive search firm specializing in technology to aid in filling senior level IT positions