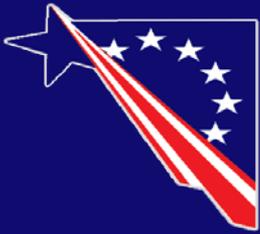


**Information Technology
Communication and Innovation Update
October 3, 2017**



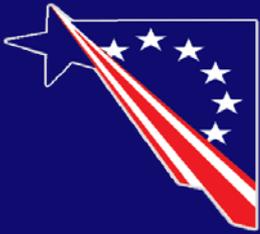
Board's Strategic Priority Excellent Customer Service

Goal: *Resiliency and Efficient Service Delivery*

Initiative: *Implementing State of the Art Technology*

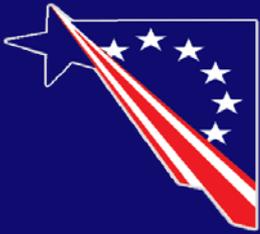
Updates:

- Financial Management System Implementation
- Update on Information Technology Initiatives
- New Library System

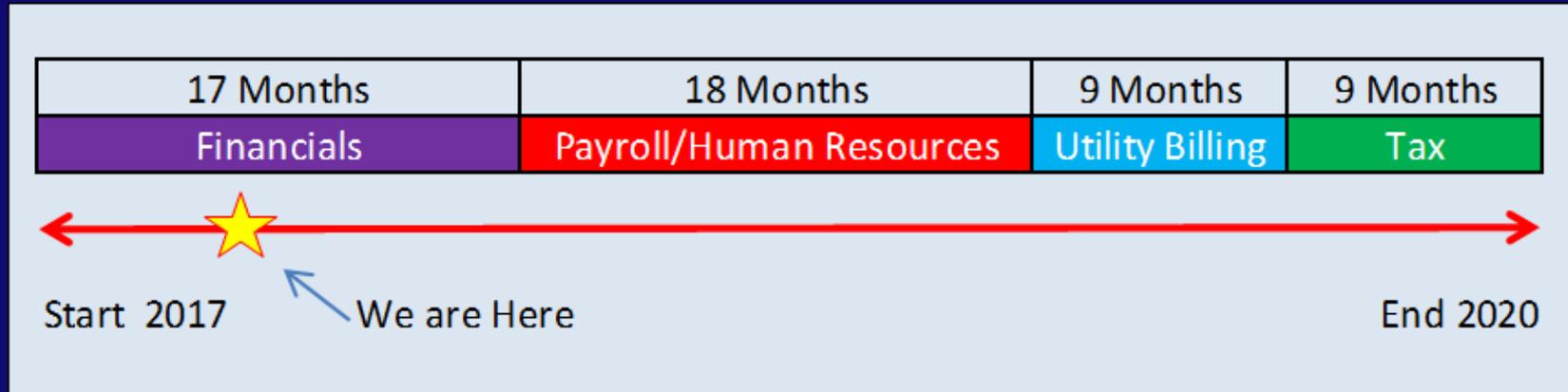


Financial Management System Implementation

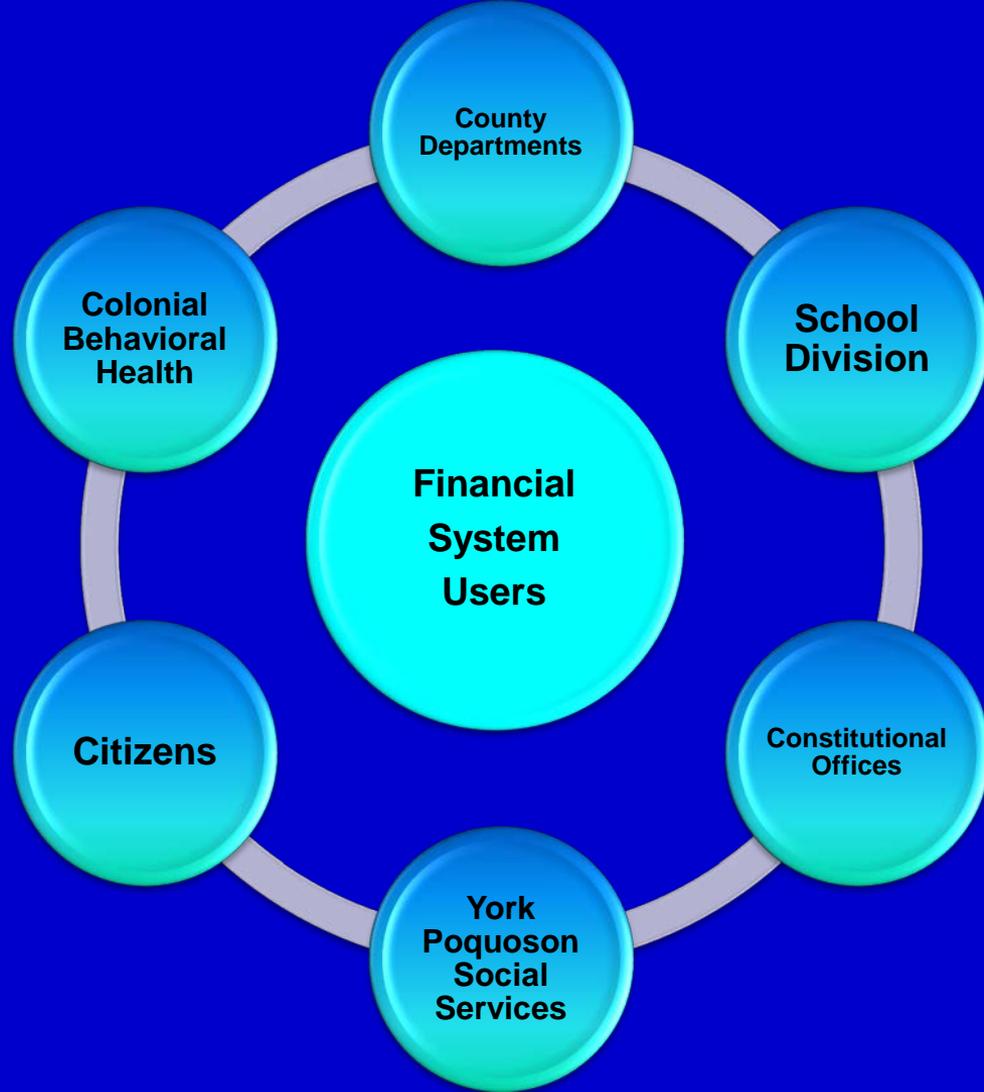
Vivian McGettigan, Deputy County Administrator
Adam Frisch, Information Technology Director

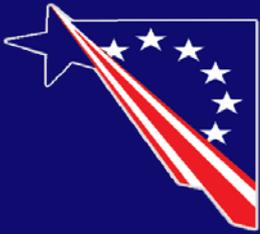


Early Stages of Project



**Most
Significant
IT Project
Undertaken
by York
County**



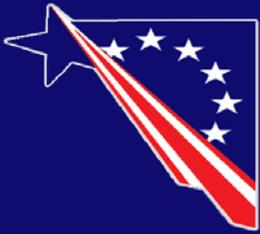


Board's Strategic Priority

Board Provides Resources to Fast Track Project:

- Accelerated the project with Board's approval
- Signed Contract in January
- Hired Financial Systems' Analyst in March

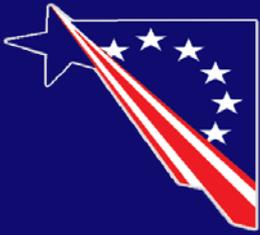




Board's Strategic Priority

- Project kicked off in March
- Servers and hardware installed
- Munis Software is installed
- Training Room completed in June
- Early stage - Over 70 training room sessions



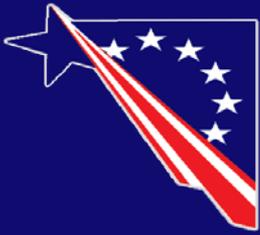


Co-Project Managers Dedicated to Munis Project

Ken
Metcalf

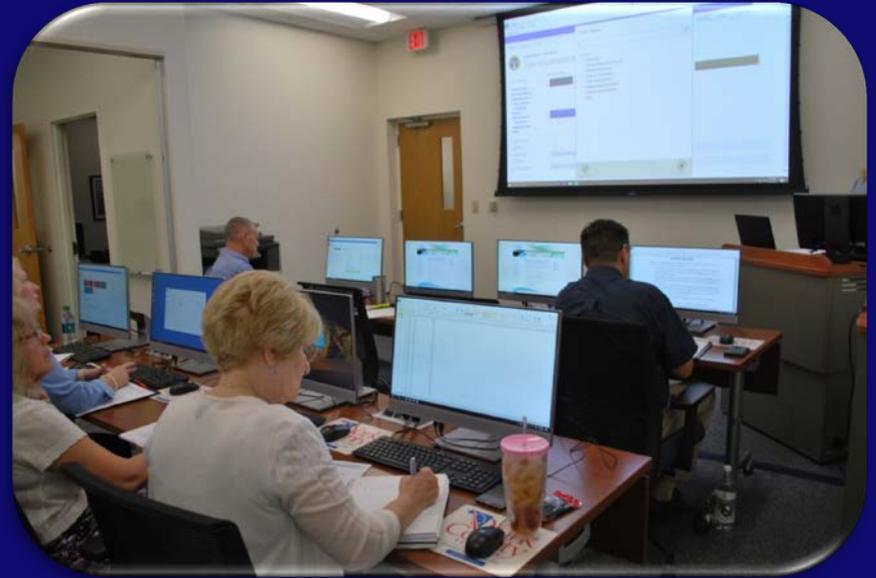
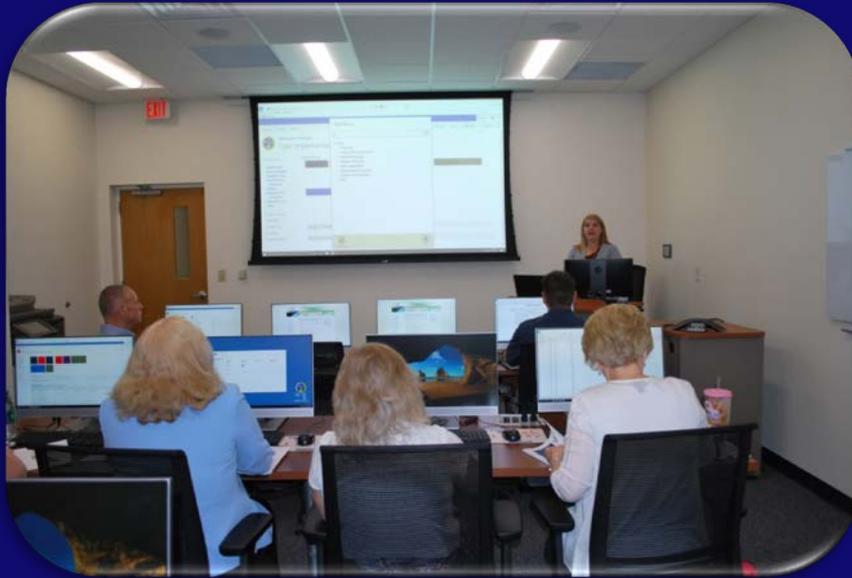


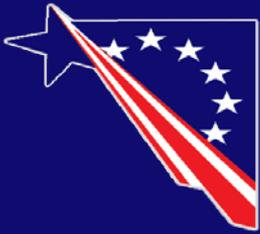
Erika
Alderman



Training Room

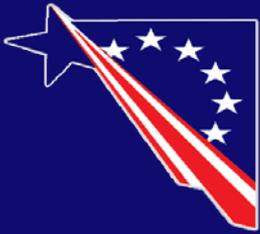
Provides Dedicated Work Space for Team





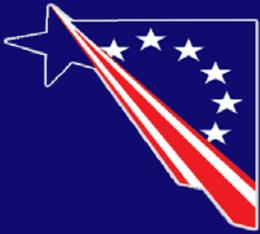
Fully Utilized on a Daily Basis





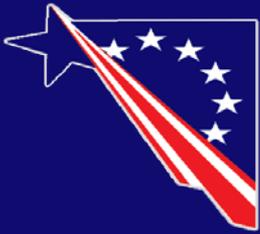
Implementation Plan

- Phase 1. Core Financials (Mar 2017 – Jul 2018)
- Phase 2. Payroll and HR (Aug 2018 – Jan 2020)
- Phase 3. Utility Billing (Jan 2019 – Oct 2019)
- Phase 4. Tax (Sep 2019 – Jul 2020)



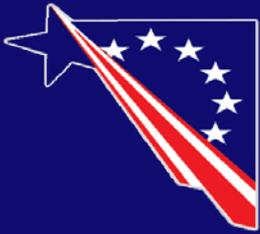
Phase 1, Financials

- General Ledger
- Budget
- Accounts Payable
- Accounts Receivable
- Bid Management
- CAFR Statement Builder
- Cash Management
- Contract Management
- Fixed Assets
- General Billing
- Inventory
- Project & Grant Accounting
- Purchasing
- eProcurement



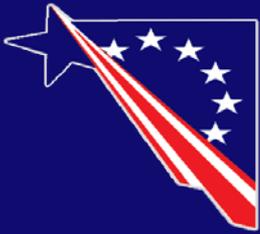
Munis Sessions

- Chart of Accounts Development
- Fundamentals reviews
- Current state analysis
- Future state analysis
- Munis best practices
- System administration training
- Conversion analysis



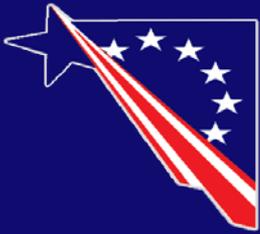
Accomplishments to Date

- **Chart of Accounts - Completed**
 - Inclusion of External Users
 - Multi-year Budgeting (Grants & CIP)
 - Simplified Fund Structure
 - Subsidiary Ledgers
- **Conversions – In Process**



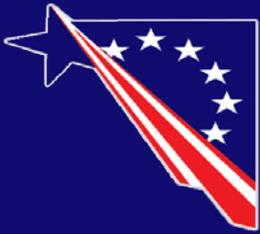
Real Estate Software Replacement

Replacing 20 year old software with
State of the Art Vision CAMA System
(Computer Aided Mass Appraisal)



Update on Information Technology Initiatives

Tim Wyatt, Deputy Director of Information
Technology



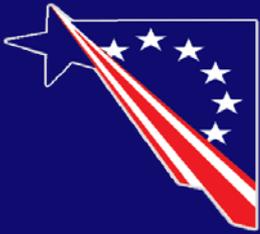
IT Updates

Communication

- Conference
- Intranet
- Helpdesk
- Tablets
- Regional

Innovation

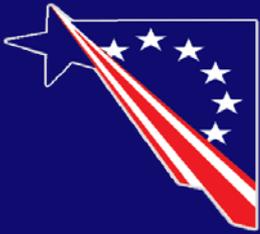
- Cloud
- Internet of Things (IoT)
- Phone system
- Emergency Operations
- Infrastructure
- Security
- Recognition



IT Updates

- Conference
 - 50+ Attendees
 - 3.5 hours
 - Average rating of 9/10
- Intranet
 - Outage coordination



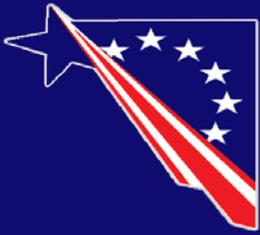


Human Help Desk

Live Person Answering Phones and Handling Help Desk Issues

- Improved Customer Satisfaction
- Fast Responses
- Efficiencies

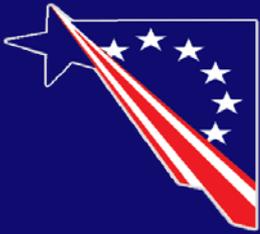




Tablet Deployments

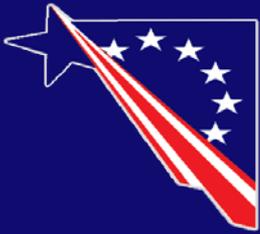
- Implementations
 - Fire & Life Safety
 - Information Technology
 - Public Works
 - Development Services
- Uses: Web, Meetings, Remote Desktop
- Positions define Mobility while Users define Hardware





Regional Influence

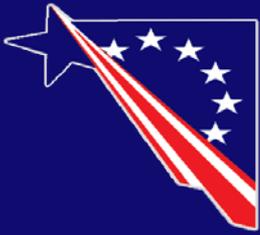
- York County School Division
- Colonial Behavioral Health
- VALGITE (Treasurer)
- Williamsburg
- Poquoson
- Social Services



Innovations

Significant Examples:

- Cloud
- Internet of Things (IoT)
- IP Office phone system
- Emergency Operations Center
- Infrastructure
- Security
- Recognition



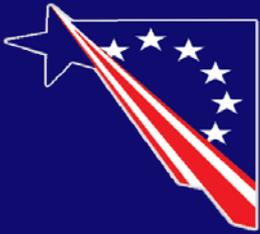
Cloud & Internet of Things (IoT)

Cloud

- Website (Public Affairs)
- Body Cameras (Sheriff)
- Library Catalog (Library)

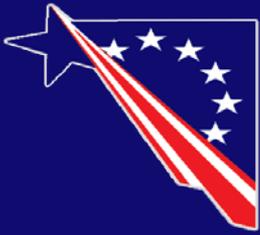
Internet of Things (IoT)





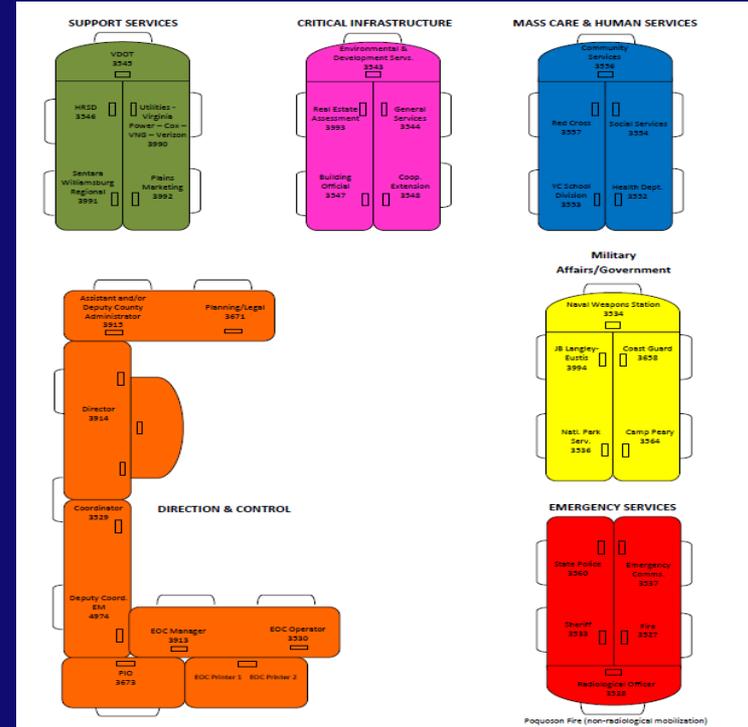
New Phone System

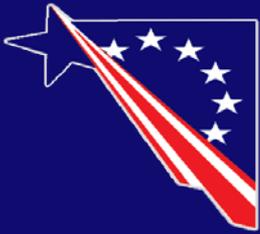




Emergency Operations Center

- 18 down to 3 Wires per table
- New VoIP Phones
- More dedicated resources
- Updated procedure
- Color coded setup

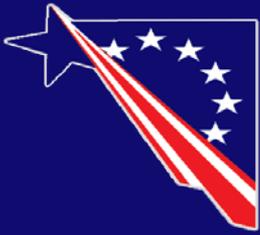




Infrastructure Enhancements

- Consolidation of 5 Data Centers
- Removal of Physical Servers, Tape Drives, Sensors, Alarms, A/C Units, etc.

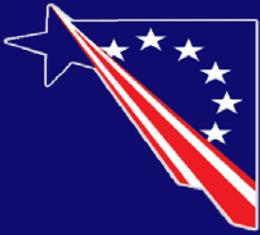




Security

Timeline of 'WannaCry' Ransomware Defense





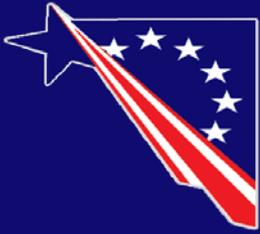
York County IT 6th in the US

- Category was 150,000 population and below
- 1-5th place winners were larger than us
- Based on: Transparency, Mobile, Engaged, Collaborative, Secure, Staffed, Connected, Efficient, Resilient, Innovation

CENTER FOR DIGITAL GOVERNMENT

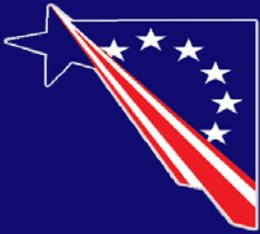


York County



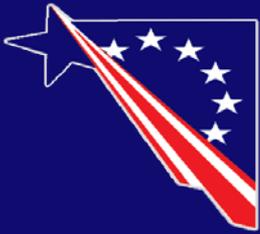
Library System

Kevin Smith, Library Director



Computing and Libraries





BLUEcloud Suite

BLUEcloud Staff



Mobile Circ
BLUEcloud Analytics
Universal Admin
Cataloging
Circulation
Acquisition
Serials

BLUEcloud Marketplace

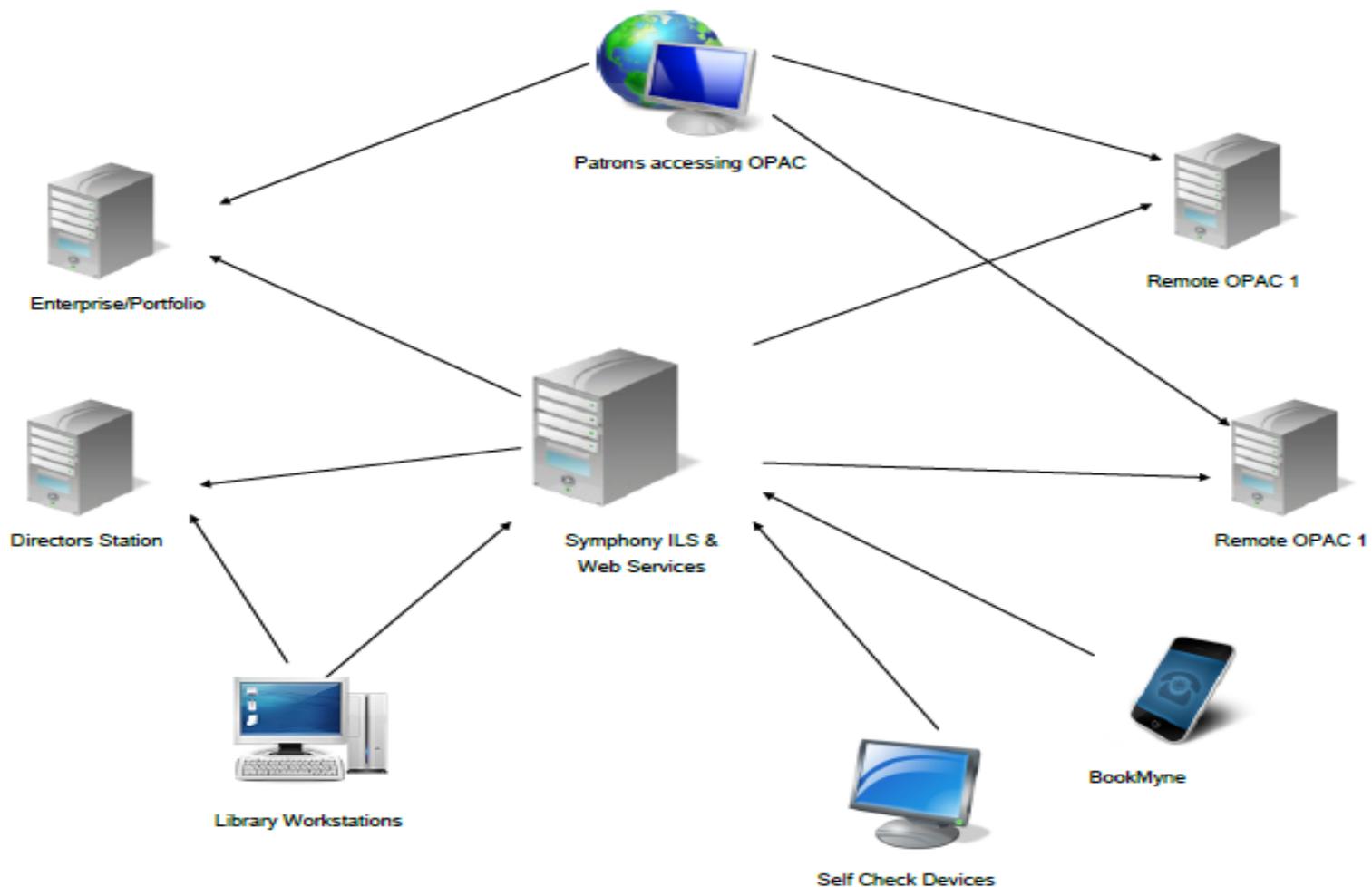


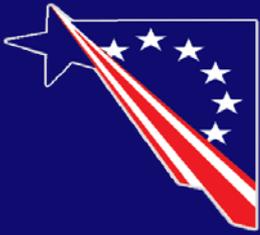
eResource Central
Global Vendor Access
Global Title Lists

BLUEcloud Discovery



Enterprise
Portfolio
Social Library
BookMyne





Citizens Accessing the Library System

The screenshot shows the York County Public Library Website interface. The browser address bar displays https://york.ent.sirsi.net/client/en_US/default?dt=list. The website header includes the York County Virginia logo and navigation links for "Log In", "My Account", and "My Lists". A search bar is present with a dropdown menu set to "Everything" and "All Fields".

On the left side, a red arrow points to the "New Materials" section, which lists:

- New Audiobooks
- New DVD
- New Fiction
- New Large Print
- New Music
- New Nonfiction

Below this is a "Spotlight" section with links to "Amazon: Best of 2016", "Amazon: Best of 2016 (Teens)", and "Amazon: Best of 2016 (Kids)".

The main content area displays search results for "New York Times Best-Seller Lists - Hardcover Fiction". The primary result is for the book "Camino Island" by John Grisham. The book cover is shown on the left, and the following details are listed on the right:

- Title: CAMINO ISLAND
- Author: John Grisham
- ISBN: 9780385643026
- Rank (Last Week): 10 (0)
- Book Review

A "Find In My Library" button is located below the book details. To the right of the book details is a "Hours of Operation" section:

Hours of Operation:
10 a.m. to 9 p.m. M-Th
10 a.m. to 6 p.m. F
10 a.m. to 5 p.m. Sa
1 p.m. to 5 p.m. Su

Below the hours is a "LOCATIONS" section:

LOCATIONS:
Tabb Library
100 Long Green Blvd.
Yorktown, VA 23693
Information: 757-890-5100

Yorktown Library
8500 Geo. Wash. Mem. Hwy.
Yorktown, VA 23692
Information: 757-890-3377

At the bottom of the search results, a carousel of book covers is visible, including titles by J.D. Robb, Lisa Fiedler, Catherine Doyle, Sue Grafton, and John Grisham.

At the bottom of the page, there is a link to the "York County Public Library Website".

Accessing Electronic Books

Library | York County, VA Search Results for silva

Limit Search Results 12 Results Found

Only Show Available

Narrowed by:

- + Electronic Format: ADOBE EPUB, KINDLE, OVERDRIVE LISTEN

Author

- Silva, Daniel (12)
- Guidall, George (5)

Subject

- Fiction (12)
- Thriller (11)
- Suspense (3)
- Literature (1)
- Mystery (1)

Publication Date

- 2013 (2)
- 2014 (2)
- 2015 (2)
- 2016 (2)
- 2017 (2)

More View All

Language

- English (12)

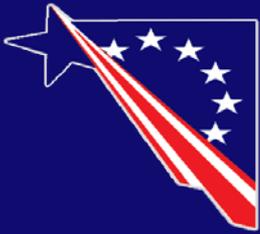
Electronic Format

- ADOBE EPUB (7)
- KINDLE (7)
- OVERDRIVE LISTEN (5)

Select An Action Sort By:

- 1. House of Spies**
by Silva, Daniel
Format: [icon]
Electronic Format: HTML, KINDLE, ADOBE EPUB
Excerpt: House of Spies Silva, Daniel
Available: 0
Buttons: Google Preview, Preview, Place Hold
- 2. House of Spies**
by Silva, Daniel
Format: [icon]
Electronic Format: OVERDRIVE LISTEN, MP3
Excerpt: House of Spies Silva, Daniel
Available: 0
Buttons: Preview, Place Hold
- 3. Portrait of a Spy**
by Silva, Daniel
Format: [icon]
Electronic Format: HTML, KINDLE, ADOBE EPUB
Excerpt: Portrait of a Spy Silva, Daniel
Available: 1
Buttons: Google Preview, Preview, Download
- 4. The Fallen Angel**
by Silva, Daniel
Format: [icon]
Electronic Format: HTML, KINDLE, ADOBE EPUB
Excerpt: The Fallen Angel Silva, Daniel
Available: 1
Buttons: Google Preview, Preview, Download

HTML Kindle ADOBE EPUB



Extensive eBook Selections

Showing 1-24 of 1,000 results

Sorted by popularity (libren)

Most popular

Availability: All titles, Available now

Audience

Date added

eBooks

Subject: Fiction (732), Thriller (315), Romance (299), Suspense (240), Mystery (210), Literature (163)

Interest Levels

ATOS Levels

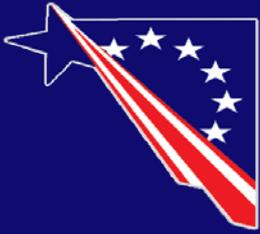
Lexile® Measures

Text Difficulty

More

Title	Author	Availability	Format	Action
The Zookeeper's Wife	Diane Ackerman	Wait List	EBOOK	PLACE A HOLD
House of Spies	Daniel Silva	Wait List	EBOOK	PLACE A HOLD
This Is Where It Ends	Marieke Nijkamp	AVAILABLE	EBOOK	BORROW
The Whistler	John Grisham	Wait List	EBOOK	PLACE A HOLD
Hillbilly Elegy	J.D. Vance	Wait List	EBOOK	PLACE A HOLD
The Girl on the Train	Paula Hawkins	Wait List	EBOOK	PLACE A HOLD
Same Beach, Next Year	Dorothea Benton Frank	Wait List	EBOOK	PLACE A HOLD
Hidden Figures	Margot Lee Shetterly	AVAILABLE	EBOOK	BORROW

https://yorkcountynyva.everdrive.com/media/2214083

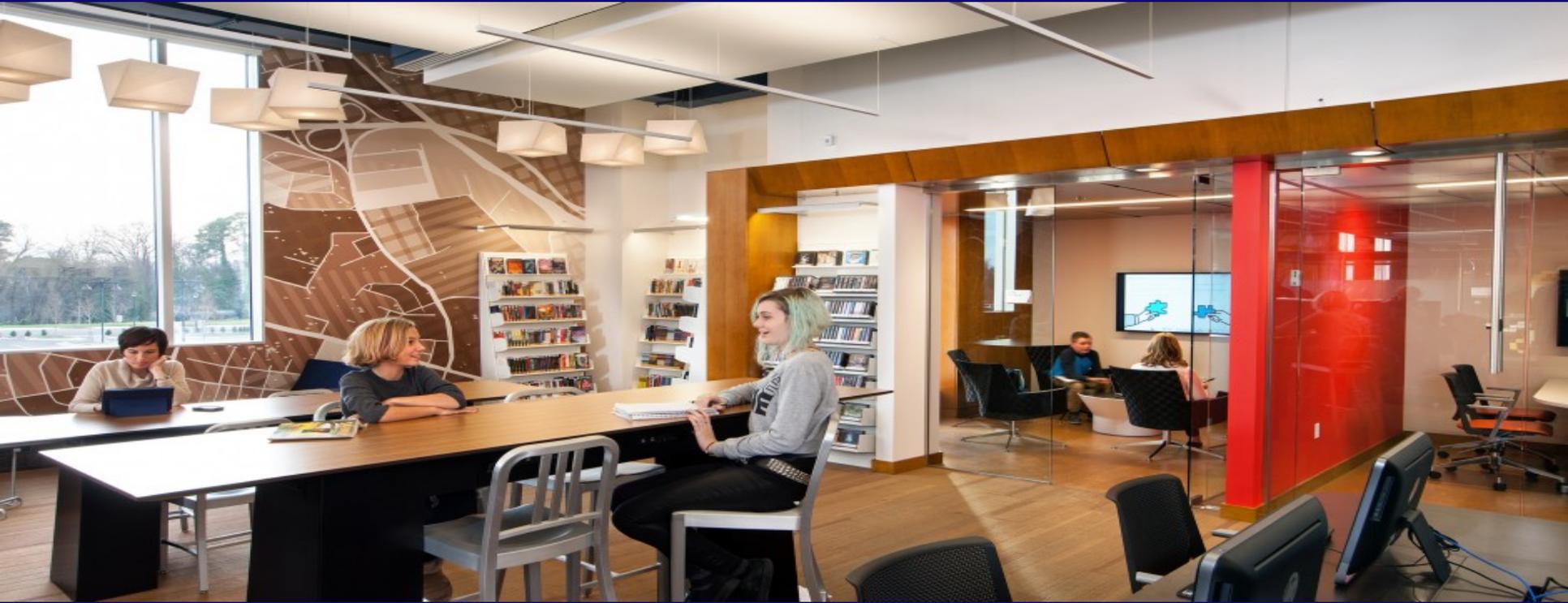


A Glimpse at Modern Virginia Libraries

Natural Lighting



Collaboration Space



Inviting Environment



Flexible Spaces for Life-long Learning



Providing Citizens with Access to Technology

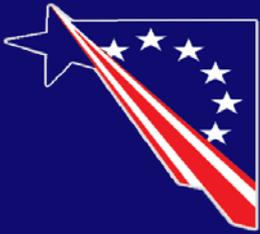


Flexible Auditorium



Reconfigurable Space





**Information Technology
Communication and Innovation Update
October 3, 2017**