



# OFFICE OF INFORMATION TECHNOLOGY

## FY 2022

New *'Normal'*.... The Future is here!



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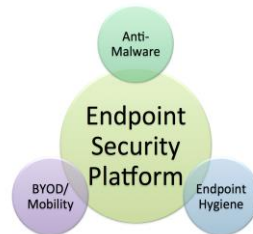
*"All roads lead to OIT"*





# THEMES

- **Accelerated demand** precipitated by the COVID-19 pandemic for **technology** across the board to deliver services safely - virtually and digitally (*digitizing documents, developing portals, data analysis, expanded teleworking and secure access*).
- **Performance Management** technologies
- **Cyber Security** – keeping up
- IT Agency - **Optimize** use of positions and contractors with agile evolution of technical skills
- **Strengthen IT Infrastructure** and Data Storage environment
- CapX to OpX

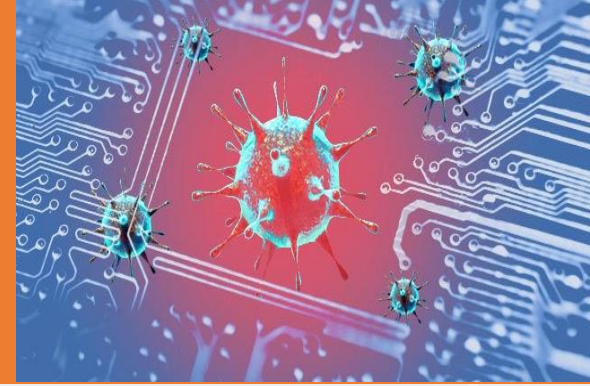




# ACCOMPLISHMENTS

## COVID-19 TECH RESPONSE

IT Performed Remotely and Pivot fast!



- Expanded capacity to support the County's remote workforce expanding Virtual Private Networks (VPN)
- Enhanced Cyber increasing 24 - hour monitoring; increasing coverage from 5,000 endpoints to 7,000 endpoints due to increased teleworking
- Deployed over 500 new laptops for agencies who had desktop towers at their offices so their employees could telework
- Developed 12 new WEB applications for COVID-19 relief programs and other on-line forms so the public and teleworkers can engage virtually (Rent Relief, Hotel assistance, Small Business loans, Meals distribution, Child Care, etc.)
- Set up multiple testing and vaccine sites
- Implemented Geographic Information Systems (GIS) data visualization tools for COVID tracking; and other GIS development for various agencies
- Expanded use for DPIE and DPWT Street Imagery to remotely inspect, analyze and complete assignments
- Expanded teleconference bridges, Microsoft TEAMS, Zoom and other virtual meeting space tools county-wide
- Implemented e-Signature platform.
- Upgraded the County Intranet, a vital tool for employees to receive information and perform certain transactions.

# ACCOMPLISHMENT HIGHLIGHTS (CONT'D)

**Updated IT Infrastructure:** transitioned email and office productivity system to Office 365 (in the cloud) reducing on premise server and storage; added virtual meetings and collaboration tools; implementing modern telecommunications circuits that expand internet protocol and teleworking capabilities (*this was jump started with CARES funding*), and implemented new **Cyber Security Awareness** training.

**Completed plan for relocating OIT Data Centers** to CBB commercial environment providing better systems environment, capacity management, redundancy and monitoring. (*This includes the central data center in the Largo Government Center and the ERP system spread in several data centers in other states*).

**Enhancement of IT expert leadership:** re-organized management over Applications, web and data architecture and GIS: new CISO hire pending.

Plan for **WEBSITE** hosting, redesign architecture and content management system

**Technical Advisement and System Integration** for several agencies systems including Momentum, Ariba (SPEED), NeoGov., Health Dept OCHIN, and others.

**3-1-1** - Completed development of the new OCR 3-1-1 application (go live in June)



**Awards: CIO for Prince Georges County** won national competition **Local Smart Awards** - Golden Government Information Technology executive of the year category November 2020





# IT TRENDING

## Strategic Planning Assumptions

### 2020 – 2021

- unprecedented speed of digital transformation in to satisfy remote working, education and new social norms presented lockdowns and social distancing. CIOs have a balancing act to perform — saving cash and expanding IT

### 2021 – 2022

- With the economy returning to a level of certainty, companies are investing in IT in a manner consistent with expectations for growth, not current revenue levels. (For government this means a new view of resource allocation and government service provisioning)
- Enterprise software is expected to have the strongest rebound (8.8%) as remote work environments are expanded and improved. Devices segment will see the second highest growth in 2021 (8%)

### 2022

- At least 40% of new application and data development projects will have artificial intelligence attributes
- 30% of organizations using AI for decision making will contend with shadow AI as the biggest risk to effective and ethical decisions
- Returning global recovery back to 2019 spending rates will not occur until 2022

### 2024

- Businesses/organizations will be forced to accelerate digital business transformation to survive in a post-COVID-19 world

# Top Strategic Technology Trends for 2021

This year's trends fall along three themes: People centricity, location independence and resilient delivery.

- **People centricity:** Despite the pandemic changing how many people work and interact with organizations, people are still at the center of all business — and they need digitalized processes to function in today's environment.
- **Location independence:** COVID-19 has shifted where employees, customers, suppliers and organizational ecosystems physically exist. Location independence requires a technology shift to support this new version of business.
- **Resilient delivery:** Whether a pandemic or a recession, volatility exists in the world.

Organizations that are prepared to pivot and adapt will weather all types of disruptions. As always, these strategic technology trends do not operate independently of each other, but rather they build on and reinforce each other. Together they enable organizational plasticity that will help guide organizations in the next five years.





# COUNTY FORWARD **IT** OPPORTUNITIES & OTHER DRIVERS TO ACHIEVE **VIRTUAL** GOVERNMENT

## Recommendations

- Data-Driven Solutions to rethink how the County serves citizens
- Going Paperless - Digitization of Documents - transition from the use of hard copy documents to better enable remote work
- Modern Electronic Records Systems
- Broadband and Internet
- Mass Communication and Notifications
- Leverage GIS technology visualize and map location based data

Process Automation | Artificial Intelligence

## Must

- Get rid of older, arcane operational practices and associated procedures
- Conduct business process redesign before implementing technology
- Modernize Remote Work Culture and Policies
- Recognize and accept risks based on innovation realities (*value proposition*)
- Establish investment strategy
- Update technology impacting legislation



# CHALLENGES

- Cyber-security a persistent threat
- IT infrastructure health
- Lagging
- IT expert skills and recruitment - talent pool and competition realities in hot market
- Agency silo processes and **Legacy process impediments**
- **Subterranean** projects and requests
- Prioritization and Readiness
- **Coordination with OIT upfront**
- Leverage IT platforms across agencies and awareness of shared resources
- External System Connections
- ERP evolution and market forces
- **Data Storage**







# FY 2022 PRIORITIES

- User Experience, Public Engagement & e-Commerce:
  - Redesign WEBSITE
  - Enterprise Social Media
  - Mobility
  - Open Government/Transparency
- Data Driven Decisions
  - Open Data/Transparency
  - OpenGov Budgeting and Performance
- IT Infrastructure –
  - Data center
  - ERP transformation
  - Cloud vs Prem.
  - Extending county Internet access to the home
  - Data Storage
- Transformation – business model, culture, alignment

## 4-Step Process to Identify Opportunities for Smarter Spending





# COVID-19

New **'Normal'**

## Virtual Business Culture and Technical Footprint

