

2008-2009 Information Services Strategic Plan Executive Summary



Cobb County...Expect the Best!

Information Services Guiding Principles

- Deploy technology that provides readily available access to information at all levels of the business process.
- Improve business processes to integrate technological advances, achieve value through coordinated enterprise solutions and streamline business functions.
- Adhere to technology standards that facilitate decreased costs, increased flexibility and interoperability.
- Partner with customers to meet their business requirements.
- Implement solutions that reuse technology through enterprise solutions.
- Utilize IS resources to meet County objectives and utilize outside resources as needed for augmentation.
- Maintain current technical and managerial skills among IS staff through training.

Information Services Goals

- Provide a sound technology infrastructure
 - Provide effective communications for employees
 - Continue upgrade network speed and performance to maximize efficiency
 - Develop disaster recovery plan
 - Improve mobile worker capability
- Identify best technology solutions
 - Identify opportunities for enterprise wide technology improvements
 - Streamline data gathering, analysis and gathering
 - Maximize employee efficiency by providing current, support tools
 - Identify future technology needs
 - Identify best technology solutions
- Maintain a highly skilled and customer focused staff
 - Maintain high level of customer satisfaction
 - Excel at service delivery
 - Maximize employee knowledge base
 - Implement business continuity plans
- Focus on effective communication
 - Develop new methods for citizen communication with Cobb County government
 - Provide the opportunity for countywide input to technology direction
 - Maintain open communication with all departments

Project Summary

- 311 - County Wide call center with Customer Relationship Manager - December 2009
- Accela - Complete operating system for Community Development - December 2008
- Advantage Upgrade - Financial and HR operating system - December 2008
- Cobb Addressing Repository - Central database for all county addresses - July 2009
- GIS Base Map Update - Annual updating of GIS base maps - December 2008
- Imaging - Upgrade and expanded implementation of imaging solution - October 2008
- RMS Replacement - Complete Records Management System for Police & Sheriff - August 2009
- Voice Over IP - Convergence of Voice and data networks - May 2008
- Water CMMS - Computerized Maintenance Management System for all Water assets - Nov 2008
- Web Initiative - Development of full service web portal - Prototype to be completed by January 2009