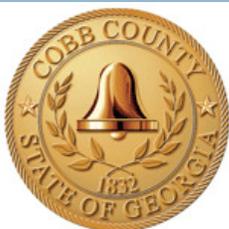


Cobb  
County  
Information  
Services  
Strategic  
Plan  
2008/2009



*Cobb County...Expect the Best!*

# Table of Contents

Chairman’s Message .....	3
IS Director’s Message .....	4
Cobb County Mission.....	5
IS Vision .....	7
Guiding Principles ... ..	8
Cobb County IS Goals.....	9
Cobb County IS Initiatives.....	14
Future Technologies .....	15
Appendix A: Strategic Planning Process.....	16
Appendix B: Governance Policy .....	18
Appendix C: Organization.....	23
Appendix D: Financial Summary .....	26
Appendix E: Infrastructure Summary .....	28
Appendix F: Application Summary .....	33
Appendix G: Project Summary .....	49



# Chairman's Message

The Cobb County Board of Commissioners is always seeking ways to innovate and provide outstanding services to the residents of Cobb County. Innovation is not just providing new services, but expanding while maintaining the lowest tax rate in the Atlanta area. Updated technologies are a key resource to achieving this goal.

The expanded web portal is one initiative capitalizing on technology to expand services to Cobb County residents. When the expanded web portal is completed in 2010, Cobb County residents will have access to an increased number of “self service” opportunities.

A new 311 Call Center will provide additional accessibility to information and services. The 311 Call Center will be built on the latest in customer relationship management software. The use of new technology will allow for consolidated call functions throughout the county and improved service delivery based on emerging trends identified in call data.

By implementing the latest in proven technologies, Cobb County remains focused on providing service improvements. With this Strategic Plan, Information Services lays the foundation for a fiscally conservative approach to building a sound technology infrastructure that contributes to efficient service delivery in Cobb County.

Chairman Sam Olens



*Cobb County...Expect the Best!*



**Paul Ruth**  
Information Services Director

# IS Director's Message

Since the last update to the Strategic Plan, the Cobb County Information Services (IS) Department has focused on aligning IS and technology initiatives with the business focus and vision of the Cobb County Board of Commissioners. IS has worked to identify opportunities to provide countywide solutions to technology needs. As these past goals have been fulfilled, the future of IS has emerged. This Strategic Plan identifies the future IS role toward helping the Cobb County Board of Commissioners meet their goals of fiscal conservatism, manageable growth, customer focus and sound infrastructure.

Developing the Strategic Plan required input from across the county. First, a complete inventory of all current capabilities and technologies was conducted. Future requirements were also identified. The future IS strategy was developed after identifying opportunities for improved service delivery. The business processes most likely to gain from improved technologies will then be prioritized according to the newly implemented governance policy. More details on the planning process and the governance policy are located in Appendix A and Appendix B respectively.

The IS goals contained in this Strategic Plan are a product of the Board of Commissioners' goals and an IS effort to implement proven and effective technologies. The success of this process was recently realized with the rollout of a countywide Voice Over IP. The single architecture with both voice and data communications substantially reduced recurring telephone charges and maintenance expenses.

By following the lead of the Board of Commissioners, IS indeed has the ability to transform the way business is conducted in Cobb County. This Strategic Plan reveals the future of IS. Cobb County is ready to meet the future by providing affordable, sound technology that meets the needs of a growing and changing customer.

Paul Ruth, Information Services Director

# Cobb County Mission

The mission of the Cobb County Board of Commissioners is to help make Cobb County the best place to live, work and play through efficient, effective and responsive government that delivers quality services.

Each year the Commission Chairman delivers a State of the County report to the Cobb County Chamber of Commerce. Chairman Olens closed his 2008 address by emphasizing the need to be “a complete community...we need to constantly improve and constantly seek new solutions.” This challenge and the priorities of the Board of Commissioners provide the framework for the Information Services Strategic Plan.

The priorities of the Board of Commissioners can be grouped into four general topics: fiscal conservatism, building for success, managing growth and sound infrastructure.

## Fiscal Conservatism

The county continuously strives to be prudent stewards of county resources. Cobb County is committed to ensuring high value services for tax dollars collected from residents and businesses. Maintaining low tax rates and a “triple A” by three bond rating agencies strategically position Cobb County to lead a fiscally conservative government.

## Customer Focus

Cobb County strives to be an open, accessible and responsive government. Addressing the growing needs of a changing population is paramount to future success. To meet the needs of this diverse population, Cobb County plans to empower and support employees to continuously improve the delivery of customer services and encourage the innovation of new services.

## Manageable Growth

The Board of Commissioners is determined to make Cobb County the preferred place to live, work and play. Ensuring quality growth, redevelopment and a community rich in culture and recreation are key to further economic development.

## Sound Infrastructure

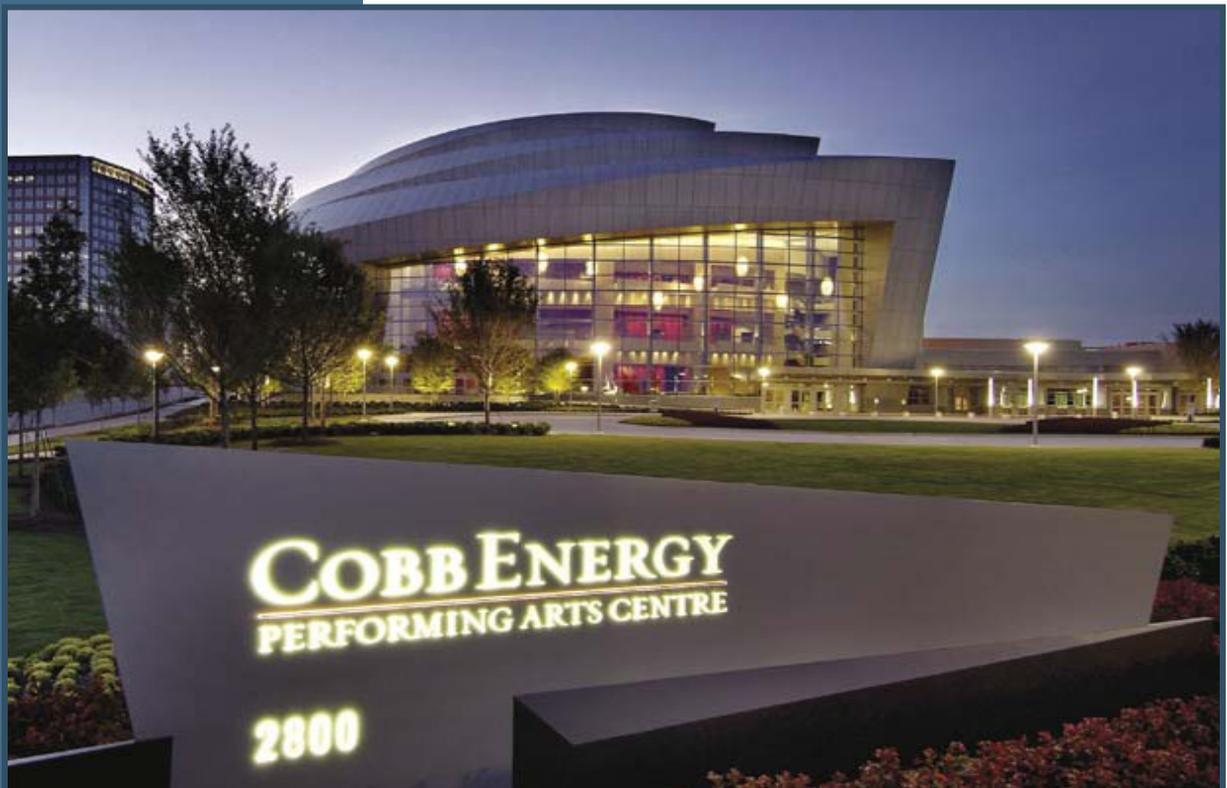
It is imperative that all agencies within Cobb County are prepared for the future demands for services. Public safety, transportation and water are just a sample of the services impacted by the future growth of Cobb County.

The four priorities described above provide the framework for the IS Strategic Plan. The previous plan identified changes necessary to transform IS into a business partner. This plan identifies the future role of IS as a business partner to implement the technologies needed to help Cobb County “constantly improve and seek new solutions.”

# IS Vision

To deliver effective and efficient information technology solutions providing citizens, the business community and County staff with convenient access to appropriate information and services.

The vision of Cobb County Information Services is a product of the mission of the Cobb County Board of Commissioners. In order to support the priorities of fiscal conservatism, customer focus, manageable growth and sound infrastructure, IS needs to partner with departments to identify leading edge technologies that streamline business processes and support customers' needs.



# Guiding Principles

In order for IS to successfully support leading edge business solutions, IS needs to adhere to principles that promote the development of the IS vision.

- 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.

# Cobb County IS Goals

The Cobb County IS goals are driven by the mission of the Cobb County Board of Commissioners. The goals were developed with the mission in mind. Before developing these goals, an analysis was conducted of current business processes supported by IS. Ten primary business processes were identified. Each of the business processes depends on applications and systems supported by IS. The current and future needs of each business process were identified.

In order to fulfill the Board of Commissioners' mission to deliver quality services efficiently, effectively and responsively, the following IS goals were identified:

**Goal 1** Provide a sound technology infrastructure.

**Goal 2** Identify best technology solutions.

**Goal 3** Maintain a highly skilled and customer focused staff.

**Goal 4** Focus on effective communication.

Cobb County Information Services began a transformation in 2005 from a service provider to a business partner. The goals above continue the transformation that allows IS to focus on leading strategic direction and ensuring proper technology utilization.



# Goal 1 Provide a sound technology infrastructure.

Information Services remains focused on providing a reliable communication and computer infrastructure foundation on which to efficiently conduct County business operations today and in the future. Not only is expansion of infrastructure necessary, but also a regular replacement schedule to keep systems updated. With an increased reliance on technological solutions to improve business processes, IS must continuously advance risk aversion tactics that protect network stability.

## Strategies

## Targets and Metrics

Provide effective communications for employees.

- Upgrade email system by September 2009
- Complete implementation of Voice Over IP by May 2008

Continue to upgrade network speed and performance to maximize efficiency.

- Expand enterprise backup system to meet the growing daily backup demands by August 2009
- Replace aging Windows servers
- Consolidate server instances by deploying virtualization of Windows servers by August 2009
- Expand Storage Area Network for storage virtualization by August 2009

Develop disaster recovery plan.

- Assess disruption vulnerability
- Develop readiness plan
- Test plan by September 2009

Improve mobile worker capability.

- Expand wireless infrastructure
- Identify additional locations for “hot spot” expansion
- Identify and provide for mobile wireless connectivity

## Goal 2 Identify best technology solutions.

By working with county departments and agencies, Information Services can lead the improvement of business operations by understanding business needs and by planning, implementing, and managing the best information technology solutions available. This goal requires an ongoing dialogue between Information Services and the various county departments and agencies.

Strategies	Targets and Metrics
Identify opportunities for enterprise wide technology improvements.	<ul style="list-style-type: none"><li>• Implement county addressing repository by June 2009</li><li>• Implement AVL solution by September 2009</li><li>• Implement document management system by September 2010</li></ul>
Streamline data gathering, analysis and reporting.	<ul style="list-style-type: none"><li>• Implement Law Enforcement RMS by September 2009</li><li>• Complete implementation of Community Development business applications by December 2008</li></ul>
Maximize employee efficiency by providing current, supported tools.	<ul style="list-style-type: none"><li>• Upgrade Fuel Management system by September 2010</li><li>• Enhance Magistrate Court E-filing System by September 2009</li><li>• Upgrade tax assessment and collection system during fiscal year 2009</li><li>• Upgrade KRONOS time management system by September 2010</li><li>• Evaluate on-line juror system</li></ul>
Identify future technology needs.	<ul style="list-style-type: none"><li>• Evaluate department business processes by September 2009</li></ul>

# Goal 3 Maintain a highly skilled and customer focused staff.

With rapidly changing technologies, staff is required to continuously train and transform to be prepared for the next generation of applications and platforms. By recognizing the dynamic nature of technology, Cobb County Information Services is prepared to develop and maintain a technically skilled staff that excels in the delivery of current and emerging technology solutions.

Strategies	Targets and Metrics
Maintain high level of customer satisfaction.	<ul style="list-style-type: none"> <li>• Reevaluate service level agreements by September 2008</li> <li>• Develop and distribute a customer satisfaction survey by January 2009</li> </ul>
Excel at service delivery.	<ul style="list-style-type: none"> <li>• Provide central call center for all functions by October 2009</li> <li>• Increase first contact resolution</li> <li>• Avoid call escalation</li> </ul>
Maximize employee knowledge base.	<ul style="list-style-type: none"> <li>• Cross train communications team on converged communications</li> <li>• Provide MCDST certification for desktop support staff</li> <li>• Provide core competency training</li> <li>• Provide web technology training</li> </ul>
Implement business continuity plans.	<ul style="list-style-type: none"> <li>• Identify mission critical applications by September 2008</li> <li>• Identify required skill sets necessary for uninterrupted support by December 2008</li> <li>• Cross train staff on critical applications by June 2009</li> </ul>

# Goal 4 Focus on effective communication.

Effective communication is critical to the success of any agency. Information Services needs to facilitate the exchange of information between all Cobb County agencies and their customers. Information Services must continue internal communications about plans, projects and achievements with all customers.

### Strategies

### Targets and Metrics

Develop new methods for citizen communication with Cobb County government.

- Develop a Cobb County web portal that allows for quick communication and access to self service by September 2010
- Research the viability of a 311 call center by September 2008

Provide the opportunity for countywide input to technology direction.

- Conduct strategic planning sessions between the Information Services director and department heads twice annually
- Meet monthly with departments to identify technology needs
- Convene the Technology Advisory Board quarterly

Maintain open communication with all departments.

- Publish and distribute a monthly system availability report
- Provide countywide project status updates via the Cobb Web and the Mouse Tracks newsletter
- Generate monthly service call report for each department

# Cobb County IS Initiatives

The following timeline displays current IS initiatives and projects that fulfill the goals of the Cobb County Board of Commissioners.

County Goal	IS Initiative	2007 /2008	2008 /2009	2009 /2010	2010 /2011
Fiscal Conservatism	Enterprise wide technologies.	Address Repository, Web Portal			
	Maximize worker efficiency.	311 Initiative			
	Streamline data gathering.	Accela, Advantage, RMS			
Customer Focus	Customer satisfaction.	311, Accela, RMS, Web Portal			
	Excel at service delivery.	311, Accela, RMS, Web Portal			
	Expand employee skills.	Training			
	Contact with departments.	Cobb Web, Mouse Tracks			
Manageable Growth	Mobile worker capability.	Hot Spot Expansion			
	Future technology plan.	Business Process Assessment			
	Self service technologies.	311, Web Portal			
	Input to future technology.	Technology Advisory Board, Department Meetings			
Sound Infrastructure	Disaster recovery plan.	Recovery Plan			
	Network upgrades.	Storage Area Network			
	Communications upgrades.	Voice Over IP			
	Business continuity plan.	Continuity Plan			

# Future Technologies

There are constantly new technologies developing which have an impact on businesses and services. However, there are very few technologies which will have a substantive impact that will transform how governments provide services. Of these transforming technologies, Cobb County has begun finding ways to integrate them to provide services to its constituents.

**Social Networking Analysis-** Social networking analysis technology involves collecting data from multiple sources and analyzing that data to find new information. Many public websites bring people together with common concerns, values or interests. This technology has the ability to gather support or seek feedback regarding government services and programs from those websites. Utilizing this technology is the focus of Cobb County's Web Initiative. This project will give constituents the ability to interact and receive government services quickly and easily in a manner that is tailored to their needs. Through these web services, Cobb County will be able to gather information regarding the relevance of county projects and proposed initiatives.

**Wikis** - Many people are familiar with the most well known example of this technology which is Wikipedia.org. This technology is simply a system of collaborating information and links to other associated information onto one site. Wikis offer the ability for an organization to manage projects, offer a site for research on common issues and share information across an organization. This technology also increases the speed at which information is shared across a geographically expansive organization. For these reasons, the Cobb County Library department is using Wiki technology to create a site for their employees to share common experiences, problems and solutions.

**Business Process Management (BPM)** - BPM is not about technology, but is a collection of management theories which recommends organizations shift to more process-centric thinking and away from product-centric structure. The goal of BPM is to increase an organization's responsiveness to the ever-changing needs of its customers. Cobb County's Information Services Department has embraced this process as a way to serve its customers more effectively. Instead of simply focusing on technology, the IS department has committed itself to understanding the business drivers which utilize technology. They have invested themselves in developing relationships with the

organizations they support so they can have an understanding of the business and gain insight on where emerging technologies can have the largest impact on that business.

**Other Future Technologies** - Another transforming technology in government is Radio Frequency Identification (RFID). This technology allows for transfer of information between a tag and reader. This technology has huge implications in the tracking of expensive assets. An additional technology on the horizon is whole-of-government Enterprise Architecture which involves common IT architecture across different agencies or tiers of government. This is different from the more mature technology of packaged enterprise resource planning (ERP) applications. Usually geared towards administrative functions of the government, Cobb County already utilizes an ERP solution for their finance, human resources and purchasing functions.

These and other technologies and their future impact are best seen in this grid.

Source - Gartner "Hype Cycle for Government Transformation, 2007"

Publication Date: July 11 2007/IDNumber: G00148741

**Figure 2. Priority Matrix for Government Transformation, 2007**

benefit	years to mainstream adoption			
	less than 2 years	2 to 5 years	5 to 10 years	more than 10 years
transformational		Mashup Radio Frequency Identification in Government Wikis	BPM for Government Cross-Agency Case Management in Government SOA	
high		Advanced Analytics (Government) CDI Hub Enterprise Instant Messaging Location-Aware Applications Social Network Analysis	Open-Source Public-Sector Vertical Applications Whole-of-Government Enterprise Architecture XML in Government	
moderate		Enterprise Content Management for Government Federated Identity Management Packaged ERP for Government RSS for Government		
low		Public-Access Wireless Internet	Biometric Identity Documents	

As of July 2007

Source: Gartner (July 2007)

# Appendix A Strategic Planning Process



*Cobb County...Expect the Best!*

# Strategic Planning Process

The IS strategic planning process is a thorough assessment of current capabilities and technologies. Technical Operations, Client Services and Implementation Services consider future capabilities and requirements when evaluating the current state of countywide technologies. The assessment helps to identify business processes that are inadequately supported. The IS staff work with departments throughout the county to identify appropriate technologies to improve business processes.

Upon identifying these potential improvements, departments submit requests through the biennial budget process. The budget office compiles technology requests that are then forwarded to IS for thorough examination with the governance policy. Projects that earn a favorable evaluation through the governance process are then prioritized. The prioritized list is then submitted to the budget office for inclusion in final recommended budgets. The County Manager and Chairman of the Board of Commissioners evaluate all budget requests. All technology improvement requests are then considered along with all other countywide capital improvement requests.

This rigorous evaluation process results in the selection of technology projects that provide the most business value. The diagram on the following page represents the process. The diagram also demonstrates how each step of the strategic planning process relates to each of the Cobb County Information Services goals.

# Strategic Planning Process Summary

	<u>Goal</u>	<u>Process</u>
Step 1	Identify Best Technology Solutions	Assess current capabilities and future technology requirements
Step 2	Focus on Effective Communication	Work with departments to identify future initiatives
Step 3	Identify Best Technology Solutions	Review initiatives for county strategic alignment
Step 3	Focus on Effective Communication	Develop proposals
Step 4	Identify Best Technology Solutions	Review impact of initiative on county operations
Step 5	Identify Best Technology Solutions	Project prioritization
Step 6	Identify Best Technology Solutions	Executive review
Step 7	Provide a Sound Technology Infrastructure	Project implementation

# Appendix B Governance Policy



*Cobb County...Expect the Best!*

# Governance Policy

The mission of the Information Services Department is to deliver quality and innovative information technology solutions to citizens, the business community, and the County staff by providing convenient access to appropriate information and services. Protecting and maximizing information technology resources is a critical success factor in achieving the mission of the department. Equally important is the identification and prioritization of technology initiatives. Recognizing initiatives that support the goals and strategies of the County improves the overall efficiency and effectiveness of each business process, while supporting county-wide technologies. In order to achieve this mission most effectively, this governance policy was adopted by the Cobb County Board of Commissioners in February 2008.

## PURPOSE

---

The purpose of the IT governance policy is to ensure the effective and efficient use of IT in enabling an organization to achieve its goals.

This purpose can be accomplished through the following means:

- Review of IT initiatives for County strategic alignment,
- Review of the impact of an initiative on the operation of the County or its business processes,
- Analysis of cost-benefit for each initiative considered,
- Review of current IT initiatives underway to establish priority, and
- Identify necessary resources needed to complete the initiative.

## PROCESS DEFINITION

---

Effective governance is maintained through a five-step process managed through the PMO and the Implementations Division Manager. This is a new approach to planning for technology that is an ongoing process. Initiatives need to be evaluated as they are identified and not limited to the budget preparation cycle. The five steps are:

1. Define initiatives using a comprehensive, uniform format.
2. Evaluate initiatives using an objective framework.
3. Prioritize initiatives and balance the project portfolio.
4. Match prioritized initiatives to resources.
5. Manage the portfolio actively

## INITIATIVE

---

The Program Management Office (PMO) evaluates all new technology initiatives, including system upgrades. Working with the Information Services Division Managers, the PMO determines if the initiative is a support function or implementations project. The PMO works with the department making the request to determine size, cost, effort, timing and scope of the project. Through a series of interviews, the PMO creates documentation that assists the Agency/Department Director and the Information Services Director in making a final recommendation to the County Manager. Examples of the interview artifacts are included at the end of this appendix. Upon completion of the PMO review, there are several possible outcomes. The PMO may recommend:

- no further evaluation due to the lack of information gathered from interview
- proceed with evaluation due to supporting information gathered from interview
- forward request to support for further review and consideration

## EVALUATION CRITERIA

---

After supporting information is gathered from a department, the next step of the evaluation can proceed. Before any initiative is considered for funding, it must be reviewed for:

- alignment to the County’s strategic direction and CIP
- a calculated risk/business impact analysis
- resource allocation

Each initiative is evaluated on the following criteria:

Focus Area	Evaluation Criteria	Definition
Value	Business Value	The expected business benefits of the initiative; expressed in the business value metric such as customer satisfaction or product quality

	Financial Return	The expected return from the initiative; usually a calculation based on how much the planned benefits exceed the estimated cost
	Strategic Fit	How well the initiative supports the County's strategic business objectives
	Technical Fit	How well the initiative fits with the County's technical architecture
	Timeliness	The impact project execution has on key county services
Risk	Implementation Risk	The risk of implementation exceeding budget, taking longer than planned, or not being completed.
	Operational Risk	The risk of not getting the planned benefits from the initiative
	Technical Risk	The risk of system implementation requiring new skills, hardware or software
	Infrastructure Risk	The impact a new system has on existing infrastructure

Each value and risk factor is assessed by the department requesting the technology, the program management officer and a project review officer. The project review officer is an independent third party, not representing either Information Services or the department proposing the project. A pool of review officers, such as business managers or analysts from various departments, is utilized to contribute to the evaluation of the initiative.

## PRIORITIZING INITIATIVES

---

The scored initiatives serve as inputs into the prioritization. The PMO scores the initiatives and provides feedback to the appropriate Agency/Department Directors.

The extent to which an initiative meets the County's goals is a primary consideration. All department and elected official needs are given equal consideration. Initiatives are evaluated based on risk and reward. High risk/low reward initiatives receive low

consideration, if any. High reward/low risk initiatives receive higher priority. Additionally, long-duration/limited impact initiatives are not considered for implementation. Prioritization is not done in consideration of resources.

## **RESOURCE ALLOCATION**

---

For purposes of the Governance Policy, the first resource assumption is that resources are NOT an issue. It is assumed that balance is achieved between available resources and future efforts. Immediate efforts are supported with augmented contract resources. The County Manager may rearrange initiative priorities as County resources dictate. However, this impacts the efforts placed on other projects.

## **MANAGE THE PORTFOLIO ACTIVELY**

---

The PMO and the Implementations Division Manager must continually evaluate the existing project workload and resource allocation as new initiatives are identified. Current workload, current projects underway and support demand all require consideration as part of portfolio management.

Finally, the PMO and the Implementations Manager evaluate the impact the initiative has on other business processes and seasonal activities.

## **PROJECT APPROVAL**

---

After all phases of the evaluation are completed, a final recommendation is submitted to the Department Director and Information Services Director. The proposal is then presented to the County Manager for approval. The associated Department or Agency Director and the Information Services Director jointly submit any such requests. The submission includes Business Impact Analysis and ROI, anticipated funding and recommended funding source, general project timeline, and identified resource requirements.

Information Services  
Project Work Request- Requesting Department

Requesting Department: \_\_\_\_\_  
Contact Name/Phone: \_\_\_\_\_

Date: \_\_\_\_\_ Type: New or Upgrade? \_\_\_\_\_

Requirements: Mandate? Legislative? Required to stay current on maintenance?

RFP Required:

Brief Project Description:

Business Benefits Why is this project important to you?

Business Requirements: How the job is being accomplished now?

Departmental Subject Matter Experts:

Customer Perspective on Scope: Will all modules be implemented? If upgrade, will new features be implemented?

Funding: Does funding exist? Where? Grant money? If it is from grant dollars, does the Grant Development Office know about it?

Deadlines: Proposed Timeline What is the impact if current resources cannot accomplish in timeframe? How much time is necessary for configuration of new product, testing, training, development of reports, conversions and interfaces?

Other Departmental Initiatives: What else is going on in the requesting department? Where is the priority of the project on the requesting department's list? Are there business cycle restrictions that should be considered when planning?

Other Jurisdictions: Do others have experience with similar products? Does the customer know the market?

Other Impacted Departments:

Hardware Needs:

Software Needs:

Database Type/Needs:

Custom Modifications: Will the customer be able to use the baseline software?

Other Expectations:

- ✓ Training:
- ✓ Documentation:
- ✓ Daily maintenance- nightly jobs?
- ✓ Table and security maintenance - who maintains?
- ✓ Reporting - baseline or will we have to develop? Does it require third party software?
- ✓ Interfaces?
- ✓ Test/Training/Development regions:
- ✓ Conversions: Is there data that can be archived? How much data must be available on-line?

## Information Services Project Work Request - PMO

If upgrade is not done...are we in danger of losing vendor support?

Does the project conform to the overall technology direction of the county? (Strategic Plan) Is there another solution that we can offer that is more appropriate?

If estimates provided: do the numbers make sense? Grant? If no estimates are provided, Work with Vendor (if identified), Technical Operations and Support to size and project.

What do other jurisdictions do?

RFP?

Impact on other Departments? Could other Departments benefit?

Risks/Issues for each area:

Does it require software that may conflict with desktops in the county?

Can current county staff support the initiative?

Can current county staff support the hardware/software requirements?

What training will be required of the IS and departmental staff?

Are there connectivity issues in the department?

What are the department expectations of responsibility? If upgrade, what are the vendor's conversion assumptions? Are we are current?

Does department have sound business requirements documented? Do they need further review?

## Information Services Project Work Request - Support

Which family group does the requesting department fall within? Will it require additional staff?

Do we have staff with the skill set?

What kind of training will support staff need?

Percent Availability of Support Staff for Project Implementation?

What does the department expect from us?

Who are the Subject Matter Experts?

Does the customer perspective on scope look reasonable?

## Information Services Project Work Request - Business Relations/Implementation

### Identified Risk:

What is the scope of the project? How many resources will it take?

How does the timeline fit with our current projects?

Do we have the resources and skill set?

Do we need to hire in PM resources on this project?

What does the department expect from us?

Who are the Subject Matter Experts from the department and IS?

What type of support will we get from the vendor?

What will the vendor expect from us?

What are all technologies used in the upgrade?

Dollars for Training? Dollars for Travel (airline, hotel, food)- county's per diem? , Onsite professional services - how much on site - what are the dollars?

Post install support. Onsite? Remote? We prefer onsite.

Do we currently own products on matrix?

Do we have enough licenses?

## Information Services Project Work Request - Technical Operations

What Database and version is required?

What operating system and version is required for the servers?

What operating system and version is required for the workstations?

What are the disk space requirements for our proposed volumes? Are there Hardware components that need to be upgraded?

What are the memory requirements for our proposed volumes?

What are the network through-put requirements for our proposed volumes?

Do the specifications for hardware, software, etc look realistic?

Has the vendor implemented the proposed system on the hardware platform recommended to IS?

If specs are not provided from vendor - what would be our best guess?

Are there any new platforms or technologies introduced by this project?

What kind of training will staff need?

Will it require additional staffing?

Disaster Recovery - Business Continuance? What are the requirements?

What are the customer expectations for support?

What are the data archiving options?

Is there a wireless component? How is it proposed to be used? Volumes?

Will there be new data communication (data drop) locations? Where and how many in each location?

## Information Services Project Work Request - Vendor

Vendor: \_\_\_\_\_ Contact Name/Phone \_\_\_\_\_

Project Manager:

Assumptions: What does the vendor expect from us prior to project start date?

Recommended Technical environment: Software, Database, Include third party tools

Software	Version	Target Platform

Recommended Hardware configuration:

Initial Costs: What do the costs include? Hours and travel hours? How many hours are on site? What are the reimbursable costs?

Annual Costs? What is the annual cost of support? What type of maintenance does that provide? 24/7?

Upgrades? How often? Level of effort?

Project Plan for Cobb? What resources will be required and what percentage of their time?

Other Government Clients on this release:

# Appendix C Organization



*Cobb County...Expect the Best!*

# Organization

## DESCRIPTION AND OVERVIEW OF THE DEPARTMENT

---

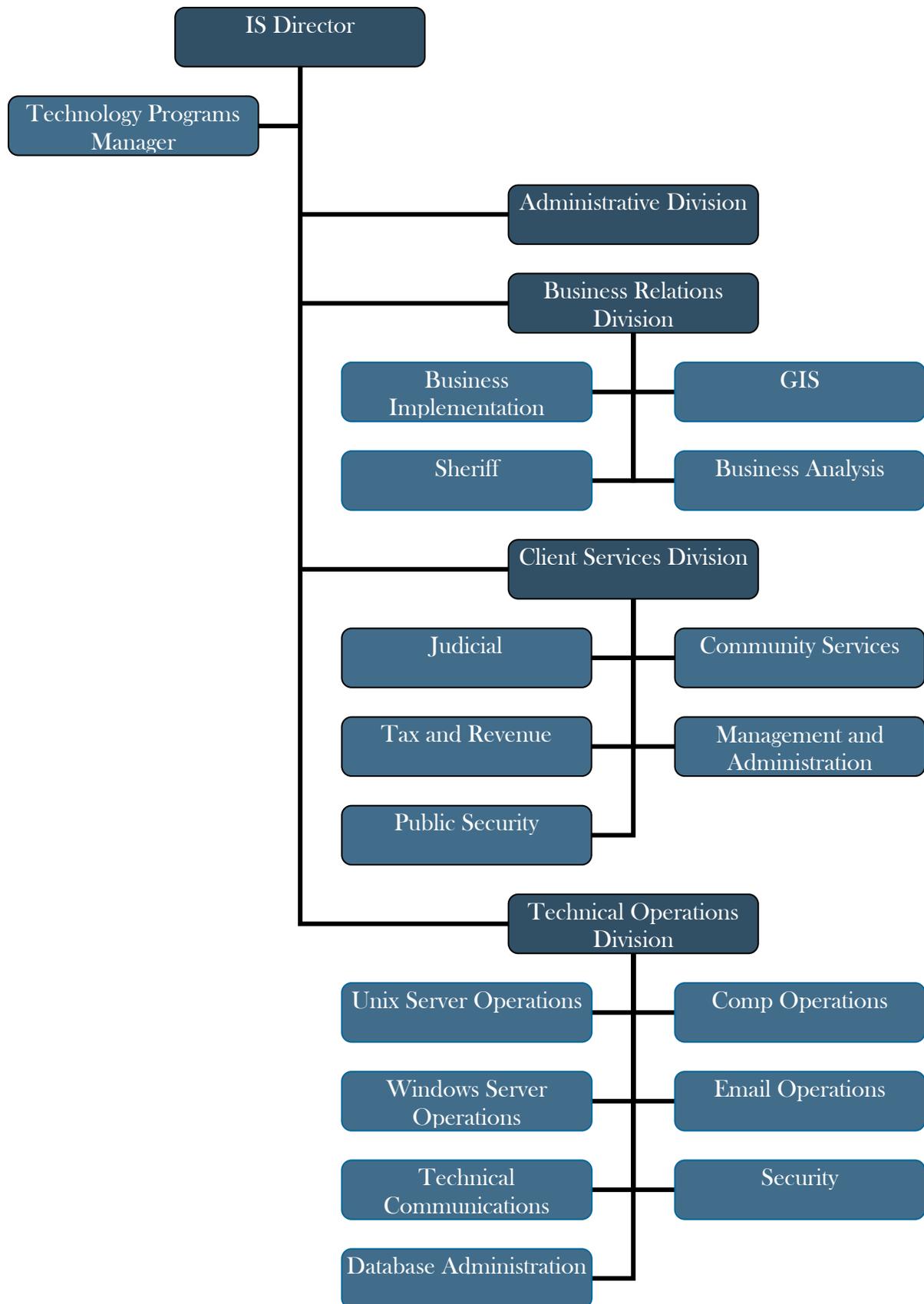
The Information Services Department is organized into four divisions-- Administration, Business Relations, Client Services, and Technical Operations.

The Administration Division consists of the Director of Information Services, the Project Management Office, and an administrative staff. The Director oversees all functions of the department and interacts on a daily basis with the County's top level of managers and elected officials. Management and administrative functions include strategic planning, decision-making, budgeting, purchasing, accounting, contract administration, and human resources activities.

The Business Relations Division provides applications development and implementation services for all departments. Applications development includes Geographic Information Systems (GIS), Web applications, and document imaging.

The Client Services Division consists of support for desktops and printers, operation of the Call Center, and support for all existing applications including tax, financial/human resources, public safety, and judicial systems.

The Technical Operations Division is composed of four operational teams. The Communications and Security Team is responsible for the design, support, maintenance, operation, and security of the countywide voice and data networks. The UNIX Server Administration and the Windows Server Administration teams are responsible for the design, support, maintenance, administration, and operation of the UNIX and Windows-based servers. The Operations Team is responsible for production scheduling, processing, volume printing, data control, data retention, and backup operations for servers located in the main computer room. The Operations Team also provides after hours Call Center support.



# Appendix D Financial Summary



*Cobb County...Expect the Best!*

# Financial Summary

A comparison of Cobb County Information Services expenses to other metro Atlanta counties was conducted in October 2007. All expenses are for the fiscal year 2006. The following table includes the data gathered through conversations with DeKalb, Fulton and Gwinnett.

	Cobb	DeKalb	Fulton	Gwinnett
Personal Services	\$7,787,544	\$6,827,734		\$6,249,000
Operating Expenses	\$3,861,383	\$11,077,898	\$23,853,787*	\$12,054,000
Capital	\$13,479	\$609,504		
Other General Fund IS Staffing	\$969,211			\$36,274,000
Other General Fund IS Expenses	\$660,771	\$1,555,015	\$1,000,000	
Capital Projects	\$7,283,501	\$2,230,000	\$8,600,000	\$9,784,155
Total Technology Expenses	\$20,575,888	\$22,300,151	\$33,453,787	\$31,714,555
Total General Fund Expenses	\$310,459,244	\$535,842,007	\$520,613,000	\$382,986,124

\*Fulton County did not have categorized expenses available for Personal Services, Operating Expenses and Capital.

# Appendix E Infrastructure Summary



*Cobb County...Expect the Best!*

# Infrastructure Summary

The Cobb County network utilizes all Cisco equipment. There are two network providers.

## VOICE NETWORK

---

The Cobb County Voice Network supports approximately 4,500 customers in over 100 locations. The following details the services provided by the Cobb County Voice Network.

- 3,600 Voice Over IP Telephone System (Cisco) customers
- 585 Centrex accounts (AT&T)
- 3,200 long distance accounts
- 2,000 Voice Mail System customers

## SERVERS

---

Cobb County Information Services maintains a complex server environment. There are a total of 202 Windows and UNIX servers. Of the total servers, there are 34 UNIX servers with 22 production and 12 test servers. There are 168 Windows servers with 147 production and 21 test servers.

Operating System	Server Type	Quantity
Solaris 2.10		4
Solaris 2.8		11
	SUN SF4800	5
	SUN SF480R	3
	SUN SFV440	1
	SUN V240	3
	SUN V480	1
	SUN SB100	2

Operating System	Server Type	Quantity
HP UNIX 11.11		5
HP UNIX 11.23		2
HP UNIX 10.20		1
	HP N7400	2
	HP L5430	1
	HP rp5430	1
	HP rp3440	2
	HP K460	1
	HP D390	1
AIX 5.2		1
AIX 5.3		10
	IBM p560	9
	IBM p630	1
	IBM 7028-6C4	1
Windows 2003 Server - Standard edition		114
Windows 2003 Server - Enterprise edition		11
Windows 2000 Server - Standard edition		36
Windows 2000 Server - Advanced edition		3
Windows NT4.0		4
	Dell GX240	1
	Dell GX260	1
	Dell GX270	1
	Dell PE6850	2
	Dell PE1750	4
	Dell PE1800	1
	Dell PE1850	8
	Dell PE1950	6
	Dell PE2500	1
	Dell PE2550	1
	Dell PE2600	3
	Dell PE2650	3
	Dell PE2800	19
	Dell PE2850	27
	Dell PE2900	8

Operating System	Server Type	Quantity
	Dell PE2950	7
	Dell PE4600	4
	Dell PE6400	1
	Dell PE6650	4
	Dell PE850	1
	Dell PV220	1
	Dell PV275N	1
	Dell PV745N	1
	Dell SC1425	3
	Dell SC420	2
	HP DL580	1
	HP DL380	16
	HP DP2M6200	1
	HP ML350	7
	HP ML370	1
	IBM 8189-E1U	4
	IBM 7979-A1C	8
	IBM 8676-M1X	4
	IBM 8143-24U	1
	Gateway	2
	Cisco	7
	Stratus 5600	5

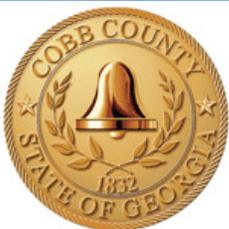
## DATABASE MANAGEMENT SYSTEMS

At present, there are five database management systems in use in Cobb County. During 2008, the number of database management systems will decrease to four with Ingres, Oracle, SQL and Universe remaining.

Database Management System	Quantity
Ingres	3
Oracle v10.2	13
Oracle v10.1	3
Oracle v9.2	26
Oracle v8.1	7
SQL Server 2000	31

Database Management System	Quantity
SQL Server 2005	17
Universe	1

# Appendix F Application Summary



*Cobb County...Expect the Best!*

# Application Summary

Application	Purpose	Department / Agency Users	Business Function	Support Group
Accela Automation	Licensing and Land Management modules that process applications for business licenses, manage miscellaneous licenses (individual taxes paid by beer, liquor and wine related establishments), record contractor/citizen requests to build commercial and/or private dwellings, and track enforcement of county codes.	Community Development	Tax and Revenue Management, Customer Relationship Management, Real Estate Management	Community Services
Accident	Maintains traffic accident data.	DOT	Records Management	Community Services
Accounting - Tag	MS Access database of previous day's credit card processing.	Tax Commissioner /Tag	Tax and Revenue Management	Tax and Revenue
ACTRA	Maintains traffic signal location and timing data.	DOT	Land Management	Community Services
ADR (Alternative Dispute Resolution) Program	Access database of process/means for maintaining information on mediation cases.	Superior Court	Information Management	Judicial
AIRS	Provides contractors/citizens with a method to request inspections by county inspectors on work in progress and to obtain a certificate of occupancy.	Community Development	Real Estate Management	Community Services

Application	Purpose	Department / Agency Users	Business Function	Support Group
AKANDA - Website	Web based property tax information management. Maintains owner of record, value, characteristics, real/personal property and property photos.	Public Services - Government Service Center, Tax Assessor, Tax Commissioner	Tax and Revenue Management	Tax and Revenue
Advantage - HR System	Maintains employee information including benefits, payroll and recruiting information.	HR	Human Resource Management	Management and Administrative Support
Advantage - Finance System	Maintains data for all County accounting functions including purchasing, delivery orders, invoicing, A/P, ledgers, and inventory.	County Manager (Budget), Finance, Purchasing	Financial Management	Management and Administrative Support
Advantage - Vendor Self Service	Allows vendors to register online and manage their information.	Purchasing, Finance	Procurement and Supplier Relationship Management	Management and Administrative Support
CGI - BRASS	Used for budget preparation and reporting.	County Manager - Budget	Strategic Program Management, Financial Management, Human Resource Management, Procurement and Supplier Relationship Management	Management and Administrative Support
Apartment Guide (CAD)	Security codes management for gated communities.	Public Safety	Customer Relationship Management	Public Safety

Application	Purpose	Department / Agency Users	Business Function	Support Group
ARC - GIS	Provides capability to author, analyze, map, manage, share, and publish geographic information on the desktop. Assists in evaluating impacts of annexation petitions.	All Departments	Real Estate Management, Land Management	GIS
ARC - IMS		All Departments	Real Estate Management, Land Management	GIS
ASAP 2000	Tracks substance abuse incidents.	Juvenile Court	Information Management	Judicial
Bibliofile (The Library Company) TLC	Manages catalog interface, maintenance and processing with the integrated library system, World Cat and OCLC.	Public Service - Library	Customer Relationship Management	Community Services
Books	Access database that manages publications and catalog information.	Superior Court	Records Management	Judicial
Breeze	Allows cashless fare collection on CCT buses and provides transfers between MARTA and CCT.	CCT	Tax and Revenue Management	Community Services
Brown's Forms (Folio bound views 3.x)	Provides method to obtain Georgia legal forms.	Superior Court	Records Management	Judicial
CAD System	Dispatches emergency calls from 911 to police and fire for Cobb and Marietta.	Public Safety	Public Security	Public Safety
Cash Till	Manages cash drawer settlements.	Tax Commissioner /Tag	Financial Management	Tax and Revenue
CCJIS	Allows querying of drug arrest information and provides JIS reports.	District Attorney	Information Management	Judicial
Child Support	Manages information on clients, posts payments and prints checks.	Superior Court	Customer Relationship Management	Judicial
Circuit Defender	Access database used to track all Circuit Defender business.	Superior Court	Information Management	Judicial

Application	Purpose	Department / Agency Users	Business Function	Support Group
CIS	Manages water billing information including on-line billing, payment/collections, customer billing and record inquiries.	Water	Tax and Revenue Management	Tax and Revenue
CJIS	Oracle application that allows queries on archived case information from the legacy system.	Judicial	Information Management	Judicial
CLASS	Online registration for classes.	Parks, Recreation and Cultural Affairs, Senior Services	Customer Relationship Management	Community Services
CLT - IAS	Manages tax system data used to obtain information on property appraisals and Homestead exemptions.	Tax Commissioner, Tax Assessor, Tag, CDBG, County Attorney, Economic Development, Elections, Public Safety, Government Service Center	Tax and Revenue Management	Tax and Revenue
Compuweigh	Used to weigh trucks to carry waste in order to determine payment amounts.	Solid Waste	Tax and Revenue Management	Community Services
Continuing Ed	Manages employee education status/records.	Superior Court	Human Resource Management	Judicial
Corrigo Work Order	Tracks work orders.	Property Management	Procurement and Supplier Relationship Management	Management and Administrative Support
County Clerk - Imaging/Laserfiche	Provides document imaging and agenda web publishing.	County Clerk	Records Management	Management and Administrative Support
Criss Cross	Address and phone number management.	Public Safety	Public Security	Public Safety

Application	Purpose	Department / Agency Users	Business Function	Support Group
CryWolf	Maintains information on false alarm tracking and billing.	Public Safety	Public Security	Public Safety
CWA	Provides access to water system information (web based).	Water, Tax Commissioner, Public Safety,	Information Management	Community Services
DCC	Emergency services notification management [paging (text/alpha-numeric), email, voicemail].	Public Safety	Public Security	Public Safety
DCP (Divorcing Parents Seminar)	Tracks seminar attendees and instructors.	Superior Court	Customer Relationship Management	Judicial
DCR - Digital Recording	Records courtroom proceedings.	Juvenile Court	Records Management	Judicial
Deccan - ADAM	Predicts fire response times based on available equipment	Fire	Information Management	Public Safety
Deccan - BARB	Creates run cards for 911 responses	Fire	Information Management	Public Safety
Deccan - CAD Analyst	Analyses CAD data related to Fire incidents	Fire	Information Management	Public Safety
DMVS	Reports citation disposition information to the State DMVS.	State Court Clerks, Juvenile Court, Public Safety	Information Management	Judicial
Docket Search	Queries legacy microfiche data.	State Court Clerks	Information Management	Judicial
Economic Dev				
Edify	Provides IVR management for public MVD inquiries.	Tax Commissioner /Tag	Tax and Revenue Management	Tax and Revenue
eFiling/eAnswer	Allow small claims and landlord/tenant cases to be filed online.	Magistrate Court	Customer Relationship Management	Judicial
eLearning	Provides on-line training for employees.	All Departments	Human Resource Management	Management and Administrative Support

Application	Purpose	Department / Agency Users	Business Function	Support Group
Elections	Provides reporting on Elections data.	Elections	Information Management	Tax and Revenue
Employee2002	Manages employee data.	Tax Commissioner /Tag	Human Resource Management	Tax and Revenue
ESP	A resource database for senior citizens for age related services.	Senior Services	Customer Relationship Management	Community Services
EvidenceFile 2000	Manages evidence gathered during criminal investigations.	Public Safety	Information Management	Public Safety
EWI	Allows warrants to be issued electronically.	Magistrate Court, Sheriff, Public Safety	Public Security	Judicial
EZGov	Online process to manage/track payments for Traffic citations.	State Court Clerks	Tax and Revenue Management	Judicial
Firearms License	Tracks firearm licenses for the citizens of Cobb County.	Probate Court	Tax and Revenue Management, Customer Relationship Management	Public Safety
FireHouse	Manages all fire records.	Fire	Public Security	Public Safety
FleetAnywhere	Tracks fleet maintenance work orders.	Fleet, Public Safety	Procurement and Supplier Relationship Management	Management and Administrative Support
FOF (Focus on Forever)	Manages information on individuals attending adult education marriage classes.	Superior Court	Customer Relationship Management	Judicial
Fuel Master	Tracks fuel usage via the pump controller.	Fleet	Procurement and Supplier Relationship Management	Management and Administrative Support
GAINWIN	Tracks boxed records (paper, microfiche, etc).	Public Safety	Records Management	Public Safety
GCIC	Manages information requests to Georgia Crime Information Center for criminal and driving history.	Public Safety, Judicial	Information Management	Public Safety

Application	Purpose	Department / Agency Users	Business Function	Support Group
GeoMedia	Provides water and sewer infrastructure design information.	Water	Land Management	Community Services
GRATIS (Georgia Info & Title Info Sys)	Provides access to State of Georgia MVD.	Tax Commissioner /Tag	Tax and Revenue Management, Customer Relationship Management	Tax and Revenue
(Georgia Title Registration System) STRS	Queries historic information reference conflicts between State, County and owner records between years 1999 and 2002.	Tax Commissioner /Tag	Tax and Revenue Management	Tax and Revenue
GIS - Map Library	Provides online storage of map images.	All Departments	Land Management	GIS
GIS - Route Map	Provides destination routing information.	All Departments	Land Management	GIS
Go System	Provides reports from the State on election registration personal data, criminal history data, etc.	Elections	Customer Relationship Management	Community Services
Guardian Ad Litum Program	Manages information on Children Rights Guardian Program (appoint, maintain and access Guardian cases).	Superior Court	Customer Relationship Management	Judicial
Haines CD	Address lookup management for tax districts.	Tax Commissioner	Real Estate Management	Tax and Revenue
IdentiCard	Employee badge management.	HR	Human Resource Management	Management and Administrative Support
INFO TRAK	Oracle Portal that provides search and reporting capabilities to Police, Courts, Jail, Child support, firearms, police systems, Tag and water.	Judicial, Public Safety, Sheriff, Tag, Water	Information Management	Enterprise
Infocus	ACD interface management to monitor phone system queues for the public inquirer phone lines.	Tax Commissioner /Tag	Customer Relationship Management	Tax and Revenue

Application	Purpose	Department / Agency Users	Business Function	Support Group
Instant Interviewer	Interview management.	HR	Human Resource Management	Management and Administrative
InteliWare	Provides AVL and work order deployment tracking.	Water	Information Management	Tax and Revenue
Interpreters Program	Manages information on Cobb County Interpreters.	Superior Court	Customer Relationship Management	Judicial
Jail System	Provides inmate tracking and jail management.	Sheriff	Public Security	Sheriff
JAWS	Text-to-Speech application for visually impaired/blind workers.	Tax Commissioner /Tag	Human Resource Management	Tax and Revenue
JIS (Contexte)	Case management system used by State Court, Magistrate Court, Juvenile Court, Probate Court, Solicitor's office, District Attorney's office.	Judicial	Tax and Revenue Management, Information Management	Judicial
Jury	Assists in Jury selection and management.	State Court Administration and Judges, Superior Court	Customer Relationship Management	Judicial
Jury Check Writing	Allows for the processing and issuing of Jury checks.	Superior Court	Customer Relationship Management	Judicial
Keller	Tracks employee drug tests.	HR	Human Resource Management	Management and Administrative Support
Keyscan	Vault access management.	Tax Commissioner /Tag	Tax and Revenue Management	Tax and Revenue
Kronos	Tracks county employees' time and attendance.	All Departments	Human Resource Management	Management and Administrative Support
LANDesk	Provides IT asset management for networked desktops, servers and printers.	Information Services	Information Management	Management and Administrative

Application	Purpose	Department / Agency Users	Business Function	Support Group
Landisc	Property image management via photographs of property improvements.	CDBG, County Attorney, DOT, Economic Development, Elections, IS, Government Service Centers, Tax Commissioner, Tax Assessors	Real Estate Management	Tax and Revenue
LaserFiche	Provides document imaging.	County Clerk, Property Management	Information Management	Management and Administrative Support
Law Library	Allows for legal research.	All Departments	Information Management	Judicial
Legacy 2000	Access database for historical vehicle data management for 1999 and earlier.	Tax Commissioner /Tag	Records Management	Tax and Revenue
Lexis/Nexis CD Georgia Law (Folio bound Views 4.x)	Provides a means to obtain information on Georgia case law, codes, and rules include 11th Circuit case law.	Superior Court	Information Management	Judicial
Lynx	Digital photos database.	Property Management	Real Estate Management	Management and Administrative Support
Mainline CRIS	Manages access to Superior Court records for civil and criminal cases.	Public Safety, Superior Court, District Attorney	Records Management,	Judicial
Marriage License System	Tracks Cobb County marriage licenses.	Probate Court	Tax and Revenue Management, Customer Relationship Management	Judicial
MARTEC	Manages information for the 4-H Youth Enrollment Program.	Public Services - Extension Services	Customer Relationship Management	Community Services
Maximo Work Order	Manages customer-based work orders.	Water, Solid Waste	Customer Relationship Management	Tax and Revenue

Application	Purpose	Department / Agency Users	Business Function	Support Group
MCC (Municipal Code Corporation)	Provides online hard copies of County codes and BOC minutes.	County Clerk	Information Management	Management and Administrative Support
Microstation & AutoCAD	Maintains floor plans, road designs and graphics.	Property Management, DOT, Water	Real Estate Management, Land Management	Tax and Revenue
Microsoft Dynamics POS	Independent retailer POS system (includes inventory management, reporting, customer information history).	CCT	Customer Relationship Management, Procurement and Supplier Relationship Management, Tax and Revenue Management	Community Services
MIS	Manages contracts and projects.	DOT, Water	Procurement and Supplier Relationship Management	Community Services
Moodle	Provides infrastructure for training and certification	Fire	Public Security	Public Safety
MuniAgenda	Manages submission and publication of BOC agenda.	County Clerk	Information Management	Management and Administrative Support
NeoGov	Provides online application submission and applicant tracking.	HR		Management and Administrative Support
OCLC ILL ME (Micro Enhancer)	Manages batch load ILL loan numbers and information.	Public Services - Library	Customer Relationship Management	Community Services
OCLC ME (CAT)	Manages cataloging to search and interact with OCLC and loading of Marc records.	Public Services - Library	Information Management	Community Services
On Track	Manages employee training records.	HR, Tax Commissioner	Human Resource Management	Management and Administrative Support
ONBASE	Provides document imaging and management.	Juvenile Court, Magistrate Court, Fire, DOT, Water, Sheriff's Office,	Records Management	Enterprise

Application	Purpose	Department / Agency Users	Business Function	Support Group
		Community Development		
Online Services	Manages the of access information for Westlaw, Lexis/Nexis and CCH Federal & State tax information.	Superior Court	Information Management	Judicial
OPAC	Provides skills assessment information.	HR	Human Resource Management	Management and Administrative
ORIS (Official Records Imaging System)	Used to View Real Estate Deeds and Plats	Superior Court Clerk	Information Management	Judicial
Papermaster	Records management for civil and criminal minutes scanning.	State Court Clerks	Records Management	Judicial
Parcel Analyst	A tool that takes CAMA and GIS and combines the information from the two into one system for appraisals.	Tax Assessors	Tax and Revenue Management	Tax and Revenue
Parking Card Sys	Manages parking deck cards.	HR	Human Resource Management	Management and Administrative
Pawnfile 2000	Manages information on pawned items and evidence gathered during investigations.	Public Safety	Public Security	Public Safety
PC Charge	Used to process Credit Cards from employees' workstations and IVR. Allows review by cashier/user/group.	Tax Commissioner /Tag	Human Resource Management	Tax and Revenue
Pegasus	Provides access to the UGA email system.	Public Services - Extension Services	Information Management	Community Services
Penlink	Acts as a phone records database.	Public Safety	Public Security	Public Safety
Pictometry	Manages aerial images of Cobb County.	Tax Assessor, Public Safety, DOT, Water, Community Development	Land Management	GIS

Application	Purpose	Department / Agency Users	Business Function	Support Group
Police - RMS	Manages information on incidents, citations, arrests and arson. Also allows tracking of animal disposal and adoption.	Police Department, Animal Control, MSC, OCU	Public Security	Public Safety
Pre-Trial	Acts as a case management tool.	Judicial	Information Management	Judicial
Process Servers	Manages information on Cobb County process servers.	Superior Court	Customer Relationship Management	Judicial
ProQA	Provides 911 with emergency medical information to walk a caller through while the caller is waiting for services to arrive on-site.	Public Safety	Public Security	Public Safety
Quicken QuickBooks Pro	Tag accounting management.	Tax Commissioner /Tag	Tax and Revenue Management	Tax and Revenue
RECO	Property tax collection cashing system.	Public Services - Government Services, Tax Commissioner	Tax and Revenue Management	Tax and Revenue
REPO	Repossessed vehicles management.	Public Safety	Public Security	Public Safety
RouteMatch	Provides information on bus routes.	CCT	Information Management	Community Services
SB176 Interface	Provides statistical data to the State of Georgia from the judicial information system.	State Court Clerk	Information Management	Judicial
ScanTron	Testing evaluation management.	HR	Human Resource Management	Management and Administrative Support
SERVTracker	Maintains senior services data for meals on wheels, client tracking and transportation programs.	Senior Services	Customer Relationship Management	Community Services
Sharepoint Portal	Method to manage integrating information from various systems into one portal.	IS, Fire, Police Department, Sheriff's Office	Information Management	Management and Administrative Support

Application	Purpose	Department / Agency Users	Business Function	Support Group
Sheriff's Office - RMS	Management of information on warrants and court non-appearance.	Public Safety	Public Security	Public Safety
SAM (Smart Access Management)	Manages public computers for library patrons session times and printing on internet computers.	Public Services - Library	Procurement and Supplier Relationship Management	Community Services
SAM (Smart Access Management)	Manages public computers for Cobb Works patrons, session times and printing on internet computers.	Cobb Works	Customer Relationship Management	Community Services
SCATS (Sydney Coordinated Adaptive Timing System)	Signal monitoring system for traffic flow and timing patterns	DOT	Information Management	Community Services
Service Desk Express	Information Services Call Center management.	IS	Customer Relationship Management	Management and Administrative Support
SMARTDRAW	Draws Fire plans	Fire	Information Management	Public Safety
Smartfilter/ Secure Computing	Manages and controls internet filtering for public access computers.	Public Services - Library	Information Management	Community Services
STARS	Maintains risk management data.	Finance - Risk Management	Financial Management	Management and Administrative Support
TAG Warrants	Maintains bad check/credit information.	Tax Commissioner /Tag	Records Management	Tax and Revenue
Time Slip	Tracks charge-backs for services.	County Attorney	Human Resource Management	Management and Administrative Support
TIS - Cartegraph	Manages work orders for roads and paving, also provides Bridgeview (bridge stats).	DOT	Procurement and Supplier Relationship Management	Community Services
Touch-N-Go	Personnel tracking.	County Attorney, State Court Clerks, Property Management, Purchasing, Water	Human Resource Management	Enterprise

Application	Purpose	Department / Agency Users	Business Function	Support Group
TRACS	Maintains traffic citation and citation data.	Public Safety	Public Security	Public Safety
Trial Court Desktop "TCD2000" (Proprietary State of Georgia App)	Manages access by Judges to Georgia rules, the Georgia bench book, jury instructions, procedures, etc.	Superior Court, State Court, Juvenile Court, Probate Court	Information Management	Judicial
Unicorn/Sirsi	Manages online integrated library catalog items and patron information.	Public Services - Library	Customer Relationship Management	Community Services
Vinassit	Manages information on vehicle model/weight by VIN.	Tax Commissioner /Tag	Tax and Revenue Management	Tax and Revenue
Volunteer Probation Program	Manages information for clients on probation and volunteer probation officers.	Superior Court	Information Management	Judicial
Volunteer Works	Maintains information on volunteers.	Public Services - Senior Services	Customer Relationship Management	Community Services
Warrant Tracking System (County Jail)	Manages client warrants.	Superior Court, Circuit Defender	Public Security	Judicial
WEBEOC	Web-based presentation of information used for management of emergency response.	Emergency Operations Center	Public Security	Public Safety
Web Portal - Websphere	Framework for providing a citizen-focused Web portal for Cobb County.	Enterprise	Information Management	Enterprise
Webspeak	Provides IVR management.	Tax Commissioner /Tag	Information Management	Tax and Revenue

# Appendix G Project Summary



*Cobb County...Expect the Best!*

# Project Summary

At present, there are ten major projects supported by Information Services staff. There are more than 20 other modifications and reconfigurations that are supported by Information Services staff.

## 311 December 2009

---

The 311 initiative will provide the ability to work more efficiently and to provide better customer service. The 311 Call Center will be built upon current Customer Relationship Management (CRM) software. The call center will provide Cobb County residents and visitors with one easy to remember number to call for all non-emergency information and service requests.

## ACCELA December 2008

---

The Community Development software system is intended to provide a complete operating solution that supports and facilitates the day-to-day operations of the Cobb County Community Development Agency. The system also interfaces with multiple jurisdictions, agencies and departments. Accela Automation is the web-based application being implemented to support Community Development requirements. Its purpose is to enable Community Development's staff to manage large amounts of information and tasks. It is a customizable application that can be used to manage various workflow processes and any supporting information.

## ADVANTAGE UPGRADE December 2008

---

The Advantage upgrade affects both the Finance Department and Human Resources system and all users of the financial and personnel systems. The upgrade will eliminate existing defects and the need for work-arounds. User functionality will

be increased with the Advantage upgrade. Hardware and application upgrades will achieve manufacturer's recommended support standards.

## COBB ADDRESSING REPOSITORY July 2009

---

The Cobb Addressing Repository will provide a central database for all county addresses. All users of address information will access the central database for consistent and current address information.

## GIS BASE MAP UPDATE December 2008

---

Information Services is conducting the annual update of the GIS base map that includes the following components: digital orthophoto production, contours, transportation and hydrology planimetric mapping.

## IMAGING October 2008

---

Imaging for 2008 consists of the creation of a test environment, an upgrade of the OnBase application from Version 6.2 to 7.4, and implementing scanning, indexing, and viewing capabilities for Community Development, State Court, Probate Court, District Attorney's Office, Solicitors Office, and Sentence Enforcement. Imaging 2008 will bring the majority of the Courts within Cobb County onto a seamless, digital document management system.

## RMS REPLACEMENT August 2009

---

The Law Enforcement RMS Software solution is intended to provide a complete operating solution that supports and facilitates the day-to-day records management and operations of the Cobb County Department of Public Safety and the Cobb County Sheriff's Office. The system will also include the capability to interface with multiple county agencies and departments as required for departmental operations.

## VOICE OVER IP *May 2008*

---

The goal of the Voice Over IP project is to converge voice and data networks into a single network for the majority of county facilities. When complete, the Voice Over IP will reduce the overall cost to provide county voice and data communications.

## WATER CMMS *November 2008*

---

A well-integrated, widely supported and reliable Computerized Maintenance Management System (CMMS) will greatly enhance Cobb County Water System's business performance and competitive position. Successful implementation and adoption of the CMMS will enable personnel to optimize all maintenance resources, demonstrate sound asset management, and support future applications and technology improvements. The goal of this project is to improve the Cobb County Water System's operation and maintenance effectiveness by addressing practices, technology, and organization requirements to most effectively deliver operational and maintenance functions. Maintenance is most effective when it maintains the function(s) of asset(s), extends equipment service life, and prevents the occurrence of failures.

## WEB INITIATIVE *January 2010*

---

Cobb County plans to build a best in breed, full service web portal for its citizens. The purpose of the web portal focuses on three key areas: easier interaction with the county, fiscal responsibility, and customer service.

- **Improve Quality of Life for Citizens and Employees of Cobb County.** Available online transactions will be expanded, thus greatly increasing the capabilities of constituents to interact with the government, as well as reducing customer queries by phone allowing employees to refocus on primary job responsibilities.
- **Save and Generate Funds:** It is well documented that a successful eGovernment portal has the ability to save significant dollars by streamlining processes and reducing timelines for conducting county business and transactions. In addition, ease of use of online applications, fewer 3rd party service and maintenance agreements resulting from enterprise solutions and redirecting staff to collection responsibilities have been proven to generate new funds for County governments.

- **Return to Core Mission:** Cobb County's core mission is to serve County residents and businesses better than any other County. By creating a best in breed portal, Cobb can continue on that mission by expanding on-line services and increasing the transparency of government for Cobb County citizens and businesses.