



ISS "TECH TALK"



Information Systems Services Department Newsletter

FALL EDITION

OCTOBER 2016

Top stories in this newsletter



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Message from the ISS Director

This edition of our newsletter coincides with the beginning of a new fiscal year. This is an appropriate time to undertake a retrospective of the past year and review upcoming assignments touching on some of the ISS Department's most important projects and services. The newsletter contains a bountiful collection of stories highlighting ISS activities, including new business applications, our new enterprise data center, an update on the long-awaited network build-out to Belle Glade, ISS presentations and awards, and a host of other subjects that we believe will be of interest to the reader.

This publication is dedicated to our ISS employees who consistently demonstrate expertise in the performance of their duties and make it possible to deliver the broad range of IT services and projects presented herein. Our target readership, as always, is the departments and agencies throughout County government who receive ISS services, as well as County administration and the Board of County Commissioners.

ISS employs many methods of communicating with our customers, including periodic newsletters, assigned IT liaisons, ISS Help Desk, customer satisfaction surveys, and open door/phone/email accessibility. We are always looking for ways to improve customer service and welcome any questions or suggestions that you may have.

Best wishes for FY 2017!

Steve Bordelon
Director, Information Systems Services



Hurricane Matthew Tests Disaster Preparation and Recovery Plans

It has been more than ten years since Palm Beach County faced a weather event as severe as Hurricane Matthew which passed by some 40 miles offshore as a Category 3 hurricane. This powerful storm system brought gale force winds and caused wide spread power outages, downed trees and some structural damage.

ISS is responsible for supporting the information technology needs of the County's Emergency Management programs. Our duties involve preparing for, responding to and recovering from any event that disrupts the IT infrastructure, and are documented in the BC/DR Plan, which identifies all ISS assignments for preparation and restoration of business operations following a catastrophic event or unplanned business interruption. A copy of the Plan can be accessed from the following link: [click here](#)

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Palm Beach County's Website Has a Fresh, New Look!



We are pleased to announce the launch of Palm Beach County's brand new website! After a year of hard work and dedication in a project led by Public Affairs and ISS and involving the departmental web masters, the new website was officially launched on October 3, 2016. The new site is accessible from the following URLs: <http://pbcgov.com> or <http://discover.pbcgov.org>.

Our goal with this new website is to provide our visitors and citizens an easier way to learn about Palm Beach County's services and solutions and also to allow visitors to browse information based on their own choice. The new website is interactive and re-sizes based on the device – PC, tablet or smartphone, and gives better access to your Commissioners, Departments, Services, Technology, Newsroom, Events/Meetings Calendars, Careers, Contact, Enquiry and Online Services web pages.

New features on the site include integrated social media buttons for Facebook, Twitter, Youtube, Flickr, Instagram, Google Plus, Pinterest, Blogs, and LinkedIn to foster improved communication with our citizens. Other features include a live Twitter feed, rotating background images of county landmarks, and a center-page area for hot topics and events. We will be constantly updating our content with helpful information, articles, events, newsletters, and announcements in the News section of each departmental website.

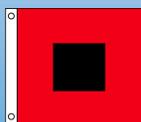
We believe the new website will serve as a vital source of information and improve access to County services.

Hurricane Matthew Tests Disaster Preparation and Recovery Plans (continued from cover page)

The various IT support functions performed by ISS for the emergency management program include:

- EOC Technical Infrastructure – network connectivity for the EOC and support for all PCs, printers, servers, telephones, and monitors at that site;
- Emergency Service Function (ESF) 2 - Communications Support - restoration of IT and communications infrastructure serving County facilities;
- Emergency Information Center (PCs, laptops, printers);
- WebEOC Incident Management System;
- Special Needs Shelters;
- Pet-Friendly Shelter;
- EOA Sites at County parks;
- Damage Assessment Program for PZ&B;
- iDart (mobile damage awareness reporting tool); and
- Public Safety Answering Points (PSAPs) Dispatch.

The peak storm period began early evening on October 6th and continued throughout the night into the morning hours of the next day. ISS teams manned the EOC for technical support during the activation period and began restoring network connectivity to affected facilities beginning Friday, October 7th and continuing through the weekend. As usual, ISS employees “stepped up to the task” and showed their preparation and professionalism in the performance of their duties.



Palm Beach County (along with Florida's East Coast) had to raise this flag to warn of the approach of **Hurricane Matthew**, the **13th** named storm of the **2016 Season**.

ISS Earns 5 NACo 2016 Achievement Awards for Innovative Programs

The ISS Department seeks to distinguish itself by competing for and winning awards for service excellence. This year, for the first time, ISS applied for the annual achievement awards program sponsored by the National Association of Counties (NACo). Nationally, awards are given in 21 different categories that reflect the vast, comprehensive services provided by counties. Award categories include children and youth, criminal justice, county administration, environmental protection, information technology, health, and civic engagement.



In June 2016, ISS was notified that it had received five Achievement Awards for the following innovative programs:

- Reciprocal Agreement for Shared Data Centers
- Shared IT Services
- Digital Inclusion
- Student Intern Program
- PBC Interactive

These awards help confirm the quality of our work and add to the reputation of ISS as an outstanding IT service provider. ISS constantly strives to measure up to the County's official slogan – 'The Best of Everything.'

ISS Garners FLGISA 2016 Technology Achievement Award



The Florida Local Government Information Systems Association (FLGISA) is a statewide organization for CIO's, IT Managers and technology decision makers from local government agencies in Florida, including counties, cities, school districts and utility authorities. FLGISA's 2016 annual conference was held in Boca Raton during which ISS received the 2016 FLGISA Tech-

nology Achievement Award in the category of Innovative Use of Technology to Serve the Public based on the benefits and outcomes of the County's Digital Inclusion Program. This program provides wireless network (WiFi) service in economically depressed communities of Palm Beach County. It is a successful collaboration among community partners which seeks to promote computer literacy by establishing public WiFi zones surrounding a neighborhood school where residents, businesses and visitors have free internet access, and where families with qualified school age children receive refurbished desktop computers, computer training, and wireless internet access.

The program was initially conceived in 2010 and the West Palm Beach Digital Inclusion Project went operational in the first quarter of 2011. This was followed up by a second project in Delray Beach in 2013. A third project for Lake Worth is currently in the planning stages.

The projects create a wireless mesh network by utilizing the County's fiber optic network for backhaul, installing backbone mesh antennas on the school's monopole towers and mounting mesh repeater antennas on light poles owned by Florida Power & Light. This wireless network is managed by ISS and serves as a multi-use network which provides secure access for government and public sector agencies, as well as free internet access for the public.

The Digital Inclusion Program is sponsored by the Board of County Commissioners and the School Board with multiple community partners contributing funding and services. ISS represents Palm Beach County government.

ISS Staff Support for the 2016 Elections



ISS, along with Fire-Rescue and the Sheriff's Office, plays an important role in assisting the Supervisor of Elections (SOE) conduct the mid-term and quadrennial elections. The Presidential Preference Primary which concluded on August 30, 2016 required ISS support in multiple areas. For the 15 **early voting sites**, the ISS Network Services Division establishes (or tests where it already exists) network connectivity. Additionally, ISS technicians were present on site at the 15 early voting locations during the 2-week period (August 15 – 28) from 9:30 a.m. to 6:15 p.m.

On election evening, August 30th, ISS also sent two-person teams to each of the 17 **Tabulation Collection Centers** located in various cities and unincorporated areas of Palm Beach County. These sites were established as collection points for the hundreds of voting precincts in the County. The process involved poll workers driving from their voting precincts to their assigned Collection Center where they delivered sealed boxes containing the sealed bags used to securely transport the voting cartridges. Fire-Rescue personnel were stationed curbside to receive and log the deliveries, confirm the number of sealed bags in each box, and obtain appropriate signatures. Student volunteers carried the sealed bags to ISS personnel at the Collection Centers where the sealed bags were opened and the quantity of cartridges recorded on a log. The ISS teams then processed the individual cartridges through the Sequoia Voting Systems Cartridge Reader to obtain the detailed voting results recorded on each cartridge. The cartridge reader was attached to a laptop PC connected to the internet which enabled the voting results to be immediately transmitted to the Supervisor of Elections' warehouse in Riviera Beach.

When voting cartridges from all assigned precincts were processed, ISS staff at each Collection Center were responsible for collecting all broken seals, completing the log of precincts, bags and cartridges, storing all empty bags in a bin provided for this purpose, and packing up the equipment (laptop and cartridge reader). The job was completed when all of these items were returned to the Supervisor of Elections' warehouse in Riviera Beach. Most teams completed their work around 10 p.m.

Another area of ISS support involves the **Electronic Broadcast System (EBS)**. A team of two ISS programmers administered the EBS which downloads tabulated votes and displays results on Channel 20.

The combined effort involved more than 2,000 staff hours for the primary election and we will be gearing up to do it again in November for the general election.

6th Annual ISS Chili Fest Supports United Way

On October 19th, ISS hosted its annual chili luncheon which raised \$1,000 for The United Way of Palm Beach County. This year's event featured 22 different chili dishes, cornbread, and hot dogs, along with beverages and a variety of desserts. The vast majority of the volunteer 'chefs' were ISS employees who donated their time and culinary skills for this good cause. As usual, this special event was located on the 6th floor atrium in the Governmental Center.

ISS takes pride in our long-standing support of the United Way of Palm Beach County. ISS is perennially the # 1 or # 2 highest contributor among all departments in County government, notwithstanding that many departments have a significantly greater number of employees than ISS. For the 2015 campaign, ISS contributed \$57,180 which included Leadership gifts of \$1,000 or greater by 24 ISS employees. The 2016 campaign coordinator for ISS is Joan Beno who has served in this capacity for the past 16 years.



And the **Winners** are:



Ja-making Me Chili
By Archie Satchell



Hot Cuban "Wait is This Me or the Chili"
By Jose Perez



One Pot Wonder Chili
By Sajan Joseph

Build It and They Will Come

This oft-quoted phrase from the 1989 movie “Field of Dreams” has proven true for the new ISS Enterprise Data Center. Construction of the new enterprise Data Center, located at 2633 Vista Parkway in West Palm Beach, was completed in January 2016 and became fully operational in April 2016. The original design included twenty-two rack enclosures with room for an additional thirty one racks for future expansion. Two of the racks were assigned for use by the Property Appraiser as part of a long standing informal colocation agreement. The remaining twenty racks were intended for the current and future needs of ISS.

ISS has conducted tours of the new Data Center since completion following our “Open House” on March 29, 2016 when ISS invited representatives from various County and non-County organizations. Numerous visitors have stated how impressed they were with the Data Center’s design and quality of the construction. Subsequent to those tours, ISS received many requests for rack space in the Data Center and is entering into formal Data Center Colocation Agreements with seven organizations for leased rack space as follows:

Data Center Tenants	Rack Enclosures
Palm Beach County Clerk and Comptroller	15
Palm Beach County Health Care District	8
Orange County Government	4
Palm Beach County Property Appraiser	2
Palm Beach County Fire Rescue	1
Office of the Public Defender	1
Court Administration	1

The timing and magnitude of these requests was unexpected as the original design was planned to accommodate future hardware needs for many years before any expansion project would be required. As it turned out, we have reached our maximum capacity within the first half year of operations! ISS is able to meet these demands through the scalable mechanical infrastructure which allows for increasing cooling and power capacity as additional hardware is installed. These expansion projects can be accomplished at a minimal cost with no disruption of services to the organizations using this facility.

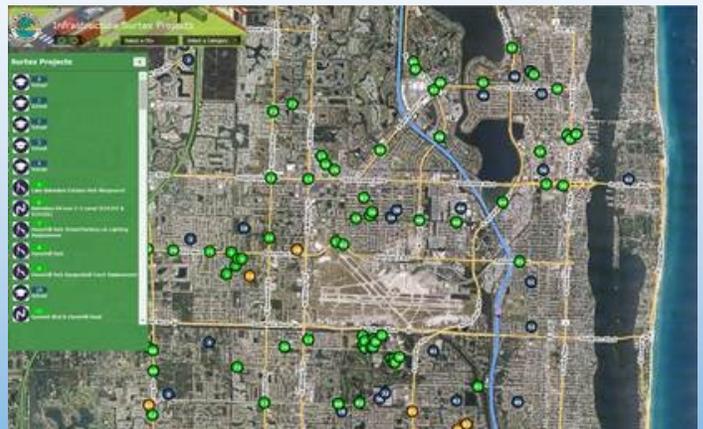


GIS Map of Sales Tax Infrastructure Projects

Palm Beach County, in conjunction with the School District, is seeking public approval of an additional penny sales tax which will be enacted over a period of 10-years for the purpose of replacing and improving the County’s aging capital infrastructure, including roads, bridges, parks, schools and other government facilities. The estimated \$2.7 billion raised from the additional penny would be split as follows: school district – 50%; county – 30%; and cities – 20%.

The great recession beginning in 2007 led to successive years of budget cutbacks, accompanied by a deferral of capital maintenance. A temporary increase in the sales tax, such as being proposed, requires majority approval of a public referendum. The additional penny sales tax referendum will be included on the ballot for the November 8th election.

To inform citizens about this initiative, County Administration and Public Affairs created a brochure and a web site with a link to a map of infrastructure projects. The GIS Section of ISS developed an interactive map of “Infrastructure Surtax Projects” <http://maps.co.palm-beach.fl.us/cwgis/?app=surtax> to show the specific location of each planned project, including a project description, estimated cost, and jurisdiction. The map can be searched by city or project category. This is an example of the power of GIS to display information visually for the benefit of the public.



2016 GIS Expo - *GIS Powering the Future*

The 2016 South Florida GIS Expo – “*GIS Powering the Future*” was hosted at the Palm Beach County Convention Center on September 29-30, 2016. This year’s event marked the 23rd annual GIS Expo which is typically held in West Palm Beach. Representatives from PBC ISS/GIS serve on the host committee; and this year, Chris Benkly, Countywide GIS Coordinator, served as Co-Chair. The Expo Committee planned and organized another successful conference attended by more than 600 GIS professionals from counties, cities, utility authorities, and other public sector organizations as well as private companies and exhibitors.

This year’s GIS Expo began with a welcome by County Administrator Verdenia Baker who also introduced the keynote speaker – Clarence Anthony, Executive Director of the National League of Cities. Mr. Anthony is a prior resident of Palm Beach County who once served as the mayor of South Bay. His keynote address – “*GIS Drives Innovation*” was well received by the audience. The agenda included an Executive Session for elected officials and upper level managers. The program for Thursday afternoon and Friday offered 48 concurrent sessions presented by GIS experts from government, academia, and business. ISS employees Chris Benkly and Krassi Stavrev were presenters in three of these sessions.

The South Florida GIS Expo is one of the premier GIS events in the southeastern United States. Event costs were underwritten by 34 commercial exhibitors which enabled the Expo to be offered once again without any registration fee for the attendees.



Newest Version of MyGeoNav Provides Enhanced Capabilities

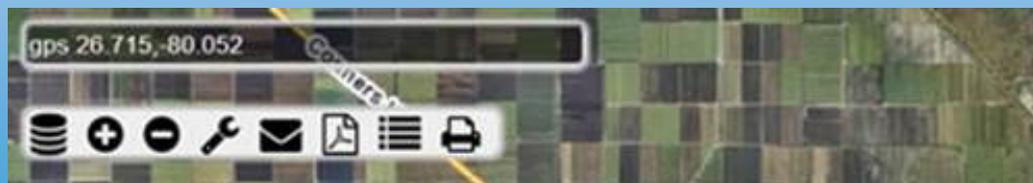
The GIS team recently completed work on a technical refresh of the Palm Beach County myGeoNav web-based mapping application. Demand for mapping applications has rapidly increased as technology and smart phones have made us all aware of the power of location and the convenience of mobility.

Several key enhancements have been incorporated into the latest release of myGeoNav to improve the system functionality;

- Speed: the application has been supercharged and it now runs much faster.
- Clean: the interface is less cluttered and much cleaner than the prior version.
- Mobility: the screen automatically re-sizes with custom feature sets to optimize use of the specific device types – computer, tablet or smartphone.
- Search: search for everything from a single box, including parcels, property owners, addresses, municipalities, street intersections, GPS coordinates, parks and more.

To find a GPS location on myGeoNav, type GPS latitude, longitude (see picture above) in the search box, hit the enter key and the map will find and zoom you to that location.

myGeoNav is a powerful resource that allows users to empower themselves and others to make informed decisions and communicate information using the latest Palm Beach County GIS data available. myGeoNav provides access to countywide maps, aerial photography and more than 300 specific data layers.



Belle Glade Fiber Project

This project entails extending the County's fiber optic network from its existing westernmost point on Lamstein Rd. near US 441 to the County office campus located at the southeast corner of State Road 80 and State Road 15 in Belle Glade. This network path will be 38.7 miles in length.

The fiber network extension to Belle Glade was originally approved as a project in the FY 2013 capital budget but the \$900,000 in funding was reallocated the following year for the new enterprise data center project at the Vista Center. Partial funding (\$400,000) for the project was reinstated in the FY 2016 budget, with an additional \$400,000 approved for FY 2017.

The project plan originally called for an aerial path along the FPL pole right-of-way from SR80/Lamstein Lane in Royal Palm Beach along SR80 to the West County Administrative complex in Belle Glade. However, earlier this year, ISS learned that FPL no longer allows attachments to their utility poles as they are engaged in a statewide project to harden their infrastructure. This requires the County to install the network cabling underground which increases the project costs to an estimated \$1,235,000.

Despite these setbacks, ISS is proceeding with this project due to the multiple economic and community benefits that will ensue. The project will enable the County to eliminate AT&T SmartRing service and reduce our annual costs approximately \$973,800. Additional benefits will be derived from the increased network capacity for the numerous County facilities located in Belle Glade. Having the County network presence out west will also enable ISS to provide network service to external agencies, including the cities of Belle Glade, Pahokee and South Bay, the Health Care District, Palm Beach State College, etc. It will increase network capacity for the 911 PSAP, and will establish the backhaul for free internet access in public WiFi zones which will support citizens and businesses in this economically disadvantaged region.

ISS is currently building out our network to the 20-Mile Bend site where a PBC-owned radio tower will be used to support ISS Network and Communications Services as well as FDO's P25 radio upgrade. The fiber run has presently been extended to the new Palm Beach State College campus in Loxahatchee Groves and will soon connect Loxahatchee's town hall. From this point, it will be continue down State Rd. 80 to the Belle Glade campus. We anticipate the project will be completed during the second quarter of 2017.

311 System Feasibility Study

A recent review of our peer counties in Florida found that most of these organizations maintain a central point of contact for all citizen inquiries and requests. These "311" type programs are established to handle all non-emergency contacts from the public, including telephone calls, emails, and interaction via a web site or mobile application. The majority of citizen contracts pertain to animal control issues, code enforcement, and road conditions. Pertinent research information compiled by ISS can be accessed from the ISS Intranet home page ("*311 Non-emergency System Feasibility Study – Background Research*" and "*Citizen Contact Processes in PBC Departments and Agencies*").

In order to evaluate the feasibility of establishing a formal 311 program for Palm Beach County, it is necessary to consider the anticipated benefits and impacts, including costs, of such a program. A logical starting point is to examine our current decentralized approach for responding to citizen complaints and requests.

An online survey process has been established to gather pertinent information from the various departments that administer citizen contact programs. Survey information will reveal existing practices, including methods of contact, tracking and reporting, staffing, and workload volume. Certain departments will be excluded from the survey given the assumption they will continue to maintain a decentralized citizen contact process.

ISS, in conjunction with County Administration, will conduct the survey during November 2016. This information will be compiled and evaluated as part of a feasibility study to be conducted by a cross-departmental team consisting of Public Affairs, Information Systems Services, and representatives from some operating departments.



eKPI—New Online Application for Tracking Key Performance Indicators

For fiscal year 2017, ISS is introducing a new business intelligence application – **eKPI** for capturing and reporting departmental performance measures. The enterprise database supporting eKPI is integrated with the OFMB Budget Book application and provides departments the ability to create and track internal metrics deemed important by management, including program workload, relevant operating statistics, cost data, and grant reporting requirements.

eKPI is a vast improvement over the existing worksheets and is designed to simplify and, in some cases, automate the processes for collecting and reporting the underlying data for departmental performance measures. The system can interface with other departmental systems and databases to automatically extract data for display in eKPI, and also provides an intuitive data entry screen for manually entering information. Also included in the application is a host of standard and customizable management reports.

Additionally, the eKPI application provides a window into the department's performance through simplified data visualizations such as graphs and dashboards. These customizable dashboards offer intuitive drill-downs providing instant access to understandable metrics that are intuitive, informative, and actionable. eKPI will complement the new performance budgeting module and will eventually become an essential enterprise application.



Going LIVE with Microsoft Office 2016



ISS is pleased to announce that we are ready to upgrade all County desktop computers to Microsoft (MS) Office 2016, which will include Word, Excel, PowerPoint, Outlook, and Publisher.

We have extended the lifecycle of the 2007 version of MS Office as long as possible to maximize the County's investment in this office automation software. As vendor support for Office 2007 is ending, it is now time to upgrade to the latest version and take advantage of the software improvements.

This version of the automation suite provides exciting new features and a more intuitive interface. For example:

- Backstage view is accessible in all of the Office applications. Whenever you click "File" it will take you to this view to open a document, save or print a document.
- Multiple Themes can be selected to change the color of the navigation ribbon at the top of your screen.
- Documents can be easily attached to recently opened Outlook emails.
- Collaboration and document sharing are made easier with the capability for real time co-authoring of documents.
- "Tell me..." feature in Word for commands with a dropdown list of the last five commands previously executed from this search feature.
- Excel has six new charts and the ability to do forecasting.
- New design templates are offered for PowerPoint.

A pilot implementation of Office 2016 is almost complete in ISS. The ISS Customer Care Center will be working with each department to coordinate the rollout. Product overview sessions will be provided, with open lab sessions for additional support if needed. Training for Office 2016 will also be provided. Stay tuned for more details on the Microsoft 2016 upgrade project.

Our Newest Software Development Partner—Facilities Development & Operations

The Facilities Development and Operations (FDO) Department is partnering with ISS in developing a long-term IT strategy to replace their existing aging systems for tracking facilities maintenance work orders (MAXIMO), county-owned real estate (PREMCORE) and Artist Registration.

Objectives of the new department-wide work order and inventory/asset management system include improving system functionality in a web-based environment, and establishing a departmental database that will share common data and generate meaningful management information pertaining to the various programs administered by FDO. The plan is to leverage some of the functionality from existing in-house applications like Work Order/Problem Tracking (SRS/PTS), Time Entry (TEA) and Asset Management (FATS).

FDO and ISS are currently engaged in joint application design sessions to determine business requirements for the new system. Existing processes and work flow are being documented to ensure that the functionality and programming in the new system will support everything that needs to be accomplished from a management perspective. Trades and technical level staff have also been involved to ensure that the utility of the new system lessens input time in the field.

The goal is to replace the MAXIMO system with the new department-wide work order and inventory/asset management system, tentatively named “eFDO” by the end of FY 2017.

Roster of IT Collaboration Continues to Grow

Numerous public sector agencies within Palm Beach County receive IT services provided by ISS. Beginning in 2008, ISS began a low intensity campaign to market our services and, to-date, a total of 42 agencies, including municipalities, schools and colleges, health care and non-profit organizations have entered into 56 separate agreements with Palm Beach County to receive IT services. These services include network connectivity, application and server hosting, document scanning, and co-location, and disaster recovery services, all at wholesale rates. Over the past 12 months, network service agreements have been signed with the Max Planck Florida Institute, the City of Lake Clarke Shores and the City of Atlantis. Additionally, a new application lease and hosting agreement was signed with the City of Jacksonville.

One of the key factors in our success has been the continued partnership with the Florida Lambda Rail (FLR) system, a non-profit provider of commodity priced internet and other network services for governmental and educational agencies, which enables the County to offer these services to our downstream partner agencies.

These agreements in total will generate \$517,070 in revenues to Palm Beach County in Fiscal Year 2017. Sharing IT services through collaboration benefits the interests of all parties: the County receives payment for its services; the public sector agencies receive more robust internet bandwidth and or the use of business applications at below-market rates, and the transaction between publicly funded agencies offsets bottom line costs to the taxpayers.

Community Services and ISS Launch “STARS” Paperless System

As part of an ongoing effort to provide stellar service, increase efficiency and reduce the County’s carbon footprint, Community Services and ISS, in conjunction with the Clerk’s Office, recently implemented the paperless STARS (Senior Tracking and Referral System) application. This full-service case and fiscal management system handles all aspects of servicing clients of the Division of Senior Services, from prescribing services to final payments to the vendors.

STARS also manages the tracking of grant funds and expenditure projects and includes an online payment portal for vendors servicing the Division of Senior Services. Using this system, vendors will now submit their invoices using the county’s secure web portal. The electronic invoices are reviewed by Community services’ fiscal staff and then forwarded to the Clerk & Comptroller’s Office for final processing and electronic storage. Approved invoices will be uploaded to the Advantage financial system which will generate a check for the vendor.

STARS not only saves paper, but allows for expedited requests for services, accuracy in tracking expenses, and quicker payment to the vendors who provide essential services to senior citizens of Palm Beach County. This marks the third paperless invoice processing system and Advantage interface implemented by Community Services in its ongoing effort to maximize service and efficiency.



New Application for the Medical Examiner's Office

ISS and the Medical Examiner's Office are working together to develop a modern web-based application using the latest technologies and devices to replace the obsolete application which has been in use since the 1990's.

The new "ME Application" will be web-enabled for internet access through desktops, laptops, tablets and smart phones. The new system will provide for an efficient use of newer technologies to eliminate redundant data entry, duplication of data and manual processes. It will contain diverse records, including photographs, X-ray images, dental records, scanned images, video files and data in a single centralized relational database. This will allow the search of information by multiple criteria, association of the information by case number, and downloading information to Excel spreadsheets. Other features include integration with myGeoNav and Outlook email, records management, and credit card validation. Online help and video tutorials will also be created for system users.

The system will consist of five modules: 1) Cremations; 2) ME Cases; 3) Laboratory Interface; 4) Evidence Management; and 5) Records Management System.

The Cremations module fully automated the processes of cremation case approval and billing. This module, implemented in February 2016, has provided multiple benefits, including reducing data entry by automatically downloading information from the State of Florida's Electronic Death Registration System, reduced cremation case approval times, conversion of documents to digital format for ease of sharing and retrieval, online access for funeral homes to query case status, approval information, and individual account data, and automatic billing, online payment option and maintenance of all account information.

ME Cases, the second module of the Medical Examiner Tracking System, is the largest and most complex component of the new system. It encompasses the creation, tracking, and maintenance of Medical Examiner cases, Non-Medical Examiner Cases, and Non-Human Remains. It will provide an interface for Law Enforcement agencies to initiate cases, ME case management, investigations, morgue management, autopsy, toxicology, tracking of specimens, evidence and personal property, determination of cause of death, body release, death certificate management, peer review and subpoena management. The prototyping and development of ME Cases is currently underway with completion anticipated by mid-2017.

New Service Request System Tracks ISS Work

The ISS-developed Service Request System (SRS) was implemented in August 2016 as an enterprise management tool that tracks, monitors, and manages customer requests. SRS is comprised of three modules – Problem Reporting, Work Orders, and Change Requests, and combines the functionality of the three separate predecessor systems – Remedy, PTS Work Order, and Change into a single Service Request System.

The Problem Reporting module tracks all user-reported problems pertaining to computers, applications, phones, network access, etc. The Work Order module manages user requests for new work by ISS. The Change Request module is used as a communication tool when changes or new items are being implemented into to our production environment. SRS features include the ability to initiate work requests online, send email notifications, management reporting and visual display of open activity, and a database of prior service activity. The system will also enable ISS to collect statistics on time milestones to determine. ISS has established service level agreements (SLA's) based on time standards for work completion. Percentage of SLAs met is tracked as a key performance indicator for the department.

The SRS application was customized to display information in easy-to-read dashboard formats. Each module has its own dashboard from which users can view request information, update requests, add comments, plus a variety of other options. The dashboards allow staff to view requests assigned to them or assigned to others within their group. Managers are seamlessly able to view their staff's dashboards or use the Monitor Items dashboard to glean an overall view of staff workload; this assists managers in assigning new work. Additionally, GIS addressing and maps have been integrated into the SRS application. **My Agency** dashboard provides our agency liaisons with a view of Problems, Change Request, and Work Orders for the agencies they are responsible for. The **Problem Report SLA Dashboard** provides a view of Target SLA's met or missed for each Agency.

Many agencies are already using the Project Tracking Systems (PTS) which has been integrated into SRS under the Work Order module. Other departments such as Palm Tran and Fire-Rescue have requested the ability to use the SRS Problem Request module to track their internal service requests.

SRS is a resource that enables ISS employees to efficiently organize and prioritize their daily tasks. It also serves as an information portal for County departments and agencies to obtain detailed information about their service requests submitted to ISS and our performance in responding to those requests. Planned future upgrades include full mobility for use on smartphones and tablets, and the ability for exchanging text messages and between the user and the assigned ISS technician.

Unified Communications Project Nearing Mid-Point



The County is currently implementing a Unified Communications (UC) System which entails replacing 84 legacy telephone systems serving more than 10,000 customers with a single state-of-the-art unified communications (UC) system that provides voice over internet protocol (VoIP) services, video conferencing, instant messaging, web collaboration, single number presence, and Contact Center capabilities to handle the requirements of large call centers. Unify's OpenScape Voice system was selected as the County's unified communications solution.

In addition to modernizing our communication technology, the new system will reduce costs. The OpenScape Voice system is connected via the County's fiber optic network which enables ISS to disconnect the leased voice circuits required for the previous phones systems. When fully implemented, the new system will reduce the County's telecommunications costs by more than \$2 million annually.

This project involves four major components: 1) Infrastructure Upgrade; 2) UC Enterprise Platform; 3) Contact Center; and 4) Training. A summary of the project milestones is presented below.

Project Milestone	% Complete
installed the core system with the primary installation at the Emergency Operations Center and the backup system Vista Center Data Center	100%
replaced approximately 4,510 handsets	45%
implemented 3 Contact Centers	50%
installed 415 network switches	80%
installed 98 UPS units	90%
upgraded 484 data closets	65%
trained 17 ISS technicians (technical training)	100%
trained 1,344 employees (end user training)	35%

We are approaching the mid-point of this multi-year project will full implementation scheduled for late summer 2017. Numerous county offices, fire stations and libraries have already been converted to the new system. Taking into account the magnitude and

Fighting Gang-Related Activity with G.R.E.A.T

The Gang Resistance Education and Training (G.R.E.A.T.) program is an evidence-based gang and violence prevention program that has proven successful in reducing gang activity. The program is being taught to elementary and middle school aged students by Law Enforcement Officers. Course curricula includes life skills (being able to resist the pressure to join gangs), effective communications, managing anger strategies, respecting others, making good choices, setting positive goals, and having a positive attitude. Each Officer has undergone a formal training session where they learn how to present the G.R.E.A.T. courses in a classroom setting using proven methods of cooperative learning, group discussion, and role playing.

The G.R.E.A.T. program, introduced in 1992 in Phoenix, Arizona for elementary and middle school students, has expanded throughout the United States. Palm Beach County joined the G.R.E.A.T. program in 2008 when an ATF Officer began teaching classes at the Youth Empowerment Centers. By 2012, Palm Beach County Officers were teaching classes in several schools across the County. In April 2014, the CJC announced that 26 Officers graduated from G.R.E.A.T. training and had begun teaching classes at 20 schools with approximately 1,000 students participating. The program was continuing to expand, but nearly every aspect was being handled manually, with no real audit trail or system for tracking metrics, e.g., participating schools, number of students, classes taught, results achieved, etc. Accordingly, the CJC requested that ISS develop a "one stop" application to collect data, automate and streamline tasks and communications performed by instructors, interface with the national G.R.E.A.T. headquarters for materials, track statistics and generate reports.

In May 2015, ISS and CJC launched the PBC G.R.E.A.T. application which includes the first and only computer interface with the national G.R.E.A.T. website. The sponsors, administrators and instructors are pleased with the efficiencies resulting from the G.R.E.A.T. application, and are continuing to identify more features and enhancements for automation. Time saved using the PBC G.R.E.A.T. application enabled the 19 Officers to teach more than 3,800 students last school year.

With the advent of the 2016-17 school year, the G.R.E.A.T. officers have scheduled their classes for the fall semester. In September, the officers and students celebrated their "First Annual International Gang Awareness Day" at John F. Kennedy (JFK) Middle School. If these past months are an indication of what is to come for the G.R.E.A.T. program in Palm Beach County, it will be an awesome year.

The Core Team of G.R.E.A.T. is comprised of ATF, PBSO, School Police, CJC & ISS' Andrea Lemer & Kent Anderson.



ISS Student Intern Program

The IT **Student Internship Program** developed and administered by ISS affords the opportunity for highly motivated and qualified students to gain valuable on-the-job training and learn about technology professions in the government sector. Student employees and interns are paid bi-weekly for their hours worked based on the agreed-upon hourly rate. Interns are limited to 1,000 hours of work in a 12-month period.

Not only do the students benefit from this program by earning credit hours and a salary, but the County benefits as well through salary savings resulting in lower service costs and the identification of student employees and interns as a potential source of future talent for entry-level IT careers within County government. Furthermore, the “try before you buy” approach reduces organizational risk and helps ensure that ISS continues to hire and maintain an excellent, dedicated, and highly skilled IT workforce.

The program started as a pilot project in 2012 and was officially adopted on August 15, 2014. Since its inception, a total of forty students from six local universities have participated in the program, of which ten have been hired on a permanent, full-time basis.

To facilitate administration of the process, ISS created a web link (<http://survey.pbcgov.com/s3/ISS-Intern-Student-Application>) for students to access the application form and attach their current resume. An interview will be conducted if the student meets the basic requirements and a position is available. Following a successful interview, the candidate will be asked to complete a Palm Beach County Job Application and an offer for the internship may be made if the candidate successfully completes/passes the screening process.

Depending on their interests and skills, interns are typically assigned responsibilities in applications development, quality assurance, desktop support, networks, and the production of training videos. Interns participate in work and training activities, meetings, joint application development sessions, and social activities such as holiday parties. Upon completion of their tenure with ISS, interns are asked to complete a survey of their experiences with the County.

The student intern program is helping to ensure that ISS continues to hire and maintain a dedicated and highly skilled IT workforce, an important strategic objective identified in the 2014-2016 ISS Information Technology Strategic Plan.

Implementing Payroll Streamlining Recommendations

The Clerk & Comptroller's Office maintains a payroll function to process employee paychecks on behalf of the Board of County Commissioners. In administering this role, the Clerk works closely with County Administration, Human Resources and ISS in all matters relating to payroll policies and systems.

Two recommendations for streamlining the payroll process are being addressed as follows:

- Reduce the number of paper pay checks still processed (>500) by converting the remaining manually processed checks to either electronic direct deposit, or pay cards that would function similar to a debit card. This change will be mandated by policy for non-bargaining unit employees but will require the concurrence of bargaining units prior to implementation.
- Eliminate the use of paper time cards by transitioning remaining departments to HRIS which includes a time entry module (TEA) and provides for online routing and approval of payroll documents.

Automating these manual payroll processes will save time and money in the form of labor costs for sorting, packaging and delivering documents. Human Resources and ISS are primarily responsible for planning and implementing these efficiencies.

Performance Budgeting System

OFMB, ISS and our software vendor – CGI Technologies and Solutions are engaged in a project to implement CGI's Performance Budgeting Module which will replace the older BRASS budgeting module. The budgeting module is a major component of the County's Advantage Financial System and will provide improved screens for entering financial data and narrative, financial forecasting, and integration with eKPI for tracking key performance measures.

The Board approved staff's recommendation to proceed with this project on April 19, 2016. Work commenced in June and is well underway with testing scheduled to begin in December and system go-live in January 2017.

IT Security Program



ISS has been protecting County assets from hackers and other threats for many years by investing in cyber security technology and dedicating staff to manage the technology. Security is a multi-layered set of tools and processes designed to protect the perimeter, network, endpoint devices, applications, and data. Elements of security include badge-controlled access to restricted areas, network firewalls, email filters, user authentication, data encryption, data backups, vulnerability scans, virus protection, and security training.

Planned projects for FY 2017 include upgrading the network firewall, implementing scanning capability for email links, selecting and implementing a security information and event management tool, and additional data encryption for sensitive data.

ISS maintains an "Information Security" website containing helpful information for use at work and at home. Please visit the ISS Website, <http://pbcportal.pbcgov.org/ISS/default.aspx>, and click on the "Information Security" icon.

The website will be continually updated with cyber security information so you can keep up with what hackers are currently targeting and how to better protect yourself and your family. There are posters that can be downloaded, printed and posted by your computer at work and at home as a constant reminder to maintain "SECURITY AWARENESS" at all times.

Advantage Financial and Vendor Self-Service Systems Undergo Major Updates

Over the Memorial Day weekend, ISS, the Clerk & Comptroller's Office and Purchasing completed a major upgrade of the County's Advantage Financial System and Vendor Self-Service (VSS). This upgrade project involved multiple components of the Advantage system infrastructure. In addition to upgrading the baseline software for the financial and VSS applications, the project required upgrades to the Web Server, Application Server, and Oracle Database; and introduction of a new tool (BIRT) for business intelligence and reporting.

This upgrade also required the application of 88 mandatory vendor software patches to the baseline software and modifications to 25 separate customizations for Palm Beach County. County staff worked closely throughout with our vendor, CGI Group, Inc. An ISS project team consisting of employees from Server, Database, and Application Services groups worked around-the-clock the Thursday before the Memorial Day weekend through Sunday, May 30th when the system was turned over for user testing. The extensive ISS involvement in this project was coordinated through our assigned project manager, Linda Templeton. Numerous ISS employees were recognized for their work on this project through the "ISS Kudos" program.

Due to the magnitude of changes to the Financial and VSS systems, Purchasing, Clerk's Finance and representatives from numerous County departments participated in an extensive testing process prior to the system "go-live" date. Several new modules, features, and functionality were implemented as part of this project, including: more intuitive commodity search feature (SHOP page); debt management module; auto JV reversal feature; ability to limit the type of attachments; visual workflow; ability to e-mail purchase orders to a user specified e-mail address; VSS and Phase II Bids & Solicitations were also upgraded to 3.10.01.

Thorough planning and execution on the part of ISS, Clerk and Purchasing, as well as numerous departments, enabled the successful completion of this project as attested to by the fact that the Advantage Financial and VSS systems were ready for use on the planned date – Tuesday, May 31, 2016.



Employees Worked Around-the-Clock to Assure Successful Project

ISS Presentation to the PBC League of Cities



ISS recently presented an update to the PBC League of Cities on IT collaboration in Palm Beach County. Steve Bordelon, ISS Director, Mike Butler, ISS Network Services Director, and Kelly Ratchinsky, GIS System Architect, appeared before the League membership during their meeting on July 27, 2016 to discuss the IT services provided by ISS to number cities and other public sector agencies. Our joint presentation included a review of the 50 existing IT service agreements and an overview of additional IT services now offered by ISS, including network transport, unified communications, and document scanning. The presentation also included a demonstration of the new GIS application designed to display capital infrastructure projects which the county, cities, and the school district identified for funding under the referendum for the proposed additional penny sales tax.

More than 125 municipal leaders, including elected officials and city managers, attended the luncheon meeting in Lake Worth. Our presentation led to additional expressions of interest and we anticipate that several new service agreements will result.

ISS Presents IT Security Overview to Audit Committee

At the request of the County's Audit Committee, ISS presented an overview of our information technology security program during the Committee's meeting on September 21, 2016. Presentations by ISS Director, Steve Bordelon, Network Services Division Director, Mike Butler, and Security Coordinator, Ken West covered the following topics: governance structure and countywide security policy (PPM # CW-O-059); independent security reviews; specific security tools and processes; network security layers, protection/detection/response, and current and planned projects. A copy of the presentation can be accessed on the PBC intranet – ([click here](#)).

Based on the questions and comments from the Audit Committee members, we can conclude that the presentation was enlightening and well received.

Board of County Commissioners



Mary Lou Berger, District 5, Mayor

Hal R. Valeche, District 1, Vice Mayor

Paulette Burdick

Shelley Vana,

Steven L. Abrams

Melissa McKinlay

Priscilla A. Taylor

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