Frederick County IT and MIS Update | July 2017
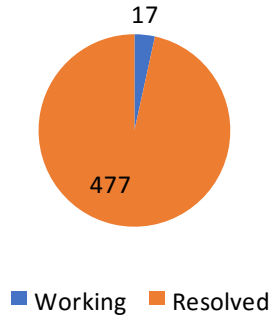
DATA SNAPSHOT

Service Phone Calls Received (IT,MIS,GIS) - 607

Average Call Time : 4.1 minutes

Help Desk Ticket Requests: 494

■ Working   ■ Resolved

GIS Help Desk		
Addresses	Maps and Data Requests	GIS Application Support
76	14	8

County Website

Total Page Views: 210,238

Top 3 Webpages :

www.fcva.us

www.fcva.us/departments/o-z/sheriff-s-office/news-arrests-calls-for-service

www.fcva.us/departments/a-e/commissioner-of-the-revenue/real-estate-division/reassessment-information

MONTHLY REMINDERS

⇒ Please remember to lock your computer screen when you are going to be away from your desk for any length of time.

⇒ For Security purposes, remember that emails from technical support will always have a staff member's name and we will never ask for your account details in email.

⇒ To keep your computer running smoothly, please reboot your machine at least once a week.

PROJECT UPDATES

IT and MIS Support Services:

- The email migration phase of the Office 365 project is complete. Over 900 mailboxes and accounts were migrated to the Microsoft Cloud. You now have a 100GB mailbox.

- We have started scheduling the Microsoft Office 2016 Suite upgrades for September. This is being scheduled department-by-department to help facilitate a smooth transition.

- To get ready for the upgrade to Microsoft Office 2016, the IT Department launched a self-paced training portal for Office 365.

- MIS completed the project to update the BAI system to reflect a larger employee id number.

GIS Support Services:

- In August, GIS started the upgrade to what is referred to as Enterprise GIS. Enterprise GIS (also referred to as Enterprise Integration Platform) will provide broad access to geospatial data and applications throughout the organization. Using common infrastructure, extending the capabilities of our software, improving capabilities to integrate with existing software and increasing the overall efficiency. This solution will enable GIS to assist in providing meaningful business intelligence to both the citizens and management.

- Enterprise GIS is a multi-server deployment that was started in August and will enable County staff to access GIS resources from anywhere. This will provide the backbone to add many new GIS features such as Maps for Office that will enable office staff to add a spread sheet to a map as long as it contains addresses or coordinates. This and many other new resources will be available as we move forward all while using windows credentials to ensure only authorized users have access. We anticipate starting to make new features available in mid-September.

- The GIS team launched the new Frederick County Tax Map Application online. You can access the new app at http://gis2.co.frederick.va.us/FrederickCountyGIS/.