



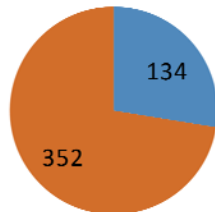
Frederick County IT and MIS Update | June 2017

DATA SNAPSHOT

Service Phone Calls Received (IT,MIS,GIS) - 573

Average Call Time : 4 minutes

Help Desk Ticket Requests: 486



■ Working ■ Resolved

GIS Help Desk

Addresses	Maps and Data Requests	GIS Application Support
95	17	39

County Website

Total Page Views: 216,363

Top 3 Webpages :

www.fcva.us

www.fcva.us/departments/o-z/treasurer

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

MONTHLY REMINDERS

- ⇒ Don't forget to check the size of the **Deleted Items** folder in **Microsoft Outlook** and **Empty** the folder if needed to keep your mailbox under the size limitations.
- ⇒ 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:

- We are preparing our infrastructure for the migration to Microsoft Office 365. Email boxes will be migrated in the first few weeks of July. Everyone will receive several emails to communicate the schedule of mailbox migrations. We are working with our vendor to make this a seamless transition. You will still use Microsoft Outlook to access email. We are just changing how we store your email.
- Everyone's Microsoft Office Suite will be upgraded to Office 2016 in July. A self-paced training system for Office 365 will accompany the roll out.
- The redesigned County website will go live Tuesday, July 18. Thank you to Karen Vacchio, Andrew Farrar, and the Web Committee for all the hard work.
- The MIS team has been coordinating with HR and Finance to ensure increases in COLA and Merit go into effect in July.
- MIS continues to update all in-house custom applications to reflect the change in BAI to a larger employee id number.

GIS Support Services:

- Staff is working on a new public facing mapping application to replace the Frederick County Tax Map.
- The EDA and GIS are working together to update the Utility data layers in GIS (Electric/GAS/Water and Sewer)
- GIS is working with the Building Inspections Office on a new process for requesting addresses digitally.