Technology is the Pulse of Marion County

2025 Operational Plan Update

**Marion County
Information Technology**
2511 SE 3rd Street
Ocala, FL 34471
(352) 671-8809

Information Technology
Strategic Operational Plan
FY 2024 - 2028
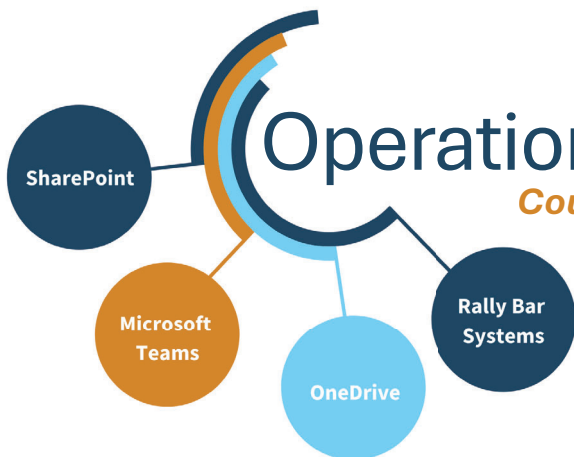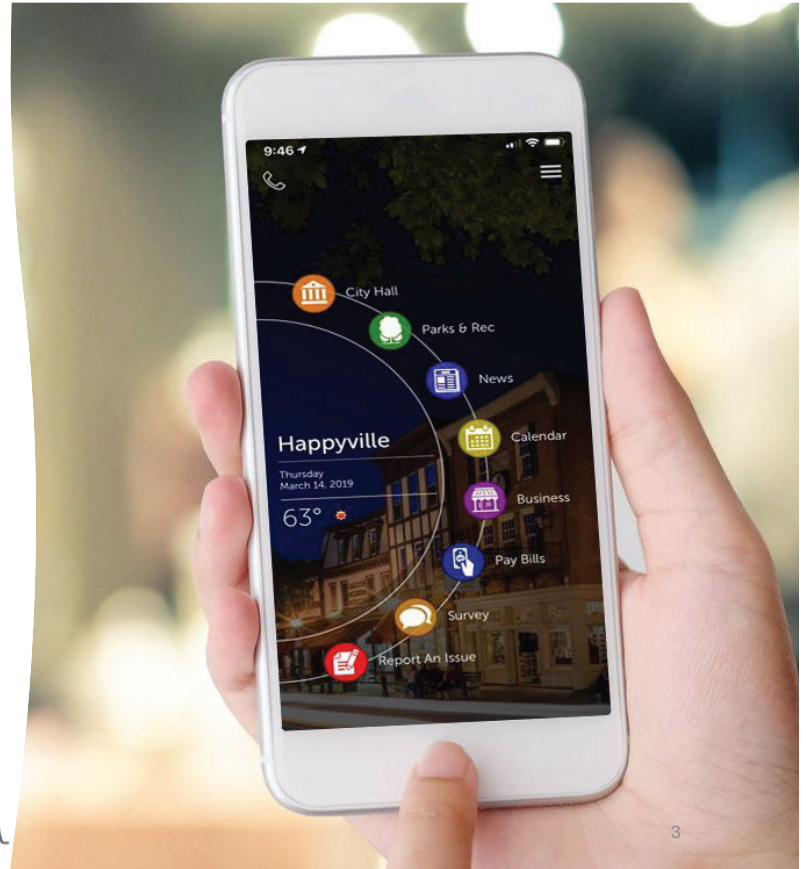
Presented by: Tom Northey, CGCIO

Operational Goal 1

Citizens Portal

» Tyler's My Civic mobile app implementation process to begin in 2026.

The intended outcome is to streamline citizens' experience when conducting business with the County using a single portal and account.
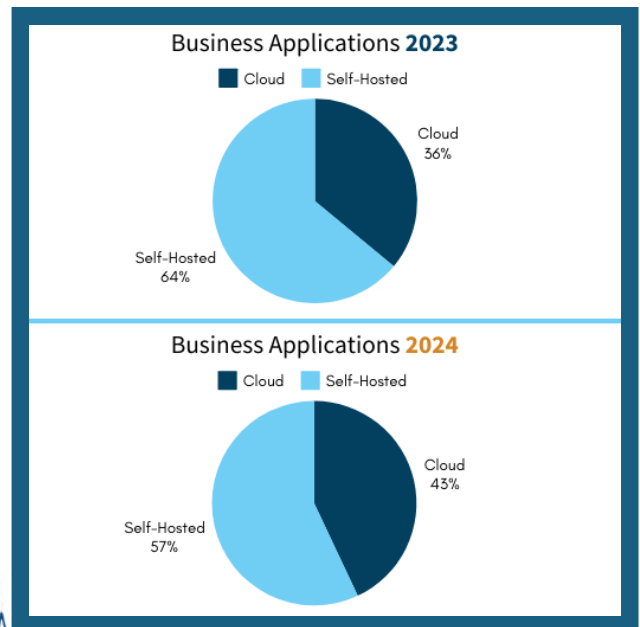

Operational Goal 2

Countywide Collaboration

SharePoint

Microsoft Teams

OneDrive

Rally Bar Systems

» 100% of departments are on the new "**Empower Marion**" SharePoint site.

» 41% of departments are currently trained and have access to the new Microsoft 365 technologies.

» 6% of departments have their documents syncing to OneDrive.

» Two departments have moved from Avaya to Teams Phones.

Operational Goal 3

Cloud Computing Services

» 47% of iPhones are now secured and managed on the Microsoft Cloud Management platform.

» In 2024, we increased the number of business applications in the cloud by 7%.

» In 2025, we are focusing on moving the County's time and attendance along with Fire Rescue's scheduling system to the cloud.

Business Applications 2023
- Cloud
- Self-Hosted

Cloud 36%
Self-Hosted 64%

Business Applications 2024
- Cloud
- Self-Hosted

Cloud 43%
Self-Hosted 57%

Operational Goal 4

Increase Wireless Capabilities

Wi-Fi

» 2024 focused on establishing a new *secure* foundation for our enterprise wireless infrastructure.

» 51 new Wireless Access Points have been deployed to date.

» The Growth Services Building is our next scheduled location to receive new access points.

Operational Goal 5

Interdepartmental Instructional Teams

120
Trainings

606
Attendees

228
Hours

» Incorporating *Change Management* and *Adult Learning Theories'* latest methodologies to deliver an impactful technology training program.

» *Needs assessments* and *evaluations* are conducted to continually adapt the curriculum to meet our organization's needs.

» Established a mobile training lab where…

    "We bring the training to you."

EMPOWERING EMPLOYEES FOR LASTING SUCCESS

Operational Goal 6

Enhance GIS Experience

» In collaboration with ESRI, our GIS Team developed a strategic plan, that focuses on the needs of our users and citizens.

» We are making great strides to actively achieve several goals in this plan.

» We are preparing to present a full update to the Board at a future meeting.

Enhancing the GIS Experience

Operational Goal 7
Organizational Realignment
Hybrid Workforce

Enhanced Collaboration & Flexibility

» Using Microsoft Teams, employees can collaborate in real-time, whether they are working remotely or in the office.

» 10% of our IT Team members are successfully working in a hybrid capacity.

» Additionally, IT employees have the flexibility to work remotely as needed.

Empowering Marion for Success