



EMPOWERING MARION FOR SUCCESS II

Information Technology

FY 2025-26 2nd Quarter Accomplishments (January - March):

Organizational Experience

1. Improve Employee Experience
 - a. ERP Employee Access:

Human Resources and Information Technology have completed configuration and testing of the internal job application module within Employee Access. HR has requested enhancements to the finalized application form. Tyler has provided an updated version, which is currently undergoing testing.
2. Customer Experience – Customer Service:
 - a. EPL Customer Experience:

In collaboration with departmental subject matter experts, IT has begun implementing system and workflow enhancements designed to streamline processes and improve notification accuracy. IT has been meeting with several strategic building contractors to assess their customer experience with the EPL system and to identify opportunities for improvement.
 - b. My Civic:

Information Technology has postponed the implementation of the MyCivic application due to higher-priority initiatives. A new implementation timeline will be established at a later date.
 - c. Enterprise Service Request (ESR):

Information Technology has initiated preliminary activities in preparation for the future implementation of the ESR system. The team has engaged Tyler to coordinate an official ESR demonstration, which will serve as a foundation for the upcoming scoping and planning phases. In addition, IT has begun identifying the departments that will be included within the scope of the implementation.

Public Safety

1. 911 Disaster Recovery Enhancements
 - a. Information Technology is implementing enhancements to the PSC network required to support redundant VPN connections for all emergency response vehicles. New access switches have been deployed as part of this effort.



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FY 2025-26 3rd Quarter Goals (April – June):

Organizational Experience

1. Improve Employee Experience
 - a. ERP Employee Access:

IT will continue collaborating with Tyler to resolve the issues related to loading attachments for Employee Evaluations. In addition, IT is assessing the feasibility of enabling Self-Evaluations directly within the system to support full activation of this Employee Access module.
2. Customer Experience – Customer Service
 - a. EPL Customer Experience:

IT will share results of building contractor meetings and continue collaborating with the departments to incorporate building contractor needs into the ongoing improvement initiatives. IT will also maintain active engagement with the building contractor community to ensure evolving requirements are identified and addressed.
 - b. Enterprise Service Request (ESR):

Information Technology will collaborate with Tyler and the respective departments to develop the detailed implementation plan for ESR.

Public Safety

1. 911 Disaster Recovery Enhancements:
 - a. Information Technology will implement the new core switches on the PSC network, which will complete the prerequisite work necessary to proceed with the deployment of redundant VPN connectivity.