



## EMPOWERING MARION FOR SUCCESS II

### Information Technology

#### **FY 24/25 – 3<sup>rd</sup> Quarter Accomplishments (April - June):**

##### Organizational Experience

1. Improve Internal Communications
  - a. Microsoft Teams:  
Information Technology trained and deployed Microsoft Teams to six (6) additional County departments including Animal Services, Fleet, Municipal Services, OCE, Solid Waste, and Utilities. There are currently twenty-two (22) departments on Microsoft Teams.
2. Resident Access Online Portal:
  - a. In partnership with the Utilities Department, we upgraded to a modern, mobile-friendly customer service portal that enables customers to view and pay their bills online. The portal was launched in April 2025.
3. Customer Experience – Customer Service:
  - a. Public Input Community Engagement Software  
Municipal Services completed training and had an Implementation Graduation, marking the completion of the implementation phase for the Public Input software.
  - b. Enterprise Permitting and Licensing (EPL):  
Business processes configurations for Permits, Plans, Projects, Addresses and Code Enforcement were completed and began testing. In addition, the department is working with user training, and connection with Tyler Payment department deployments.
  - c. Tyler Payments:  
Information Technology completed the deployment of three (3) departments including Utilities, Parks & Recreation, and OCE.

##### Public Safety

1. 911 Disaster Recovery Enhancements:
  - a. New server hardware was delivered for the Computer Aided Dispatch at both the primary and backup centers. Information Technology began configuration and testing of these servers. Additionally, Information Technology engaged Vendors for backup internet connections.



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### **FY 24/25 – 4<sup>th</sup> Quarter Goals (July - September):**

#### **Organizational Experience**

1. Improve Internal and External Communications
  - a. Microsoft Teams:  
Information Technology continues to train and deploy Microsoft Teams to County departments. The remaining five (5) departments will be scheduled throughout the fourth quarter.
2. Customer Experience – Customer Service
  - a. Public Input Community Engagement Software:  
There will be ongoing meetings for support with the vendor. Information Technology will continue to serve in an advisor/consultant role.
  - b. Enterprise Permitting and Licensing (EPL):  
Information Technology is continuing to work on the configuration, testing, and conversion process in preparation for a Go-Live before the end of the calendar year.
  - c. Tyler Payments:  
Information Technology is planning to deploy the payment system to six (6) departments.

#### **Public Safety**

1. 911 Disaster Recovery Enhancements:
  - a. Information Technology will continue to install, configure, and test the servers. Once the servers are completed and the backup internet is installed, Information Technology will begin engaging with 911 stakeholders to plan the Level 2 disaster recovery test.