# Information Technology

## FY 25/26 – 1ˢᵗ Quarter Accomplishments (October - December):

## Organizational Experience

1. Improve Internal Communications
   a. ERP Employee Access:
      Tyler Employee Access was successfully deployed at the end of December to run in parallel with the current Self-Service platform. The new portal delivers an improved user experience and expands functionality, enabling employees to update direct deposit information, manage W-4 details, and submit status changes—such as address or contact updates—directly online.

2. Customer Experience – Customer Service:
   a. Enterprise Permitting and Licensing (EPL):
      EPL and Civic Access went live on November 12th. With this new software, residents and contractors can apply for permits, upload plans, pay fees, and track progress from their computers or mobile devices.
   b. Tyler Payments:
      Information Technology completed the deployment of the two (2) remaining departments: Fire Rescue and Solid Waste.

## Public Safety

1. 911 Disaster Recovery Enhancements
   a. The Information Technology team has configured server replication and completed the business scoping and high-level design required to implement redundant VPN connections for all emergency vehicles

**FY 25/26 – 2nd Quarter Goals (January - March):**

## Organizational Experience

1.  Improve Employee Experience
    a.  ERP Employee Access:
        Tyler Employee Access will replace the current Self-Service platform and will be made available to the public for job applications and employment history access. Candidate user accounts will be managed through Tyler ID, which serves as the unified authentication method for all public-facing Tyler applications.

2.  Customer Experience – Customer Service
    a.  My Civic App:
        Information Technology will begin scoping activities for the implementation of My Civic, a mobile application designed to centralize access to County resources and provide streamlined access to the County's Tyler modules.
    b.  Enterprise Service Request (ESR):
        Information Technology will begin scoping for the deployment of ESR, an incident-reporting system for all non-emergency communications. ESR will enable users to submit and track service requests, improving efficiency and responsiveness for citizens.

## Public Safety

1.  911 Disaster Recovery Enhancements:
    a.  The Information Technology team will implement and test server failover prior to migrating production services to the new servers and will create a detailed plan to implement redundant VPN connections for all emergency vehicles.