



EMPOWERING MARION FOR SUCCESS II

Information Technology

FY 24/25 – 1st Quarter Accomplishments (October - December):

Organizational Experience

1. Improve Internal Communications
 - a. SharePoint:

The newly updated SharePoint system went live in December. All SharePoint Liaisons have been trained and have updated their department pages. The older SharePoint site, “Marion on the Inside”, is redirected to “Empower Marion”. Information Technology began the project close-out process.
 - b. Microsoft Teams:

Information Technology trained and deployed Microsoft Teams to five (5) County departments including Human Resources, Veteran Services, Facilities, Transportation and Planning (TPO), and Building Safety.
2. E-Signature
 - a. Adobe Sign:

E-Signature’s pilot program was a success. The solution is available for departments that need it. Information Technology began the project close-out process.
3. Customer Experience – Customer Service
 - a. Public Input Community Engagement Software:

Information Technology and Public Relations evaluated public engagement software options for Public Relations, Parks & Recreation, and Municipal Services. Public Input was the chosen software solution. This software will allow the County to reach underserved communities, improve community engagement, achieve a better understanding of constituents, streamline outreach initiatives through unique engagement hubs.

Public Safety

1. 911 Disaster Recovery Enhancements
 - a. Backup internet contract was completed and installed. Major CAD version update was successfully applied to the system. New server hardware was purchased for the CAD system.



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FY 24/25 – 2nd Quarter Goals (January - March):

Organizational Experience

1. Improve Internal and External Communications
 - a. Microsoft Teams:
Information Technology plans to continue training and deploying Teams to five (5) additional County departments.

2. Improve External Communication
 - a. Resident Access Online Portal:
Resident Access will be implemented for Utilities Customers. This new platform will allow customers to see their bills, register for services, review water use, and pay on their accounts. This will give customers access to additional information regarding their accounts and a better online user experience. Resident Access is one of several customer facing portals coming from Tyler in which the customer will use the same login to access different areas.

3. Customer Experience – Customer Service
 - a. Public Input Community Engagement Software:
Information Technology and Public Relations will attend a kick-off meeting with Public Input to develop a project plan to configure, test, and launch this cloud software according to the needs of the County departments.

Public Safety

1. 911 Disaster Recovery Enhancements
 - a. New servers are to be deployed and once completed, MCIT will start engaging with 911 stakeholders to plan the level 2 test.