



EMPOWERING MARION FOR SUCCESS II

Information Technology

FY 24/25 – 4th Quarter Accomplishments (July - September):

Organizational Experience

1. Improve Internal Communications
 - a. Microsoft Teams:

Microsoft Teams has been successfully deployed across the entire county, providing employees with a unified platform for chat and meetings. This implementation is a significant step towards enhancing countywide collaboration and improving the efficiency of communication among employees.
2. Customer Experience – Customer Service:
 - a. Enterprise Permitting and Licensing (EPL):

Business processes have been successfully configured and tested. 'Train-the-Trainer' sessions have been completed across all departments, and the project team has conducted a comprehensive Dry Run of the production migration.
 - b. Tyler Payments:

Information Technology completed the deployment of six (6) additional departments including 911 Management, Growth Services, Building Safety, Municipal Services, Animal Services and Library Services.

Public Safety

1. 911 Disaster Recovery Enhancements
 - a. New servers have been successfully installed, configured, and integrated between the primary and backup data centers. Additionally, a redundant internet connection has been established at the backup data center to enable high-availability network infrastructure.



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

Organizational Experience

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

The current Employee Self-Service platform will be replaced by Tyler Employee Access, which offers enhanced user experience. This new system will allow employees to update direct deposit details and W-4 information online. Additionally, Tyler Employee Access will provide access to Tyler Risk Management, which is currently under evaluation for near-term implementation.
2. Customer Experience – Customer Service
 - a. Enterprise Permitting and Licensing (EPL):

The Information Technology department, in partnership with the vendor, will complete all remaining activities associated with the conversion process, finalize outstanding reports, and deliver contractor training in preparation for the scheduled Go-Live before the end of the calendar year.
 - b. Tyler Payments:

Information Technology is planning to deploy the payment system to the two (2) remaining departments: Fire Rescue and Solid Waste.

Public Safety

1. 911 Disaster Recovery Enhancements:
 - a. The Information Technology team will configure replication and migrate existing virtual servers to the newly deployed infrastructure. Additionally, VPN connections for all emergency vehicles will be established on the backup firewall to provide redundancy. These steps will be completed prior to engaging 911 stakeholders to schedule the next system test.