



Mission Statement

To provide reliable and effective technology and telecommunications solutions and services to County agencies to enable them to fulfill their missions in serving the citizens of Leon County.

Strategic Initiatives/Support Highlights

Governance

- Provide technology and telecommunications products, services and support necessary for sound management, accessibility, and delivery of effective, efficient services, including the County's financial and Human Resources database system, and work order management systems, which interface with other County divisions and community partners.
- Participate in a justice community team to design and implement the Court's e-filing solution.
- Provide for information systems disaster recovery and business continuity. Support the Leon County Emergency Information Portal. Design and implement the technology plan for the Public Safety Complex.
- Develop, deploy and support Leon County's website, including online services such as *Citizens Connect* and *Your Checkbook*, and the *Citizens Connect* Mobile App.
- Provide televised/online Board meetings in partnership with Comcast.
- Provide the infrastructure and data content of the Tallahassee-Leon County GIS program.

Contact Us

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MAINTAINING EFFICIENT & COST-EFFECTIVE INFORMATION TECHNOLOGY

- Leon County expanded its mobile technology and online services to maintain peak efficiency and accessibility:
 - » Developed and deployed the Citizens Connect Mobile App, which provides citizens access to County government through smart phones and mobile devices.
 - » Expanded mobile applications for Emergency Medical Services, Public Works, and Building Inspection staff in the field, which increased efficiencies and responsiveness.
 - » Implemented online payments for library patrons to pay their fines and fees.
- Exercised responsible stewardship of the community's resources, a Core Practice of Leon County:
 - » Renegotiated contracts with communications providers for internet and data connectivity services, saving \$174,000 annually.
 - » Implemented a new Internet filtering solution that has nearly eliminated virus issues and will save \$20,000 annually.
 - » Provided ongoing support of technology for nearly 2,000 customers and nearly 6,000 devices in 63 buildings.



Did You Know

The *Citizens Connect* web and mobile interfaces generated over 1,000 requests for service or inquiry. Nearly 500 mobile downloads have occurred since its release July 30th.

- MIS/GIS employs a team approach to provide the best service, another Core Practice of Leon County government:
 - » Continued support of the following systems for, and with, the Courts, Sheriff and law enforcement: Justice Information, Jail Management, Warrants, and the North Florida Pawn Network.
 - » Worked on construction teams to provide data connectivity, internet services, phone, and computing environments for the new Voter Operations Center, Veterans Resource Center, and branch libraries at Eastside, Woodville, and Lake Jackson.
 - » Leading the team for the Public Safety Complex (PSC) Technology Subcommittee, and managing implementation of the wiring, telephone, and audio/visual needs for the PSC.
 - » Planning and designing a computer server environment refresh for optimum disaster recovery and business continuity for the PSC and the Jail.
 - » Supported the deployment of new Supervisor of Elections' websites.
 - » Began deployment of electronic timesheets, in collaboration with Human Resources and Finance.

Demonstrating Highest Standards of Public Service

Sunny Award: Leon County received a national honor for its website transparency and open government. Leon County's website was one of only 214 throughout the nation to receive the award out of more than 6,000 government websites analyzed.

