

Summit County IT Department 2014 Budget

Public Records

- Public Records - \$370,870
 - Includes amounts to pay for forms for Disclosure and Property Tax notices. We print over 38,000 notices twice a year at \$17000
 - IT pays the maintenance contracts on the Tyler, Sire, Caselle systems. Over a hundred user licenses on enterprise systems
- Accurate and available records contribute
 - Strong Fiscal Foundation
 - Engaged & Informed Citizenry

Communication Network

- **Communications - \$441,280**
- Internal communications – Email systems, cloud storage and phone systems
 - Email for 326 employees or board members
 - Phone extensions and for over 300 employees and room phones
 - Responsible for mail operations in Coalville, sending out about 30,000 items a year
- Communication networks contribute
 - **Engaged & Informed Citizenry** – provides channels to communicate with county.
 - **Environmental Stewardship** - cloud storage promotes reduced carbon footprint.

IT Support & Services

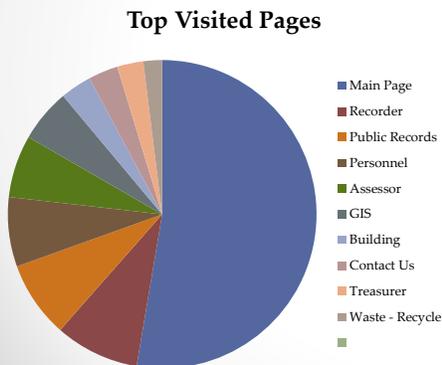
- **IT Support & Services - \$277,960**
- IT provides support & services to all county employees and general public requesting county data
 - From 11/21/2012 thru 11/21/2013 over 3000 support request tickets were opened and resolved.
- Support & Services contributes
 - **Strong Fiscal Foundation** - allows offices to deliver high quality services to citizens

Website

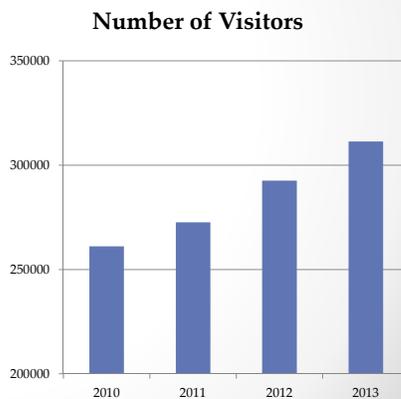
- Website services - \$178,750
- IT maintains over 8 websites
 - Summitcounty.org
 - Several subdomains (property search, document search, GIS viewer, permit portal)
 - Summitcountybusiness.com
 - Summitcountyhealth.org (maintained in Health Dept.)
 - Summitcountysheriff.org
 - Summitbuzz.org
 - Public Art website (summitcounty.org/publicart)
 - Summitcountyanimalcontrol.org
 - Summitcountyfair.org
- Visits to summitcounty.org in 2013 has been around 300,000 hits
 - Biggest day was August 13, 2013, the day the Rockport 5 fire started, 2,297 hits to the website.

What people are looking at on our website

Top Ten Pages



Increase of Visitors to County Website



Website

Website contributes

- **Strong Fiscal Foundation** – allows county to collect revenues online and provides quality service to citizens.
- **Economic Vitality & Diversity** – allows public to what laws, businesses, and property characteristics are in Summit County.
- **Environmental Stewardship** – reduces carbon footprint by reducing number of car trips to county offices.
- **Engaged & Informed Citizenry** – allows citizens to know what county government is doing. Also provides a way to communicate with the county. *Over 3000 emails a year are generated just from the Contact Us page on the website.*

GIS

- **GIS services - \$257,970**
- 350 requests for maps made in 2013
- Models are made to assist landowners and policy makers land owners with geographic based decisions.
 - Tax areas, zoning explanations and notices, appraisal assistance, ownership identification, project collaboration
- GIS contributes
 - **Planning and Collaboration** – useful to identify areas of development.
 - **Economic Vitality & Diversity** -one of the first tools that realtors use for purchase decisions.
 - **Environmental Stewardship** - regular flyovers will keep a visual record of environment.
 - **Engaged & Informed Citizenry** – helps to explain the where in all land based decisions.

Additional Services for 2014

- **Broadband study** – would like to hire a consultant to help county determine the best course for broadband development in Summit County. The subject is vital to all of the county's Strategic Issues.
- **Phone system upgrade** – would improve communication with county, may include cloud component reducing carbon footprint

Additional Services for 2014

- **GIS Enterprise License** – Provide more software options to other county offices to use GIS in daily operations.
- **Content Management System (CMS)**– Reduce the amount of time to develop web components. Would include mobile app to increase engaged & informed citizenry.
- **Recording Equipment for Council rooms** – improve recording capabilities and build infrastructure for future streaming of meetings.