SECTION 1

IT GOVERNANCE

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SECTION 1
PLAN OVERVIEW

L ike many governments faced with growing demand for services while confronting a strained economy, the County continues to face significant challenges and new opportunities where technology innovation is essential. These challenges and opportunities are fueled by expectations from the County's highly technology savvy constituents and business community to interact and conduct business with the County via contemporary technology and web-based capabilities that enhance information, communication, and transactions in a variety of formats, and enable transparency, access, engagement and open government. An environment of rapid change and the need for responsiveness together with finite resources highlights the importance of thoughtfully considered deployment of IT trends that embrace supportable standards and agile IT enabled services, with a solid investment strategy and governance.

The County's Information Technology (IT) capabilities must remain contemporary, flexible, scalable, secure, environmentally conscious, and responsive to new goals and dynamically evolving service and operational requirements. The County's IT environment builds on an enterprise architecture that includes industry standards, open systems, the web, cyber security, and tools that support a variety of needs and a diverse portfolio of internal and external systems including 'cloud' offerings as appropriate. The supporting infrastructure foundation is designed to ensure the integrity of transactions, data, and optimum system performance. Strategic planning, governance, and program management assures collaborative decision making in the implementation of relevant products and effective solution delivery at a fully leveraged cost.

To enable Fairfax County's technology program to meet these challenges, continued emphasis is placed on determining solutions that provide enhanced web-based on-line capabilities, promote cross agency business processes, enable data mining and sharing for more effective decision making, promote greater transparency, customer service, and community engagement by making information more publicly accessible. The strategy also enables key priorities of on-line digital government, transparency, mobile applications, employee mobility and telework, shared devices, green and environmentally sustainable technologies, reporting and data analytics, as well as on-going productivity and reliability improvements for customer self-service opportunities, cyber security and privacy, and maintenance of a supportable and resilient infrastructure. Fluid Investments in technology innovation enable these strategies as well as executive leadership goals and County agencies' strategic plans. Emphasis is also placed on governance and processes to ensure that IT projects are aligned with the County's strategic goals, leveraged, and deliver a return on the investment.

This County IT Plan is focused on principles, investments and strategies, and is organized in six sections:

- Information Technology Governance (Section 1)
- Strategic Directions and Initiatives (Section 2)
- Information Technology Projects (Section 3)
- Management Controls and Processes (Section 4)
- Information Technology Architecture and Infrastructure Foundation (Section 5)
- Completed Projects (Section 6)

The plan describes funded technology projects through the annual Adopted Budget that accomplishes goals and objectives of sponsoring agencies; provides status and accomplishments of ongoing projects; identifies resources required for implementation; and states return on investment benefits projected by project sponsors. Projects are linked to the sponsoring agency's strategy, outreach and operational improvement plans, technology goals established by IT executive management, and/or the Board of Supervisors' goals and initiatives.

The projects in this plan are primarily funded in the Information Technology Fund - Fund 100-C10040 (formerly Fund 104), and Fund 400-C40091 (formerly Fund 120) (E911). Some projects included in the IT Plan are funded from other sources such as the sponsoring agency's budgets, income funds, or other means to take advantage of total available County dollars to augment investment funding capacity, and provide additional opportunities to meet innovation goals (note that initiatives funded by grants are not included in the plan). Funding may also be allocated at quarterly reviews to support on-going efforts and new needs and opportunities that arise during the fiscal year.

Governance, architecture, and infrastructure supporting IT projects and services are described within this plan. However, ongoing Department of Information Technology (DIT) operating and personnel costs funded in the General Fund – Fund 100-C10001 (formerly Fund 001) and the Technology Infrastructure Fund – Fund 600-C60030 (formerly Fund 505), the routine operational activities, on-going support efforts, normal upgrades and maintenance work supported by these funds and grants are not reflected in this plan. Together, the four core funds support the comprehensive Information Technology delivery for nearly all agencies, lines of business, and services. Additional details of each fund can be found in the Fairfax County Fiscal Year 2019 Adopted Budget Plan.

INFORMATION TECHNOLOGY GOALS

In recognition of the need to link the County's Information Technology efforts to its business goals, County executive leadership established County-wide Information Technology (IT) goals and guiding principles that assist in determining priorities for investment based on government service demands and other factors including resource availability and opportunities. The IT goals are reviewed periodically for applicability and relevance against new demands for County services, IT industry trends, and annual fiscal dynamics. Based on global changes in social and economic paradigm shifts, the following priorities have been validated and remain relevant as a basis for funding:

- ❍ Mandated Requirements
- ❍ Leveraging/Completing Prior Investments
- ❍ Enhancing County Security

- ❍ Improving Service Quality and Efficiency
- ❍ Ensuring a Current and Supportable Technology Infrastructure

STRATEGIC GUIDING PRINCIPLES AND GOALS

Fairfax County Information Technology projects and processes are guided by **Fundamental Principles** adopted by the Board of Supervisors in 1996, reviewed and updated annually as needed, they are as follows:

○ Provide County agencies employees, citizens, and the business community with timely and convenient access to appropriate information and services through the use of technology.

○ Drive information technology solutions, establishing strategies to best leverage technology benefits, maximize the productivity of County agencies, foster community engagement, and improve services to the public.

○ Evaluate business processes for redesign opportunities before applying technology solutions and digitization opportunities. Integrate functional commonality across agencies.

○ Manage Information Technology as an investment:

❑ Investments are tied to a rationalized lifecycle strategy for the portfolio of County solutions and supporting infrastructure.

❑ Manage use of funds at the macro level that provides for optimal spending across the investment portfolio aligned to actualized project progress.

❑ Invest in education and training to ensure that the technical staff maintain technical proficiency.

○ Implement contemporary, but proven technologies and emerging trends through an ongoing program of technology evaluation. New technologies may be introduced through pilot projects where the technology sustainment and business benefits can be evaluated prior to full-scale adoption. Solutions should incorporate digitization, mobility, public engagement, and data analytics.

○ Approach IT undertakings as partnership between the IT agency and other stakeholders. Conduct strategic planning to continuously evaluate future technology trends and opportunities in technology and related industries.

○ Ensure solutions adheres to open standards and minimize proprietary solutions whether on premise or cloud; and that solutions are web enabled, mobile ready, and interoperable. This approach promotes flexibility, sustainability, and cost effectiveness.

○ Enable a solid technology infrastructure as the fundamental building block of the County's IT architecture for supporting reliability, performance and security of the County's IT services and information assets.

❑ Ensure communications technology capabilities that connects people to information, processes, data and video for both internal and external access.

○ Capture data once in order to avoid cost, duplication of effort and potential for error, and share the data whenever possible. Establish and use common data and common databases to the fullest extent. Strive for data sharing and standardization to eliminate data silos and integrate information from disparate County systems for improved analysis, decision making, and more effective service delivery across a spectrum of County services.

In carrying out its mission, the Department of Information Technology (DIT) embraces the following:

- Provide vision, leadership, and a framework for evaluating emerging technologies and implementing proven information technology solutions.

- Deliver timely and effective response to agency requirements.

- Collaborate with County agencies to improve business operations by understanding business needs and planning, implementing, and managing the best information technology solutions available.

- Effectively communicate information about plans, projects, and achievements.

- Develop and maintain technically skilled staff competent in current and emerging information technology.

- Ensure effective technical and fiscal management of the department's operations, resources, technology projects and contracts.

- Align our efforts with County wide strategic plan.

POLICY GOVERNANCE

Fairfax County's IT policy governance aligns information technology investments and programs with the County's strategic business goals in order to broaden participation related to the allocation, use and management of the County's IT resources. The senior executive committee and a citizen advisory committee provide DIT management with oversight and guidance on technology investment strategy. Various steering and governance boards provide strategy and governance focused on specific program areas and major enterprise wide projects.

1.0 Technology Organization and Governance

Technology is managed as a centralized enterprise capability in Fairfax County. The Department of Information Technology (DIT) provides the full range of technology services on an enterprise-wide infrastructure, architecture framework and standards for most systems. County agencies may have a limited number of IT staff that directly support certain agency business specific 'point' solutions or industrial systems (although many of these are beginning to be incorporated on the enterprise network requiring DIT support), and/or provide localized first response desk-side user support. Agencies' IT staff matrix to DIT for standards, direction, and assistance in implementing their agency specific business systems, data strategies, and integrations. The County's Chief Technology Officer is the Director of the County's Department of Information Technology.

1.0.1 INFORMATION TECHNOLOGY POLICY ADVISORY COMMITTEE

The Board of Supervisors is committed to providing County government with the resources necessary to keep pace with emerging trends in information technology; providing citizens, the business community, and employees' timely and convenient access to information and services through the use of technology; and using current technologies to create new business processes and improve government efficiency. To maintain these commitments, the Board has made substantial, continuing investments in information technology. In 1997 the Board of Supervisors created a private sector citizen group called the Information Technology Policy Advisory Committee (ITPAC) to provide the Board with a source of expert citizen advice regarding information technology strategy and assist the Chief Technology Officer (CTO) with technology direction advice and validation of applicable industry trends for government. ITPAC serves as advisor to the CTO, providing counsel, experience and support for the County's IT program.

ITPAC meets on a regular schedule to review the County's technology posture, key projects, and the annual technology investment plan. The ITPAC Committee membership includes:

- ⭘ One representative appointed by each Board Member (10 in total)

- ⭘ One representative appointed by the School Board

- ⭘ One representative from each of the following groups:

  - ❑ Fairfax County Chamber of Commerce
  - ❑ Fairfax County Federation of Civic Associations
  - ❑ League of Women Voters
  - ❑ Northern Virginia Technology Council

The Committee's duties are:

- Stay current with information technology developments, including telecommunications, and provide recommendations to the Board of Supervisors regarding incorporation of technical improvements in the County's information and telecommunications systems.

- Review the annual Information Technology Plan and investment budget and make recommendations to the Board of Supervisors.

- Review major information technology projects.

- Present facts and issues that it deems important to the attention of the Board of Supervisors.

- Advise the CTO and DIT on technology trends, strategic direction and related issues.

1.0.2 SENIOR INFORMATION TECHNOLOGY STEERING COMMITTEE

In FY 1999 a County executive group, the Senior IT Steering Committee, was created to advise the Chief Technology Officer and DIT leadership, and provide policy governance oversight for the County's IT strategy. The Senior Information Technology (IT) Steering Committee was formed by the County Executive to also provide oversight of IT policy and investments to ensure their alignment and support with strategic and operational business requirements. The committee monitors the IT project portfolio to continually assess whether the investments are providing expected benefits. This monitoring process provides a broad perspective on the overall status, mission needs, and priorities for the County in making decisions, and the committee reviews and provides budget recommendations for new initiatives. The committee meets on a regular basis to review on-going project status in relationship to the County's strategic business initiatives and policy.

Core members of the Senior IT Steering Committee include:

- The County Executive

- Deputy County Executives

- Chief Financial Officer

- Chief Technology Officer/Director of DIT

- Director, Office of Public Affairs

- Other County officials may be asked to participate as needed

The Committee may activate a number of sub-committees around specific issues that report their findings back to the Senior IT Steering Committee. As part of the decision making process, the Committee presents and discusses strategic policy issues on behalf of the Senior Management Team which is comprised of all County department heads.

1.0.3 E-GOVERNMENT STEERING COMMITTEE

The e-Government Steering Committee is a subcommittee of the Senior IT Steering Committee, and was created to focus on the web and public access. Members of the Committee include:

- Chief Technology Officer, Director of the Department of Information Technology (DIT)
- DIT Deputy Director, Applications & Digital Government
- Director, Office of Public Affairs
- Office of Public Affairs – Communications Integration Director

- Director, Department of Cable and Consumer Services
- Director, Fairfax County Public Libraries
- Chief Information Security Officer
- Deputy County Attorney
- Director, DIT e-Gov/Web

The committee:

- Establishes goals and initiatives for on-line digital government
- Develops Web and citizen engagement policies

- Strategize about external links, exceptions to policy and the use of emerging social media and other public engagement channels
- Sponsors and provides oversight of projects for inclusion in the County's annual IT Plan

1.0.4 PLANNING AND LAND USE SYSTEM (PLUS) EXECUTIVE STEERING COMMITTEE

The PLUS project is a major strategic initiative to modernize the County's Land Development systems and business processes by replacing aging, disparate legacy land development systems with an integrated technology solution that enable seamless customer and staff interactions and supports land use, e-plans, and development operations. The Executive Steering Committee provides strategic oversight, evaluates policy implications, assesses business process and organizational impact, approves business solution, unified service delivery models, and provides recommendations to the project's Executive Sponsors. The Committee meets monthly or as determined by the Executive Sponsor. Principle members include:

- Deputy County Executive sponsor
- Director of the Department of Land Development Services
- Director of the Department of Planning and Zoning
- Director of the Department of Information Technology /Chief Technology Officer

- DIT Senior Technical Director
- DIT Technical Project Managers
- Business Project Manager
- Key Stakeholders

1.0.5 HEALTH AND HUMAN SERVICES IT GOVERNANCE BOARD (HHSITGB)

The Health and Human Services IT Governance Board (HHSITGB) establishes strategic direction, policies and priorities for technology initiatives and investments across the Health and Human Service agencies and related partner organizations, promoting an enterprise-level collaborative approach, and one that leverages state, inter-jurisdictional, and Federal interoperability opportunities. The HHSITGB seeks to break information silos through the use of technology and coordinated agency practices to more efficiently and effectively provide Health and Human Services system wide with:

- ❍ Executive sponsorship and oversight for initiatives;

- ❍ Leadership and advocacy for business and operational improvement opportunities, and collaboration among stakeholders;

- ❍ Review of IT project requests; and

- ❍ Recommendations for organizational and funding structures supporting initiatives.

In its work, the HHSITGB seeks to identify and examine technology trends, programs, practices and operational requirements affecting health human services programs. The HHSITGB focuses on how the delivery of a consistent level of health and human services to the citizens of Fairfax County can be influenced and improved by deployment of specific information technologies. Goals of the Governance Board include:

- ❍ Increase data sharing capabilities among Health and Human Services (HHS), Public Safety, and other key partnering agencies to view clients holistically, tailor services to their specific needs, and identify at-risk persons in a timely fashion;

- ❍ Create an integrated view of client information across HHS programs and a central point to access data from relevant HHS systems;

- ❍ Remove redundancy in the client experience (e.g., eliminate the need for clients to submit basic eligibility information numerous times);

- ❍ Improve strategic planning capabilities within HHS agencies and across the system;

- ❍ Increase accountability for client outcomes and cost of service; and

- ❍ Create common standards across agencies for critical areas such as IT security, data confidentiality, etc.

Membership of the HHSITGB includes:

- ❍ The Deputy County Executive for Human Services

- ❍ Chief Technology Officer/Director, Department of Information Technology

- ❍ Director, Department of Family Services

- ❍ Director, Health Department

- ❍ Director, Department of Neighborhood and Community Services

- ❍ Executive Director, Fairfax-Falls Church Community Services Board

- Director, Juvenile and Domestic Relations District Court
- Director, Office to Prevent and End Homelessness
- Director, Office of Strategy Management for Human Services
- Director, Department of Housing and Community Development

1.0.6   COURTROOM TECHNOLOGY EXECUTIVE GOVERNANCE BOARD

The Courtroom Technology Governance Board was established to provide governance and oversight for courtroom and court related technology initiatives. The Executive Board reviews and endorses policies and procedures, and provides oversight and direction. The Board is composed of;

- The Chief Judge or Judge designee of each court
- Clerk of Court or Clerk designee of each court and Agency Directors
- Juvenile Court Services Director
- County's Chief Technology Officer (CTO)
- Sheriff

The Director of the Courtroom Technology Office is the designated administrator for the board and is responsible for ensuring effective strategic as well as planning, development, and integration of courtroom technology resources and programs with the courts and other agencies and entities.

1.0.7   PUBLIC SAFETY INFORMATION TECHNOLOGY COMMITTEE

The Public Safety Information Technology Committee provides leadership for a cohesive public safety information technology strategy that leverages the use of information technologies for the delivery of public safety and emergency management services to the citizens of Fairfax County. Members include:

- Deputy County Executive for Public Safety
- Chief Technology Officer/Director of the Department of Information Technology
- Chief of Police
- Chief of Fire and Rescue Services
- Director of Public Safety Communications (9-1-1 Center)
- Director of Emergency Management
- County Sheriff
- General Manager of the Public Safety and Transportation Operations Center (PSTOC)

High level goals include:

- Formulate and adopt IT and communications policies and priorities that impact major public safety and emergency management initiatives
- Take advantage of opportunities presented by shared operational needs and concerns by deploying solutions that leverage resources and investments

○ Improve efficiencies through reduction and elimination of redundant information technology, service and effort

○ Provide an organizational framework to ensure continuous awareness of best practices in

○ public safety technologies and emergency management

○ Provide project oversight

1.0.8 GOVERNANCE COMMITTEES FOR OTHER IT INITIATIVES

In carrying out its mission, the CTO, the Deputy County Executives and/or DIT senior directors participate on several key County Committees focused on major County initiatives and/or operational oversight agendas that have significant requirement for IT participation, use or impact. In addition production systems may have operating boards for shared services, common requirements, new technology capabilities, data analytics and transparency.

Also, the full Board of Supervisors may meet periodically to explore IT projects, programs and strategies at one of the Board IT Committee Meetings.
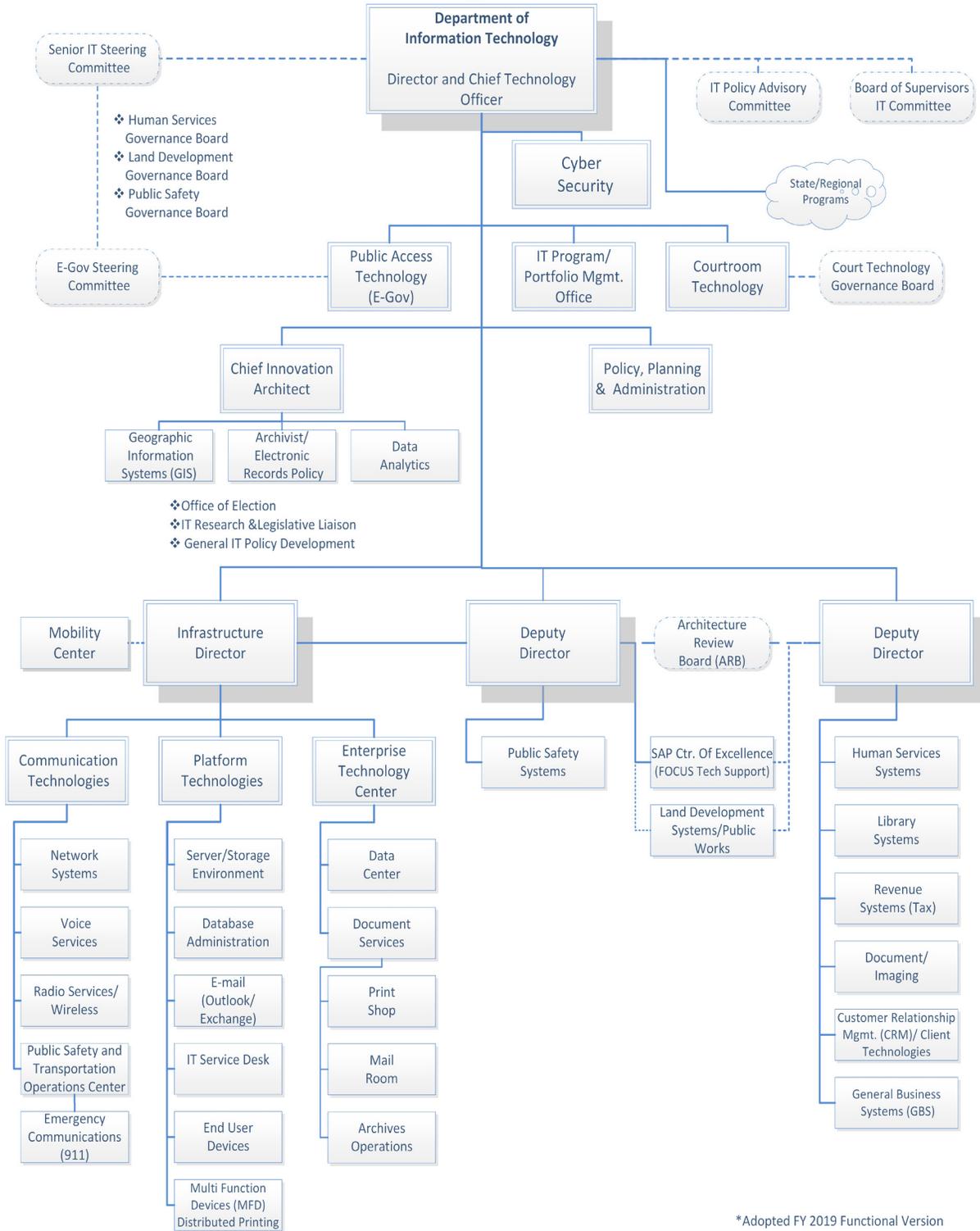
1.1 Department of Information Technology Organization

The Department of Information Technology (DIT) provides leadership, governance, architecture, technical resources, and expertise in development and deployment of modern information technologies to improve government efficiency, effectiveness, and promote innovation. DIT is responsible for establishing technology architecture, implementing and managing systems, applications, communications, and the overall management and security of the County's information assets. DIT is further charged as the steward of County information systems and data. Agencies are responsible to adhere to IT policy and standards and coordinate their requirements with DIT.

DIT's goals promote innovation, support County services, energize overall technology investments' performance, develop and maintain information technology systems, and provide secure, agile and sustainable technology infrastructure and customer service support to County agencies. DIT's IT infrastructure and portfolio includes consideration of 'cloud' and other hosted capabilities that make sense for Fairfax County based on the architecture, cost, and risk implications.

The organizational structure of DIT has evolved over the years to align with changing priorities, trends, requirements, and leverages technology platforms and resources. It addresses the evolution and utilization of technology in support of County government business functions. This evolution has seen a tremendous growth in web based capabilities such as Social and Digital Media, 'cloud' architectures, green IT, mobile apps, and wireless 'smart' devices, as well as platforms that support cross agencies and enterprise class solutions and software applications (see Section 4).

Department of Information Technology
Functional Organizational Chart

Department of Information Technology

Director and Chief Technology Officer

Senior IT Steering Committee

❖ Human Services Governance Board
❖ Land Development Governance Board
❖ Public Safety Governance Board

E-Gov Steering Committee

IT Policy Advisory Committee

Board of Supervisors IT Committee

Cyber Security

State/Regional Programs

Public Access Technology (E-Gov)

IT Program/ Portfolio Mgmt. Office

Courtroom Technology

Court Technology Governance Board

Chief Innovation Architect

Policy, Planning & Administration

Geographic Information Systems (GIS)

Archivist/ Electronic Records Policy

Data Analytics

❖ Office of Election
❖ IT Research & Legislative Liaison
❖ General IT Policy Development

Mobility Center

Infrastructure Director

Deputy Director

Architecture Review Board (ARB)

Deputy Director

Communication Technologies

Platform Technologies

Enterprise Technology Center

Public Safety Systems

SAP Ctr. Of Excellence (FOCUS Tech Support)

Land Development Systems/Public Works

Human Services Systems

Network Systems

Server/Storage Environment

Data Center

Library Systems

Voice Services

Database Administration

Document Services

Revenue Systems (Tax)

Radio Services/ Wireless

E-mail (Outlook/ Exchange)

Print Shop

Document/ Imaging

Public Safety and Transportation Operations Center

IT Service Desk

Mail Room

Customer Relationship Mgmt. (CRM)/ Client Technologies

Emergency Communications (911)

End User Devices

Archives Operations

General Business Systems (GBS)

Multi Function Devices (MFD) Distributed Printing

*Adopted FY 2019 Functional Version
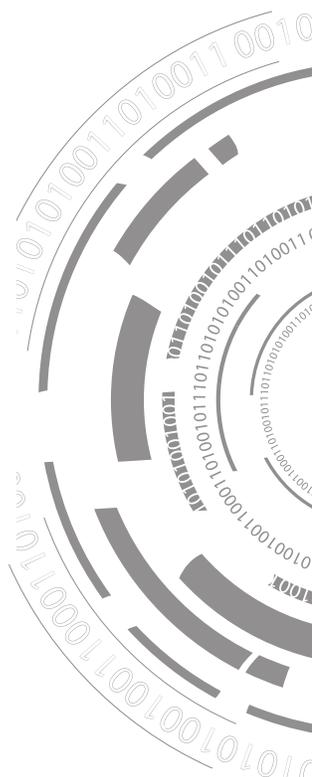
DIT is organized into IT discipline subject matter expert groups: (Application Solutions) that support enterprise-wide systems including messaging applications (e.g. e-mail, calendaring and productivity suite applications), technical support for ERP system management, the document management platform, Customer Relationship Management (CRM) platform, WEB and GIS systems used by all agencies as well as certain agency specific business application development and support. These include applications that support County agencies' business systems including revenue systems (Tax), human/social and health services agencies, land development, public works, and zoning, public safety/criminal justice, and general County agencies including the libraries, parks and facilities maintenance. DIT also provides a multi-channel Public Access/ e-Gov program which provides architectural direction, standards, and strategies for on-line applications and technology programs including web, mobile applications, IVR, Social Media and systems and information interoperability architecture. The e-Gov team works closely with County agencies and the Office of Public Affairs in overall management and execution of web-content and social media.

A specialized Courtroom Technology group coordinates the implementation and support of modern courtroom technologies for the three Fairfax County Courts (Circuit, General District, and Juvenile and Domestic Relations), and serves as the liaison with the State Supreme Court for technical solution and data interoperability. The Courtroom Technology director also facilitates management of the Courts' IT staff who support independent court applications and case management systems, operating in a virtual matrix management model. The Public Safety group manages programs and new initiatives that integrate systems in public safety, law enforcement, and emergency management which also addresses homeland security, and regional collaborative and interoperability initiatives and mandates.

The Technology Infrastructure divisions in DIT (Platform Technology Division and Communications Technology Division) manage server and storage hardware environments, middleware integration tools, communications and network platforms, enterprise messaging applications, desktops and end-user devices, the network based digital multi-function printing devices (MFD) that support County-wide distributed printing, print-on-demand, electronic transfer of printed information, and the IT Service Desk. In FY 2011, the County's Print Shop function was transferred to DIT from DCCS. The strategic integration of print shop functions with the County's print fleet and data center output programs have resulted in greater County wide printing efficiency and cost reductions in the related programs, and provides for other future services such as scanning for document capture.

The Information Security Office (ISO) reports directly to the Chief Technology Officer, and has authority in monitoring, investigating, and compliance activities to ensure County IT assets are safeguarded. Enforcement and compliance authority for ISO is through the County Executive.

The Policy, Planning and Administration group and the Program Management Office provides DIT with administrative and IT policy support functions as well as compliance oversight, and IT technology portfolio/ project management.

As part of the FY 2017 Adopted Budget Plan, the County Archives was transferred to DIT to better align with overall electronic records management and policy development county-wide, and consolidate the internal document services fund activities under one agency. The Mail Services branch of the Department of Cable and Consumer Services which manages outgoing and incoming U.S. mail as well as inter-office mail and distribution, was also transferred to DIT in order to enhance technological integration of mail processing with county digitization goals. These functions were re-joined with the Print Shop and Multifunction Device Programs recreating the Document Services, an operating division in DIT.

As part of Fairfax County's 2016 comprehensive review of its nearly 400 Lines of Business (LOBs), DIT presented its 17 lines of business to the Board of Supervisors in July 2016. The full presentation is available on line at http://www.fairfaxcounty.gov/dmb/lob/2016/g7070-dit.pdf

AWARDS

Over the years, Fairfax County Government's IT organization, the Deputy County Executive for information departments, and the Chief Technology Officer/Director of DIT, have earned numerous awards and recognitions, including:

2000

- o E-Gov Award for Outstanding Service Technology – MCOG.
- o Innovations in America (Semi Finalist).
- o E-Gov Pioneer Award – Government Solution Center.
- o Webmaster Honor Top 50 Internet/Intranet site.

2002

- o Governor's Technology Award.
- o Achievement Award, National Association of Counties (NACo).
- o Citizens using GIS in Redistricting – NACo.
- o Finalist County Portal Jurisdiction Population – Best of the Web.
- o Deputy County Executive CIO named top "25 Doers, Dreamers, and Drivers of IT in US Government."
- o Bertelsmann Foundation of Germany – County's e-Gov Program recognized as one of top 4 pace setters in the world.
- o A+ Government Performance Project – Governing Magazine.

2003

- o Achievement Award for Using Technology to Enhance Gov't – NACo.
- o Special Achievements in GIS Award – NACo.
- o Best of the Breed Government Sites.
- o Third Pace top 10 Digital Counties.
- o Center for Digital Government Best of the WEB.
- o Deputy County Executive CIO named Computerworld 100 IT Leaders.
- o CIO and CTO named Governing Magazine Public Officials of the Year.

2005

- o First Place Digital County Survey Winner – Center for Digital Gov't & NACo.
- o Second Place County Portal Jurisdiction Population – Best of Web.
- o Enterprise GIS Integration – FOSE Trade Show.
- o 2005 Governor's Award – E-Government Program.

2006

- o Second Place Digital County Survey Winner – Center for Digital Gov't & NACo.

2007

- o Wanda M. Gibson named Most Influential Female CIO – Government Technology Magazine
- o First Place County Portal Jurisdiction Population – Best of Web.
- o Fourth Place Digital County Survey Winner – Center for Digital Gov't and NACo.
- o Computer World – Best Place to Work in IT (one of two governments out of 100 organizations).

2008

- o Third Place Digital County Survey Winner – Center for Digital Gov't and NACo.
- o NACo Award for Information Technology Security Awareness.
- o NACo Award for Information Technology Project Management Training Program.

2009

- o NACo Achievement Awards- Courtroom Technology Management System (CTMS).
- o Fairfax County received Virginia Coalition for Open Government's Freedom of Information Award in the government category.
- o Fairfax County's site took first place in the Best of the Web County Web portal category.
- o Digital Counties Survey selected Fairfax County as the fourth place winner in the 500,000 or more population.

2010

- o Wanda M. Gibson, Chief Technology Officer (CTO) was selected as one of the top 25 Doers, Dreamers and Drivers for 2010 by Government Technology Magazine.
- o Achievement Awards from the National Association of Counties – Department of Information Technology (DIT) teams participated in the following programs recognized by NACo:
  - • Fairfax County Budget Public Input Process - Management & Budget (DIT e-Gov participation).
  - • Electronic Accounts Payable System – Finance (DIT Finance and HR Branch).
  - • New CAD System – DIT/Public Safety agencies (DIT-Public Safety Branch, Technology Infrastructure Branch, and Network Services)
- o Commonwealth of Virginia's Innovative Technology Symposium (COVITS) Award for Regional CAD Interoperability; and Virtual Fairfax GIS application.
- o Fairfax County's IT Security Director – was one of a select group of nominees at the state and national level to receive the Cyber 7 Award at the 2010 Federal IT Security Symposium for advancing and promoting IT Security.
- o Cybertrust Certification Award by Verizon Cybertrust Enterprise Security Management Program.
- o DIT's Director of Courtroom Technology was awarded the Fairfax Bar Association 2010 President's Award for leadership in implementing courtroom technology that has delivered efficiencies in court proceedings.

2011

- o Wanda M. Gibson, CTO, was nominated as a finalist for 2011 prestigious Women in Technology (WIT) Leadership Award sponsored by the Women in Technology Organization.

o   Public Technology Institute (PTI) Web 2.0 State and Local Government Awards for Excellence. The awards recognized innovative use of Web 2.0 applications and social media tools to engage citizens, improve efficiency and increase accountability.

o   Industry Green IT Award recognized Fairfax County for successful IT Infrastructure and power management projects that decreased the County's carbon footprint, achieved enterprise wide IT efficiencies and cost savings.

o   Fairfax County GIS Manager elected to Board of Directors for The Urban and Regional Information Systems Association (URISA), a premier association for GIS professionals to share ideas and solutions for using spatial information technologies to solve government challenges and improve the quality of life in urban and regional environments.

o   Ranked among America's top five in the 2011 Digital Counties Survey, which recognizes leading examples of counties using information communication technology.

o   The Center of Digital Government ranked Fairfax County website as one of the finalist in the Best of Web Awards.

o   Intergraph ICON Award recognized Fairfax County for a multi-agency collaborative effort between the Department of Information Technology and Fairfax County public safety agencies for successful implementation of a new Computer Aided Dispatch (CAD) and related public safety systems as part of the Public Safety Architecture Modernization Project. The project was initiated and enabled through the County's IT Governance model and managed by the County's Department of Information Technology.

2012

o   Wanda M. Gibson, CTO, was nominated for 13th Annual Leadership Award, a prestigious award sponsored by the Women in Technology Organization.

o   National Information Exchange Model (NIEM) Award recognized the CAD 2 CAD implementation, a key initiative in Northern Virginia that enabled data sharing and views of critical screens on key resource dispatch status between the disparate Computer Aided Dispatch Systems in Fairfax County, City of Fairfax, City of Alexandria, and Arlington County.

o   Received COVITS Award in the local government category for the e-Gov team's "Placing Government in the Palm of Your Hand."

o   Public Technology Institute (PTI) recognized the significant achievement on Mobile Applications: Government in the Palm of Your Hands.

o   VACo (Virginia Association of Counties) Achievement Awards Program recognized Fairfax County among 11 winners throughout the Commonwealth of Virginia for the 'Court Technology Model: Coordinated County and Courts'.

o   MarkLogic recognized Land Development Services' (LDS) with the MarkLogic Excellence Award for the "Big Data" Initiative.

o   Government Computer News (GCN) recognized LDS with an Honorable Mention Award at the GCN Awards Gala for the County's Land Use "Big Data" Initiative.

o   Center for Digital Government (CDG) 1st place winner of the 2012 Digital Counties Survey recognizing leading examples of counties using information and communications technology. Fairfax County earned first place in the IT Leading Initiatives 500,000 or more population category.

o   The Mid-Atlantic Association for Court Management (MAACM) awarded the Court Scheduling System its 2012 John Neufeld Award which recognizes individuals or teams for the development and implementation of significant and unique court management systems in the Mid-Atlantic region.

2013

- o   The Association for GIS Professionals, URISA's Exemplary Systems in Government (ESIG) recognized the National Capital Region Geospatial Data Exchange (NCRGDX) as a Distinguished System.

- o   Received COVITS recognition in the local government category for the Innovative Use of Technology in Local Government FINALIST: Emergency Data Gathering Repository (EDGR); Fairfax County Department of Information Technology.

- o   Center for Digital Government (CDG) 3rd place recognition of the 2013 Digital Counties Survey recognizing leading examples of counties using information and communications technology.

2014

- o   Received National Association of Counties (NACo) Achievement Award for Emergency Damages Assessment Tracking in the category of Information Technology; Fairfax County Department of Information Technology.

- o   Received National Association of Counties (NACo) Achievement Award for Next Generation Security Program in the category of Information Technology; Fairfax County Department of Information Technology.

- o   IT Security Director was honored as a top finalist in the ISE® North America Executive Award in the Academic/Public Sector category.

- o   Center for Digital Government (CDG) 3rd place recognition of the 2014 Digital Counties Survey recognizing leading examples of counties using information and communications technology.

- o   Received two COVITS recognitions in the local government category for the IT as an Efficiency Driver G2C (Government to Citizen) for Paying Taxes Using Smartphone, Mobile App and Tax Bill QR Codes and Cross-Boundary Collaboration for the National Capital Region Identity and Access Management Service.

2015

- o   Center for Digital Government (CDG) 1st place recognition of the 2015 Digital Counties Survey recognizing leading examples of counties using information and communications technology.

2016

- o   Received CS050 Award for Next Generation Security Program for Fairfax County Government and National Capital Region (NCR).

- o   Received Public Technology Institute (PTI) Award in recognition of the Next Generation Security Program.

- o   Center for Digital Government (CDG) 2nd place recognition of the 2016 Digital Counties Survey recognizing leading examples of counties using information and communications technology.

- o   The Virginia Association of Counties (VACo) recognized Fairfax County Courtroom Interpreting Control System with the Achievement Award recognizing model local government programs.

2017

- o   The Integrated Justice Information Systems (IJIS) Institute 2017 Innovation Award was presented to Fairfax County's Broadband Interoperability Team under the leadership of Mike Newburn, DIT's Communications Technology Manager. The Innovation Award recognizes technical innovation that has contributed significantly to the advancement of integration and interoperability in a justice, public

safety, or homeland security project or program. Mike Newburn also received the 2017 Honorable Mention award for excellence and innovation.

o   Received the National Association of Counties (NACo) 2017 Achievement Award in the category of Information Technology for Mobile Connected Courtrooms. Fairfax County Courts and DIT's Courtroom Technology Office, researched, designed and implemented a new digital courtroom platform to allow users to wirelessly connect their personal devices to the existing courtroom evidence presentation system, known as CTMS (Courtroom Technology Management System).

o   Center for Digital Government (CDG) 5th place recognition of the 2017 Digital Counties Survey recognizing leading examples of counties using information and communications technology.

2018

o   The National Association of Counties (NACo) is awarded Fairfax County a 2018 Achievement Award for "Taking a Citizen First Approach to Website Redesign". This achievement demonstrates how the newly imagined Fairfax County Website leverages technology, design and collaboration with all stakeholders (internal and public) to bring the strengths of modern web applications to bear upon the needs of a wide array of users. The DIT e-Government division under the leadership of Anita Rao, working with the Office of Public Affairs designed and successfully launched the new Website, a massive undertaking.

o   The National Association of Counties (NACo) is granting Fairfax County a 2018 Achievement Award for "Customizing Data for Health and Human Services Planning". The county GIS was the data foundation for this application collaborating with the Department of Management and Budget.

o   Fairfax County's Chief Technology Officer, Wanda Gibson, has been selected to join a distinguished group of incredible women: State Scoop's Top Women in Technology 2018. This is an elite group of the women across the State and local government community who are constantly working to improve government and the lives of those governed. Ms. Gibson was selected for her innovative spirit, leadership, service to the public sector community, and the impact she has had on the use of technology in government.

In promoting awareness and innovation in technology in Fairfax County Government, DIT hosts several key events each year including:

❍   **GIS Day** where DIT conducts competition among County agencies for new application of the use of geospatial and related technology;

❍   **IT Security Awareness Day**, an annual event designed to bring the latest intelligence in promoting employee awareness and knowledge about risks and responsibility in using technology at work and at home.

❍   **Annual Vehicle Command Rally** attended by local, state and Federal organizations to showcase and train on the latest communications and interoperability capabilities that aid in emergency incident coordination and response.

These events have received County and national organization awards and recognition over the years.

1.2   Regional and National Prominence in the IT Community

In addition to internal committee involvement, Fairfax County Government's Chief Technology Officer (CTO), Chief Information Security Officer (CISO) and other members of the County's IT Management team provide leadership and/or participate on several federal, state, and regional committees including:

- Council of Governments CIOs Committee, Chair 2013/2014 - current
- Council of Governments CISO Committee, Chair 2011- current
- Council of Governments Emergency Preparedness Council
- National Capital Area (NCR) Homeland Security Executive Committee Advisory Council
- Regional Working Group for interoperability (Maryland, Virginia, and DC, state and local functional and technical leadership representation)
- Council of Governments Interoperability Council
- Commonwealth of Virginia Interoperability Council
- Federal CIO Council

- FOSE Board
- National Association of CIOs
- National Association of Telecommunications Officers
- Virginia Local Government Information Technology Executives (VALGITE)
- Metropolitan Information Exchange (MIX)
- SIMS (Society for Information Management)
- Northern Virginia Regional Commission
- NoVA RPAC-I
- National Association of Counties
- Public Technologies Incorporated, 2013 Class Fellows
- Federal IT Security Symposium Advisory Board
- COVITS Board (Commonwealth of Virginia IT Symposium)