



Department of Information Technology & Geographical Information Systems

2021 Annual Report

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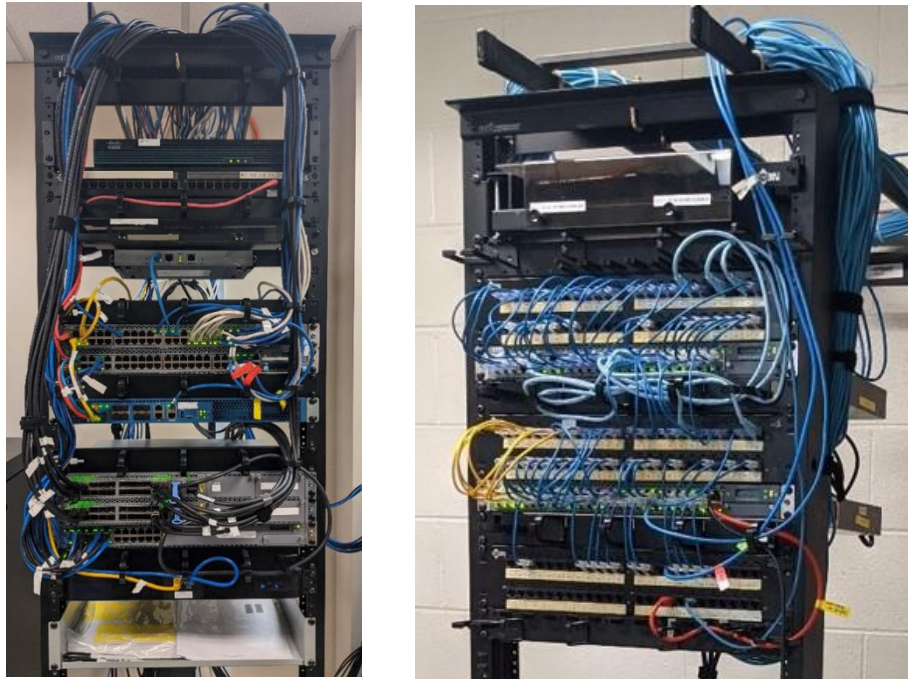
Department of Information Technology & Geographical Information Systems - 2021 Annual Report

In 2021, the global pandemic continued to present unique challenges to our work environment. Technology needs remained at the forefront of a socially-distant, yet publically accessible, workforce. The IT Department was able to successfully meet these challenges while continuing to support our customers, and driving our new/existing projects toward completion.

Information Technology Report

2021 Highlights

1. Responded to more than 2,000 support requests from County staff members and citizens.
2. Coordinated with Tyler Technologies to upgrade our enterprise resource management system, Munis, to provide an updated and more stable platform for our County's financial transactions.
3. Worked with the Community Development and Code Compliance Department to introduce and deploy Energov: A centralized solution for permits, planning, regulatory management, inspections, and more.
4. Implemented changes to our wireless network infrastructure which enhanced network security, improved wireless access in County buildings, and reduced annual licensing costs.
5. Worked with Revize, our web-hosting partner, to upgrade/enhance the County's website.
6. Performed several upgrades to network equipment; enhancing overall network performance and security.



Updated and re-wired network racks.

Ongoing Projects

1. Continuing to perform hardware updates and network infrastructure improvements throughout various County buildings.
2. Continuing to work with the Emergency Communications Center and public safety departments on radio and emergency management upgrade projects.
3. Working with Real Estate Assessor's Office to implement the Vision CAMA platform for improved real estate assessment data and capabilities.
4. Working with County Garage to implement new asset management software/database for improved inventory tracking.
5. Working on various internal projects to update and optimize network file storage and utilization.

Geographic Information Systems (GIS) Report

Major Projects

- Completed GIS work for the NG911 system.
- Continue to support integrating Fort Lee into the county's CAD system.
- Work is almost complete on migrating to a new GIS server.
- Provided support to county staff concerning redistricting.
- Produced a series of reports and maps for Fire/EMS to support their annual EMS Plan report.
- Participated in the VCU's Regional Development Tracking Project which is a long-term effort studying regional development patterns and trends for the Richmond MSA.
- Produced an updated set of county tax maps for Courts and the Assessor.
- Generated metadata for additional GIS data layers.
- Corrected known CAMA/tax parcel discrepancies.

Maps Produced: 128 maps created in 2021. These included:

- GIS staff produced a new set of 123 County tax maps and created two sets of hardcopies for the Assessor and the Clerk of the Courts.
- Storm water projects maps.
- Various water and sewer system maps.
- Produced a series of reports and maps for Fire/EMS to support their annual EMS and Fire Plan report.
- Various zoning maps
- Created a revised Fire/EMS Response area and Run order map that now includes Fort Lee.
- Multiple maps to support the Commonwealth Attorney as court exhibits.
- Christmas decoration contest route map with directions.

- Middle School Career day map.
- Updated and produced several copies of the County Address Map Book.
- National Night Out maps.

Reports: 57 reports were produced in 2021. These included:

- Master Street Address Guide report of all streets/address ranges.
- Address listing for all and new addresses by Tax map number.
- The amount of each zoning Class per parcel report.
- The amount of each soil type per parcel report.
- Streets and addresses on private roads.
- Mailing list/address reports for Volunteer Fire Companies.
- Response time reports for Fire and Rescue.
- Addresses by Voting Precincts.
- Zoning per parcel reports.
- Building permits issued in the Enterprise Zone.
- Generated a new county-wide address report for schools and also assisted in locating and validating new students.

New GIS Layers and Major Database Updates

- Remapped 682 (5%) of the County's parcels and updated related layers such as Zoning, Subdivisions and Streets using accurate plat and deed information.

Addressing:

- Assigned 127 addresses.

Public Service Requests:

- Fulfilled 13 requests for GIS Data.
- Responded to 64 requests from the public for assistance.