


# New Castle County Information Systems Enterprise Transformation Roadmap

Technology Domain	2017				2018				2019				2020				2021											
	1Q17	2Q17	3Q17	4Q17	1Q18	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21								
Research / Best Practices		Gartner Research				Gartner Executive Programs				Gartner Executive Programs				Gartner Executive Programs														
Infrastructure	 Current Environment Analysis & Risk Mitigation Planning	Countywide Wiring Upgrades at 38 Building Locations								Upgrade Core Servers & Edge Routers, Increase DC Redundancy & Internet Capacity				Upgrade Wiring - Hope Center, DSU Lab				Modernize Future Building Acquisitions As Needed										
		Network & Hardware Infrastructure Rebuild Program								Upgrade Core Servers & Edge Routers, Increase DC Redundancy & Internet Capacity				Modernize Infrastructure to Support Business Needs														
Cybersecurity		Network-Defined Solution Best Practices (non-disclosed FOIA protection exemption)								Perimeter Solutions Implemented for Telework and Public Services				Enterprisewide Cybersecurity Awareness Training														
Sustainability & Modernization		Enterprise Voice Communication Solution								Internet Phone Communicator				Ongoing Modernization of Conference Room Video Equipment														
		Enterprise Canon Multi-Function Secure Copier Solution								AppX Upgrade to Captiva Digital Solution   eFax Solution				Captiva Use Case Expansion to Manual Workflows														
		MS O365 Cloud-based Email & Office Productivity Apps   Document Collaboration & Teams Countywide Training								Call Center Manager Solution				Ongoing Automation of Call Manager Scripting														
COO   DR		Countywide Desktop / Laptop / Mobile Device Hardware Profile Upgrade Program								Telework Toolkit				IS Policies & Procedures Documentation														
Public Safety		Public Safety Equipment Upgrade   TAPS 2017 Crime Predictive Analytics Initiative   RapidSOS   911 Response Enhancements   PowerDMS								SMARTFORCE   SMART911   SOS911/ GPS   FirstWatch   FirstPass   New World CAD   911Dashboard   Axon Digital Evidence Platform & Firearm Safety Technology with Expanded BodyCam & Vehicle Camera devices				CradlePoint Modem Installations - 120 Firefighter Trucks														
BHU		HERO HELP & Police Connection Alliance (PCA)				Mental Health Unit (MHU)				PCA & MHU form Behavioral Health Unit				NCCPD BHU / ChristianaCare Partnership				TAPS GIS Predictive Analysis   Axon VR BHS Training										
ERP SaaS Roadmap & Legacy Sunset		Accounting   Cash Mgmt.   Procurement Current-State Analysis				RFP				Tyler Munis Financial Management System ERP   Munis FMS Go-Live   TIER Financials Sunset				Vendor Registration Portal				Tyler Use Case Expansion - General Billing & Self-Payment										
	Land Use, Finance, Public Works & Community Services Rationalization of Rerundancies & Customer 360* Solution BRD & RFP								Deeds & Wills Document Solution																			
	HRIS Current-State Analysis								Munis HCM ERP Implementation & Conversion of physical files to Tyler Digital TCM Platform				Munis HCM/Pension PTG Integration															
	Pension Solution BRD & RFP								PTG Pension SaaS Solution																			
SaaS Solutions - Business Level	M5 Fleet Management   Yardi Property Management								Building Access Control & HVAC Central Dashboard				TBD Based on Budget Approvals															
eGov Services	Selectron Inspections Scheduler								Drive-up WiFi (20 Locations)				CARES Act eForm				Atlas Mobile				Contractor Licensing eRenewal				TBD Based on Budget Approvals			
Citizen Experience	Land Use eServices: ePlan Review, Payment Portal   Munis Vendor Self-Service   Munis Citizen Self-Service								Enterprise Zoom for Public Use				CivicClerk & Swagit for County Council; then rollout to All Boards & Commissions				Modern Bill Paying Experience											
Open Data	Open Checkbook - Monthly Updates with Data Cleansing by Finance Accounting								MUNIS Real-time Open Checkbook w/ 3-Yrs History   CARES Act Funding				Munis HCM Ops Expense Loaded															