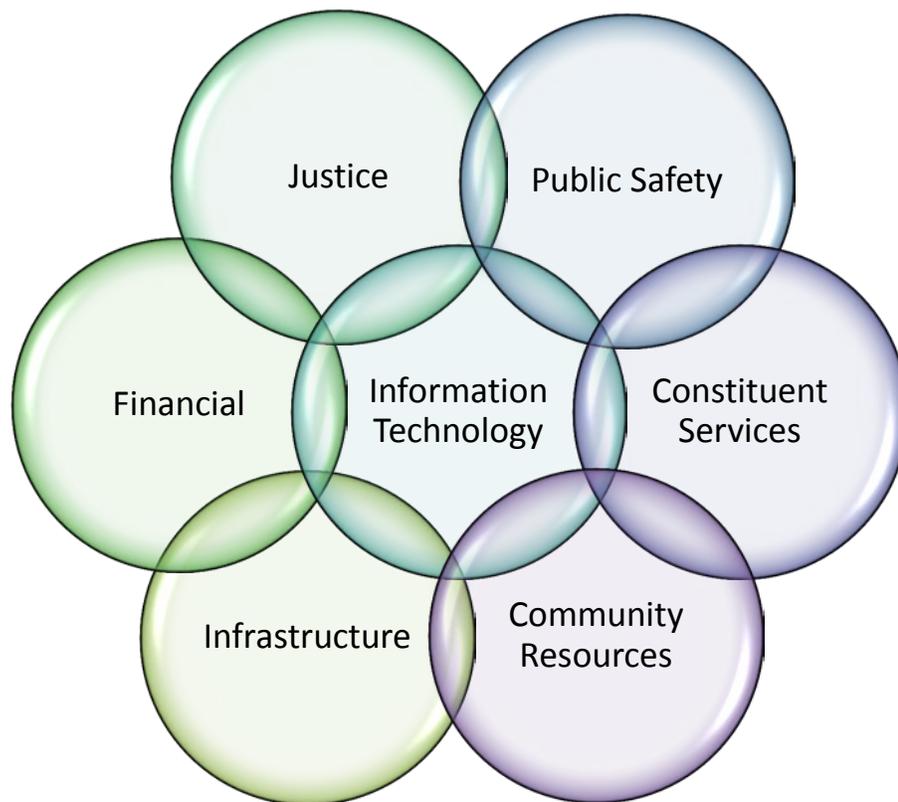


# Bexar County Information Technology (BCIT) Strategic Plan 2014 – 2019



# **Bexar County's Mission, Vision and Goals**

## **Mission**

Build a better community through quality services

## **Vision**

Bexar County will be a results-oriented organization characterized by accountable, professional and innovative leadership focused on excellent service

## **Goals**

- Manage for Results
- Strengthen City and County Cooperation
- Promote and maintain a dynamic and productive organization that values its workforce
- Manage finances proactively while safeguarding County assets
- Use technology to improve performance
- Improve customer service

## Catherine Maras, Chief Information Officer



CATHERINE MARAS is the Chief Information Officer (CIO) of Bexar County. The CIO directs the Bexar County Information Services Department policy and strategic planning of information technology implementations, and is responsible for oversight of the Bexar County technology budget. The CIO also establishes, implements, and oversees enterprise architecture to ensure system interoperability, security, and integrated information sharing throughout all County departments.

Ms. Maras brought to Bexar County an unparalleled portfolio of county technological systems knowledge, vision and expertise. She served as the Cook County CIO for ten years; Cook County being the second largest county in the United States with over 5 million residents and 129 municipalities including the City of Chicago. While at Cook County Ms. Maras implemented the first Information Technology Strategic Plan which brought Cook County government into the 21st Century, while concurrently identifying opportunities within the county's ninety departments to enhance processes and advance service levels through the automation, integration, standardization, and development of enterprise applications.

Due to her implementation of numerous cost-saving and revenue enhancing technological upgrades Ms. Maras was named "One of Top 25 Government Chief Information Officers" by the Center for Digital Government, and also received two of the prestigious "Best of the Web Awards for Digital Government" for innovative web applications in both 2005 and 2006.

Ms. Maras has also served as the Managing Director of the Worldwide Public Sector division of Microsoft Corporation and as the Assistant Director of Information Technology, Project Manager, and Eastern Regional Controller for GATX Corporation, a leader in global leasing transportation assets. In addition to completing several advanced courses in Information Technology Ms. Maras holds a Bachelor of Science degree in Marketing from Northern Illinois University, a Master of Business Administration degree in Finance and Marketing, and a Master of Science degree in Accounting, both from DePaul University. She may be reached directly at [CMaras@Bexar.org](mailto:CMaras@Bexar.org).

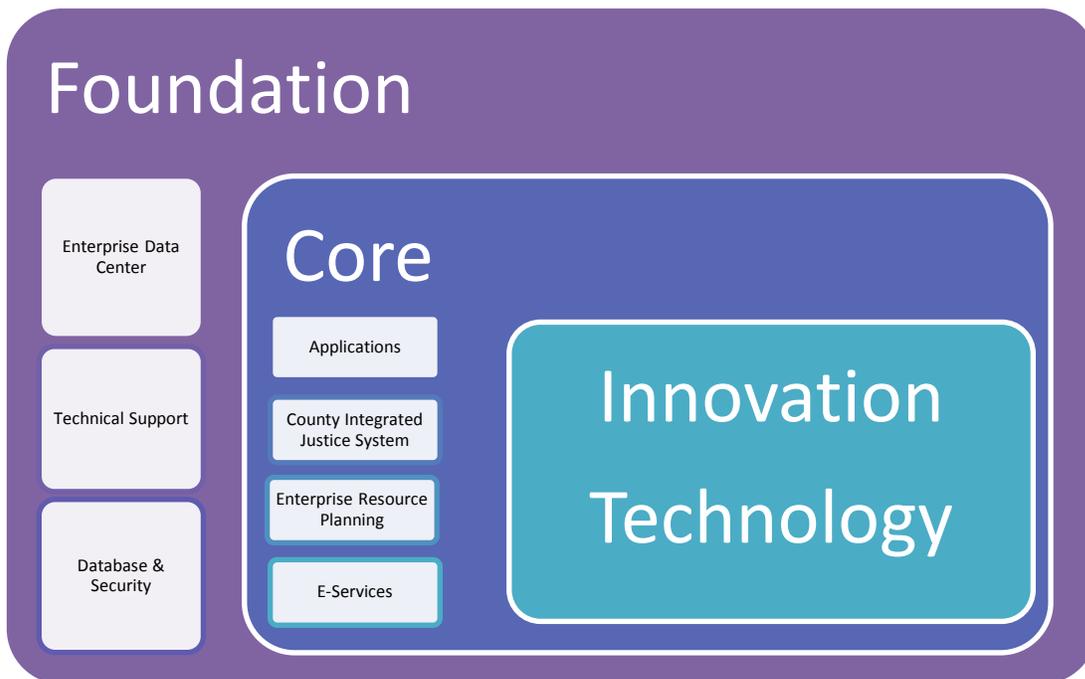
# BCIT's Mission, Vision

## Mission

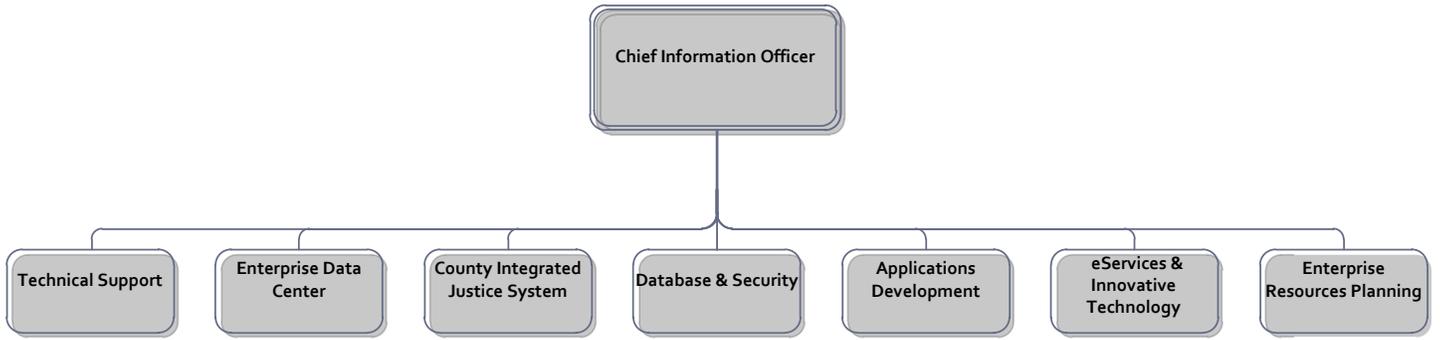
To support the mission of Bexar County with high quality, innovative, and cost effective information and communication technology solutions.

## Vision

**An efficient County government supported by an integrated information environment created through strong departmental partnerships and provided by a highly trained and diverse workforce deploying effective technologies.**



# BCIT's ORG CHART



# BCIT VALUES

Our values guide our decision-making as we evaluate new technologies and projects to ensure they meet the requirements of our customers.

## Customer Focused

We invest in our customers' success, employing a unified approach to meet our customer's needs

- ❖ Consistent, integrated and timely delivery
- ❖ Return on Investment (ROI)
- ❖ Secure Infrastructure

## Leadership

We strive to be at the forefront of technology by implementing proactive business solutions

- ❖ Modernization
- ❖ Expertise
- ❖ Execution
- ❖ Education

## Stability

We make every effort to have a reliable and predictable network for all Technology services

- ❖ Robust standardization
- ❖ Fiscal accountability
- ❖ Maximize systems reliability and information availability

## Employee Centricity

We value our work-force as an asset

- ❖ Respect
- ❖ Professional environment
- ❖ Equal opportunity

## Empowerment and Self Service

We strive to empower our customers through technology

- ❖ Online services
- ❖ Information integrity
- ❖ Anytime, anywhere access

## BCIT OBJECTIVES

Our objectives are the structured, systematic processes for assessing our IT infrastructure and application platform across capabilities in order to provide an optimization roadmap toward a Dynamic IT



**CUSTOMERS FIRST** support our customers with self-service offerings via the Web. Be an effective information provider and broker, from community and tourist information to emergency services notifications



**GREEN IT** support environmental awareness, reduces costs, and builds our green credentials through the adoption of green principles in our IT operations and procurements



**WORKFORCE EFFECTIVENESS & EFFICIENCIES** provide an IT environment that supports the Mission of the County through automation, collaboration, data sharing and Predictive Analytics, building the workplace of the future to promote the County's image as an innovative leader



**ANYTIME, ANYWHERE ACCESS** enables mobility and provides anytime/anywhere access to information and services whether in an office, out in the field or on the road



**INNOVATION / TRANSFORMATION** deliver innovative technology solutions that will transform the County into the future



**TRANSPARENCY** removing barriers and improving access to County Government operations and information

## BCIT STRATEGIES

County IT must meet the needs of today while expanding County horizons for the future. BCIT strategies enable Bexar County business to achieve its vision.



**CLOUD** a style of computing in which scalable and elastic IT-enabled capabilities are delivered as a service using Internet technologies



**RESPONSIBLE OUTSOURCING** obtaining service from an external (outside) supplier in place of an internal source



**UNIFIED COMMUNICATIONS** the integration of real-time communication services such as instant messaging, presence information, telephony, video conferencing, data sharing, call control and speech recognition

**TRANSFORMING GOVERNMENT** applying Next Generation Technology to ensure County Government is prepared to meet the challenges of the 21<sup>st</sup> Century



**AGILE INFRASTRUCTURE** where multiple business-critical applications share the underlying infrastructure resources



**COMMUNITY PARTNERSHIPS** leveraging relationships with local organizations to share information for a common goal



**INTEGRATION** the process of linking together different computing systems and software applications physically or functionally to act as a coordinated whole

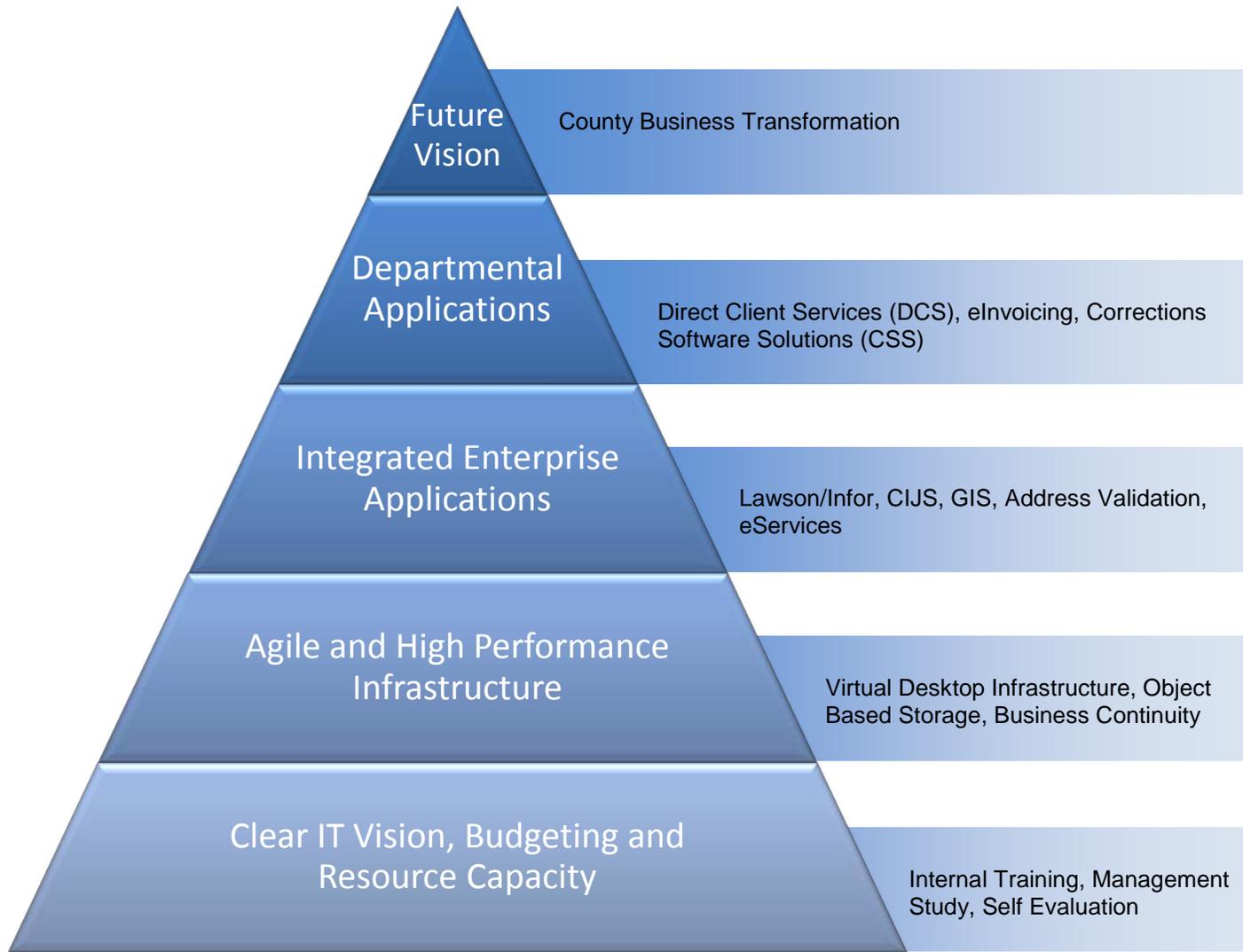
## **BCIT Lines of Business**

BCIT's accomplishments are shared throughout all County Offices and Departments to better serve the citizens of Bexar County.

- ❖ **JUSTICE** – It is our goal to ensure data sharing and interoperability as required by the Court business operations
- ❖ **PUBLIC SAFETY** – we remain focused on leveraging technology to effectively and efficiently address core law enforcement & public safety needs through the design & implementation of interoperable systems
- ❖ **COMMUNITY RESOURCES** – Our focus is to provide the information technology tools required to Agency staff, our community partners & our clients to efficiently deliver integrated health & human services to the citizens of Bexar County
- ❖ **CONSTITUENT SERVICES** – We strive to develop systems that promote real-time service & facilitate communication & access
- ❖ **FINANCE** – we strive to support the financial & auditing needs of Bexar County through innovative technology & support
- ❖ **INFRASTRUCTURE** – our primary information technology focus is to provide an IT environment that empowers customers & County staff to deliver high-value services in an efficient & timely manner

## BCIT - Building towards the Future on a Firm Foundation

The County's future IT Vision can only be achieved with a careful, building-block approach. Significant improvements have been made in all layers of the model, with substantial future improvements planned, including:



# Projects/Initiatives

IT Strategies					Lines of Business													
Responsible	Unified Communications	Cloud	Community Partnership	Agile Infrastructure	Justice	Public Safety	Community Resources	Constituent Services	Finance	Infrastructure								
			✓		AFIS System Upgrade	✓	✓											
			✓	✓	Augmented Reality (AR) Application Project				✓									
			✓		BCIT move to 126 E. Nueva													✓
✓			✓	✓	Bexar Website Redesign	✓	✓	✓	✓	✓	✓							
✓	✓		✓	✓	✓	Bibliotech	✓	✓	✓	✓	✓	✓	✓	✓				
✓			✓	✓	County Integrated Justice System	✓	✓											
			✓		Countywide Business Continuity Strategy	✓	✓	✓	✓	✓	✓	✓	✓	✓				
			✓	✓	Countywide Fiber Upgrade Project	✓	✓	✓	✓	✓	✓	✓	✓	✓				
	✓	✓			✓	Countywide Radio System Upgrade		✓										
			✓		Credit Card - Point to Point	✓	✓	✓	✓	✓	✓	✓	✓	✓				
		✓		✓	CX4120 Migration		✓											
			✓	✓	Digital Evidence Management	✓	✓											
			✓		Digital Multimedia				✓									
✓	✓	✓	✓	✓	✓	Government as a Service (Electronic Services)	✓	✓	✓	✓	✓	✓	✓	✓	✓			
			✓	✓	Information Management Dashboards	✓	✓	✓	✓	✓	✓	✓	✓	✓				
✓				✓	Object Storage Project - Caringo	✓	✓	✓	✓	✓	✓	✓	✓	✓				
	✓		✓	✓	ORION Implementation		✓											
			✓	✓	Payroll Automation												✓	
			✓	✓	Predictive GIS Analytics					✓								
✓	✓			✓	Private Cloud Automation	✓	✓	✓	✓	✓	✓	✓	✓	✓				
			✓		RSA/Web CRD	✓	✓	✓	✓	✓	✓	✓	✓	✓				
			✓	✓	Smart Forms (Phase 1)	✓	✓	✓	✓	✓	✓	✓	✓	✓				
				✓	Unified Messaging	✓	✓	✓	✓	✓	✓	✓	✓	✓				
	✓	✓	✓	✓	✓	Video Visitation for Sheriff's Office		✓		✓								
		✓		✓	Wireless Infrastructure	✓	✓	✓	✓	✓	✓	✓	✓	✓				