County Vision

- **Maricopa County will be a regional and national leader in all aspects of effective electronic government by:**
  - Converting data to digital format and streamlining processes with automated workflow
  - Maximizing collaboration through a common electronic mail and groupware system
  - Providing direct access to information and transactions for citizens and business partners
  - Providing on-line County services on a 7x24, 365 day basis
  - Enabling constituents to be self-sufficient with easy to use digital tools
  - Developing sophisticated, integrated administrative and e-government systems
- **Maricopa County will deploy an integrated technology infrastructure by:**
  - Converging on single standards for network, desktop, groupware, web, GIS and image services
  - Providing browser-based access to transactions and data
  - Integrating office automation, groupware, telephony, voice-mail, paging, and mobile computing
  - Deploying high-speed remote access capability for teleworking and mobile employees
  - Standardizing on a limited number of desktop images and microcomputer vendors
  - Extending groupware-based Extranets to business partners
  - Offering one-way full-motion video for training and broadcast; and two-way compressed video for desktops and conference rooms
  - Establishing a County-wide GIS Portal and central domain
  - Extending high speed data services to major County facilities
  - Implementing remote management of key network components, servers and workstations

Guiding Principles

- **The following will guide the implementation and integration of future systems:**
  - Significant investment in new technology will be integrated with process improvements which eliminate inefficient tasks and duplicate data. Data will be entered into the information system only once at the point of origin.
  - Common systems will be used for similar business functions unless verifiable proof exists that some functions must remain different or unique. Shared systems resources and common data repositories will be exploited wherever possible.
  - The preferred approach to new systems will be to integrate purchased applications that are based upon recognized industry standards -- modification of these systems should be kept to an absolute minimum. Custom development will be considered only as a last resort. New systems will be validated by the business unit in pilot implementations prior to full scale deployment.
  - The IT infrastructure shall allow employees, citizens and business partners to satisfy an ever-increasing amount of their business needs using electronic means. It will be deployed so that the location of data or the application that produces data is irrelevant.
  - Technology resources will be leveraged effectively and efficiently through the adoption of common standards and shared information. Data, voice, video, image, workflow and GIS information systems shall be standardized and interoperable between County agencies. The IT infrastructure will define the interfaces between systems.
  - Business units will be fully responsible for the benefits and costs of information technology deployed in their operations. They will assume accountability for delivering productivity gains derived from technology implementation as committed to in their business plans. Operations will employ solutions that meet business needs while providing the lowest overall cost to the County.

Technology Roadmap

- **The following represent strategic directions within a five year planning horizon:**
  - **Desktop Platforms** -- Windows 2000 Professional and Windows 2000 Server
  - **Network Operating System** -- Windows 2000 Server
  - **Directory Services** -- Active Directory, native and LDAP access methods
  - **Palmtop Platforms** -- Palm OS and Pocket PC (Windows CE v3) devices
  - **Office Automation** -- MS Office Suite, Acrobat Reader
  - **Internet / Intranet / Extranet Browser** -- MS Explorer, Eudora (for Pocket PC devices only)
  - **Groupware** -- MS Exchange, Outlook/Outlook Express, Outlook Web Access (OWA)
  - **Geographic Information Systems** -- ESRI ArcInfo and ArcView with County-wide GIS directory
  - **Data Base Systems --** Oracle, MS SQL Server, IBM DB2 , Informix, and MS Access
  - **Application Integration --** XML, SOAP, ODBC/JDBC, ANSI SQL
  - **Image** -- Native format scanning (TIF, JPEG) and Windows 2000 / SQL Server storage and retrieval
  - **Video Streaming** -- MS Universal Media and Real Video client players
  - **Development Tools** -- Visual Basic/VBScript, Java/JavaScript, J2EE, COBOL (legacy)
  - **Data Network** -- TCP/IP, FTP, HTTP protocols over SONET ring-based ATM and Ethernet backbone
  - **Remote Access** -- Centralized RAS Server over ISDN, DSL, cable-modem, and satellite
  - **Video Systems** -- One-way full motion over ATM, compressed two-way over Ethernet/ISDN
  - **Transmission Systems** -- Category 5e & 6 twisted-pair; 62.5 micron fiber
  - **Wireless Systems** -- 800 MHZ Smartzone full-trunking network; digital microwave
  - **Voice Systems** -- Voice services over IP to remote locations; integrated ACD and IVR systems

Enterprise Initiatives

- **The following enterprise initiatives are currently in progress:**
  - **Administrative Systems** (Human Resources, Finance, Procurement, and Budget systems)
    - Administrative Systems Council; Leadership: Lin Thatcher
  - **Electronic Government**
    - Electronic Government Council; Leadership: David Smith, Lin Thatcher, Danica Bunjevic
    - Subcommittee - Digital Signature; Leadership: Ken Medlin
    - Subcommittee - Electronic Payment; Leadership: Rick Magnuson
    - Subcommittee - Enterprise Portal; Leadership: Katherine Douglas
    - Subcommittee - Security; Leadership: Alan Proctor
    - Subcommittee - Technology Literacy; Leadership: Nancy Corbett
  - **Geographic Information Systems**
    - Standardization, shared resources and GIS Portal; Leadership: Ken Medlin
  - **Justice and Law Enforcement**
    - Integrated System; Leadership: David Smith; ICJIS Director: John Doktor
  - **PC/LAN Working Group**
    - General integration and standardization; Leadership: Jan Neal
  - **Help Desk**
    - General integration and standardization; Leadership: Jan Neal
  - **Wireless Systems**
    - Research and development; Leadership: Nancy Bozich