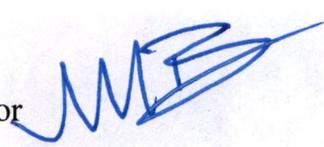# COUNTY OF YORK
MEMORANDUM

DATE: March 15, 2024

TO: York County Board of Supervisors

FROM: Mark L. Bellamy Jr., County Administrator

SUBJECT: York County Technology Innovation FY24 Report

As we approach the final quarter of Fiscal Year 2024, York County celebrates another year of significant strides in technology innovation, highlighting a portion of the technological advancements achieved this year while showcasing why York County consistently ranks among the top 10 digital Counties nationwide annually.

Efficiency:

Optimizing IT Infrastructure with Curved Monitors
By switching from a dual monitor configuration to a single high-capability curved monitor. These new curved monitors contain a web camera, speakers, and higher picture quality and allow for a two-cable setup (power to the monitor and a power/data cable to the laptop). In addition to a lower purchase cost, the fewer items assist with staff procurement, inventory, and troubleshooting time, as well as physical stock space.

InsourcingWiring
With the cost of outsourcing network-wiring runs rising from $150 to $450, the County has implemented a cross-department in-house solution. Public Works runs the wires through the walls and ceilings, and IT staff have been trained to terminate the cables in the wall and server racks. This has reduced the costs to below the original $150 charge.

Non-Emergency Drone
In collaboration with Public Safety, IT launched a cross-departmental drone team for non-emergency requests. Previously, first responders would be asked to complete missions for marketing footage or tasks that would be cheaper with a drone. This new team has been able to respond to more flight requests and allows our first responders to focus on drones for life-saving missions.

Transparency:

GIS Dashboard
York County IT launched a single map portal for citizens that contains Development Activity Reports, Available Business Locations, Bikes and Walkways, Elevation Contours, Zoning information, Capital Improvement Projects (CIP), Permits, and July 4th maps. This allows spatially focused citizens to access a single location on the County's website to access a wealth of information.

Regionalism:

VaLGITE

This year, I was elected president of VaLGITE (Virginia Local Government IT Executives). With a membership exceeding 130 individuals, this organization fosters collaboration among Chief Information Officers and IT Directors throughout the commonwealth. This year, I spearheaded negotiations on behalf of 30 localities with a prominent global vendor aimed at enhancing service delivery, refining upgrade testing procedures, and securing reimbursement for service-level agreement failures. VaLGITE has begun collaborating closely with organizations which as VACo, VML, VITA (Virginia executive branch IT organization), and the state legislature.

Automation:

Business Applications Division

This fall, we restructured the IT Department to include a business applications division. The goal of this group is to work with departments, document their workflows, identify possible areas for automation, and then integrate the best existing software or create a custom program. This was made possible by having all application support staff report to a single individual.

Modernization:

Social Services interview rooms

Previously Social Services interview rooms would record audio on one system and video that could only export it to a DVD. Their new system now runs audio and video in 4k and is fully encrypted and redundant for reliability. Video exports and viewing can only be done at approved locations by authorized staff and are fully logged.

These are just a few of the projects that focused on efficiency, transparency, regionalism, automation, and modernization. This does not include other major achievements such as the launch of the Avenity tax and utility billing program, enhancements of security and auditing through ManageEngine's Log360 product, or smart systems like WeatherTrak used for smart irrigation at the Sports Complex. These projects would not have been possible without the board's support and direction through their strategic priority of "Quality Technology Investments".

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