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Strategic Plan – Vision & Principles

E-Government is defined as the availability of government business and information services in an online environment. With the continuing growth and increasing popularity of Internet technology, and an impressive track record in eGovernment implementation, Washtenaw County is presented with tremendous opportunities to change the way it works as a government and continue to provide world-class customer service.

This Strategic Plan has been written to update the 2001 E -Government Strategic Plan to reflect the new needs and technological capabilities that have arisen. In doing so, the 2001 vision and principles are reaffirmed:

Washtenaw County's E-Government Vision:

Washtenaw County will provide enhanced government services anytime, anywhere through web-based technologies

With the integration of internet technology into daily life, the County must consider how to best use it to provide, gather and disseminate information, including tailoring services to meet specific needs. The County has the following principles for this initiative.

Principle 1. Be Responsive to Washtenaw County Constituencies

The County will introduce efficient and useful services that address the particular needs of identifiable citizen subgroups.

Principle 2. Re-engineer/Reinvent Organizational Processes

Washtenaw County will update and web-enable business processes to best take advantage of internet technology.

Principle 3. Support and Further Implement Program Management

Washtenaw County will continue setting and achieving aggressive Principles. The County will improve project oversight to ensure proper resource allocation, plan development, appropriate budgeting and the establishment of outcome metrics.

Principle 4. Maintain and Protect Data Architecture

The County will create new opportunities for collaborative analyses through continued support for functional and data collaboration. The County will also continue to address privacy and security concerns.

Principle 5. Enhance Scalability and Reliability of Network Infrastructure

The County will devote effort and resources to the expansion of infrastructure capacity, which is a key enabler of E-Government innovations.

Principle 6. Define New E-Government Services

Washtenaw County will provide better customer services and keep pace with best technology practices, choosing new applications and services in a purposefully opportunistic manner to meet citizen needs.

Background

About this Document

The goal of the 2007-2010 eGovernment Strategy is to provide a roadmap for future eGovernment initiatives of Washtenaw County government. This planning document identifies themes and strategic directions that will guide both the “what” and the “how” of future eGovernment projects – helping to guide which projects get selected as well as providing a framework within which the projects can be implemented.

Selection of projects takes place within Washtenaw County’s biennial planning process. This document was drafted in 2006 and delivered in early 2007 in order to inform the selection of specific technology projects and to influence departmental goals related to eGovernment that will be part of the 2008/2009 Budget.

The rest of this document is broken down into three sections:

- **Plan of Action** – outlines specific goals and focus areas for eGovernment
- **Resources** – outlines the resources available to implement the strategy
- **Evaluation** – outlines the way in which the effectiveness of this strategy will be evaluated

While this document is not intended to provide an exhaustive list of potential technology projects, the authors have identified several projects in each section that will further the objectives of that section. Projects are identified with current timelines, or where none exist, they are recommended for consideration in the 2008/2009 Planning Process.

How this Strategy Was Created

Deputy County Administrator Frank Cambria assembled an Internet Task Force in 2006 to update the 2001 eGovernment Strategic Plan.

Development of the new strategy was broken down into four phases:

- Provide an Update on Accomplishments of the 2001 Plan – see Appendix E
- Identify Emerging Themes and Trends – see Appendix A
- Get Input from Internet Task Force Members – see Appendix C
- Draft and Present the Final Plan - this document

One of the key findings of this report is that the implementation of eGovernment is not just technology implementation, but a push to adapt an eGovernment mentality throughout the organization.

Plan of Action

To take advantage of the opportunities that are now presenting themselves, Washtenaw County will focus on four major areas: Customer Experience, Knowledge Management, Business Continuity, and Technology Infrastructure

Customer Experience

Washtenaw County is committed to providing the best possible customer experience. The focus will be on providing a broad range of services and access to information in the most useful and usable ways possible.

Provide Flexible and Targeted Customer Service Interfaces

Goals	Projects	Dates
The County will commit to supporting various mobile devices and screen resolutions in their website designs to better accommodate citizens and allow them to easily access all government information from any location, with any device connected to the internet. Starting in 2007, all new sites and redesigns will be optimized to meet this goal. Investigation will be performed into cost-effective means of retrofitting existing sites, with a goal of having all sites available on all devices by the end of 2009.	eWashtenaw Redesign Redesign Templates for eCommerce Applications	9/28/2007 Consider for 2008/2009
The County will focus on addressing varying levels of competency with technology and language use in website design. In 2007, investigation into possible replacements for the WorldLingo translator will be performed, with a decision to be made by the end of the year. If a new system is chosen, it will be implemented in 2008.	eWashtenaw Redesign	9/28/2007
Where appropriate, the County will focus on providing differentiated entry points to government services to support the needs of different user groups, communities and demographics. In the second quarter of 2007, the County will begin a pilot of the first of these projects, the Environmental Portal. Also, the County has begun investigations around the possibility of a Youth portal as an entry point for our younger citizens.	Environmental Portal Youth Services Portal	3/31/2007 2007 – project definition in progress, pending IRA request
The County will support the use of online government services by providing kiosks and/or public-use computers in strategic location. Funding for these initiatives will be discussed in the 2008-2009 Planning Process, with an eye for beginning implementation in 2009.	Information Kiosks	Consider for 2008/2009
Syndicated content: the county will provide opportunities for syndicated content, viewable with RSS readers and other modern browsers that support this type of content. Starting in 2007, all pages with news feeds will be RSS enabled, allowing users to subscribe to those feeds that they find	Local News from 1Washtenaw Single Subscription Page	Available Now 11/30/2007

important. By 2008, the County will have a single page from which users can select those news feeds that they are interested in receiving.		
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Assess and Respond to Customer Needs

Goals	Projects	Dates
The County will interact with customers to determine their technology and service needs in specific areas.	Online Survey 2007	7/31/2007
The County will obtain feedback from customers as to the usefulness of current and future offerings.	eWashtenaw Redesign	9/28/2007
The County will assess the current state of technology use in Washtenaw County to better serve the customers	Online Survey 2007	7/31/2007

Continue Innovation to Support eDemocracy

Goals	Projects	Dates
The County will enable on-demand viewing of public meetings.	Archived and indexed BOC meeting videos	Investigation underway. Dates TBD
The County will utilize new technologies to increase opportunities for citizen participation in government.	BOC-lead Communications Effort	
The County will work with the Elections Division to support the election process in new ways.	TBD	

These commitments further the following principles:

- **Be Responsive to Washtenaw County Constituencies**
- **Define New E-Government Services**

Knowledge Management

Knowledge management is about creating structures for people to share information they know and providing opportunities for them to find what they need to know. Washtenaw County has been actively pursuing this strategy for the past 4 years. In the future, the County plans expand this with the following:

Structures for Employees to Update Information

Goals	Projects	Dates
The County will support the Web Content Liaison program in Washtenaw County and Liaisons from local units of government as a way of supporting key information sharing in departments.	Web Content Reviews 2007	12/21/2007
Improve the Zope Content Management System to allow faster single page editing of county-hosted websites. In 2007, the County will reevaluate its use of Zope and possible other open-source technologies. In 2008, the County will either upgrade its Zope Platform or convert its existing sites to a new content management system.	Zope/Plone Upgrade	Plan for 2008/2009
Partner with other agencies/websites to ensure availability of government information with a minimum of duplication and maximum cross referencing.	Environmental Portal Local News from 1Washtenaw	3/31/2007 Done
Partner with other organizations in the community to determine the most appropriate location for information ownership and maintenance and support the appropriate placement of information.	CSTS Wiki Pilot	6/30/2007

Support Internal Information Sharing

Goals	Projects	Dates
County departments will coordinate and prioritize their information sharing efforts.	TBD	
The County will aid its departments in their communications and technology by tailoring eCentral more to the needs of individual departments and employees.	eCentral Department Sections	WSC – Done Health – Done Sheriff – Done Children’s Services – In progress
The County will provide ongoing education and development for staff in the use of technology assets.	Web Content Liaison Program Other - TBD	Ongoing
eCentral will continue to be the hub of information and services for employees.		Ongoing

Education/Development/Consulting for Departments

Goals	Projects	Dates
Support Services will provide consultation services to county staff to assist in selecting and implementing the most appropriate eGovernment solutions.	IRA Process, Quarterly Meetings, 2008/2009 Planning Process	Ongoing
Provide information management consulting and strategy to ensure the maximum availability of data across sources in order to increase internal abilities to share information.	TBD	

Centralize Access to Decentralized Information Resources

Goals	Projects	Dates
In order to provide citizens with one-stop access to internal and external information the County will focus on gathering and grouping information from multiple government and community websites to one area.	Environmental Portal	3/31/2007
	1Washtenaw	Ongoing
	GIS	Ongoing
The County will focus on creating structures to allow more efficient updating and page creation streamlining the process for easier integration into daily work.	Zope/Plone Upgrade	Plan for 2008/2009
	CSTS Wiki Pilot	6/30/2007
In order to streamline business practices eCommerce web applications will be integrated directly with back office systems where possible.	Clerk/Vital Records Evaluation	??

Related Principles for Knowledge Management:

- **Re-engineer/Reinvent Organizational Processes**
- **Maintain and Protect Data Architecture**
- **Define New E-Government Services**

Business Continuity

Washtenaw County has developed a disaster recovery plan that focuses on restoring infrastructure services after an external event interrupts normal operations. Beginning in 2006 and moving into 2007, the County's focus is on business continuity – how to keep operations running in various emergency situations. Technology plays a major role and the eGovernment Plan supports this move.

Preserve Business Continuity Through the Use of Technology

Goals	Projects	Dates
The County will develop the infrastructure to provide flexibility of services in emergency situations, with a goal of making technology nearly 100% available in multiple locations. This capability will provide redundant means of communication with the public and staff during emergencies.	SAN Switch Replacement	Done
	Offsite Backup	??
	New Data Center	Consider for 2008/2009
The County will be prepared to use alternate means of communication in the case that the emergency situation has created or is caused by technology malfunction.	Business Continuity Planning	Ongoing

Increase Safety of Citizens with the Use of Technology

Goals	Projects	
The County will develop new methods of communication with its citizens in emergency situations	Code Red Emergency Home Page	TBD
The County will continue to follow best practices in securing sensitive customer information.	Ongoing	

Related Principles for Business Continuity:

- **Maintain and Protect Data Architecture**
- **Enhances Scalability and Reliability of Network Infrastructure**

Technology Infrastructure

In order to continue innovations in eGovernment, Washtenaw County's basic technology infrastructure must continue to evolve.

Access through Mobile/Multiple Devices

Goals	Projects	Dates
The County will strive to create websites and services that work across multiple devices and platforms including browsers in mobile phones where appropriate.	eWashtenaw Redesign	9/28/2007
	Redesign Templates for eCommerce Applications	Consider for 2008/2009

E-Filing Government Documents

Goals	Projects	Dates
The County will increase the number and efficiency of documents filed online and increase the ability to easily convert paper processes into electronic processes.	OnBase Document Imaging/Management	

Expansion of Geographic Information Systems (GIS)

Goals	Projects	Dates
Expand the number and quality of location-based information access and analysis through the County's GIS.		
Continue the partnership with Washtenaw County's cities, villages and townships to consolidate parcel and location-based information.		
Integrate core GIS applications and information into websites.		
Focus on creating better, more integrated structures for dissemination of this information, as well as publishing the information to allow others to create these structures as well.		

Expand Network Capacity

Goals	Projects	Dates
Washtenaw County will continue to invest in a world class computing infrastructure, including data center and network capabilities.	SAN Switch Replacement	Done
	Fiber Network New Data Center	Consider for 2008/2009

Related Principles for Business Continuity:

- **Maintain and Protect Data Architecture**
- **Enhances Scalability and Reliability of Network Infrastructure**

Project Support

Availability of County Resources

Staff

A key strategic enabler and benefit of implementing the 2001 strategic plan has been the ability of Washtenaw County employees to implement the plan. Staff of the Information Technology group, working with staff from partner departments have taken the vision of eGovernment and made it a reality in department after department and application after application. The opposite has been true as well. Departments and employees have envisioned new uses of technology and lead the way to new models of customer service.

The drafters of this plan realize that, for the next several years, county staffing levels will not increase. Therefore staff development and engagement will focus on:

- Keeping staff up-to-date with broad technology opportunities.
- Providing opportunities for staff to explore how technology opportunities translate into business opportunities.
- Focusing management on ensuring that the benefits of technology match the promise.
- Ensuring that suggestion programs like the IRA and ESP processes are opportunities for employees to suggest new uses of technology.

Changing Workplace Culture

The renewed focus on providing information and services online will require the County to continually rethink business practices, embracing the web as a primary method for interacting with customers, rather than a secondary or peripheral method. In support of this, the County will provide education for employees on the opportunities provided by the web.

One portion of this will be done at New Employee Orientation, providing new staff with the necessary tools to think about eGovernment from the beginning of their employment with the County.

To reach current employees, the Plan will be shared at various employee meetings, such as the monthly Web Content Liaison and Quarterly business meetings. Some of this has already been done; draft versions of the Strategic Plan have been shared with the Group of 180 and County Management and Support Group (CMSG), to very positive response.

Also, the County will share annual reports on the progress of eGovernment initiatives with employees, as a way of keeping them informed and understanding the changes that are taking place.

Technology

Washtenaw County currently has an excellent technology infrastructure. During the next 5 years, we anticipate several major changes to the technology landscape:

Wireless Washtenaw

Pilot programs starting in 2006 with rollout in 2007 will enable a new level of mobility in the county including mobile county workers and mobile (and connected) county citizens.

Wired Bandwidth Expansion

Washtenaw County Support Services is currently exploring options to expand the capacity of the county's internal network through lease, purchase or development of a fiber-optic network which will reduce current barriers to incorporating expanded, data, voice and video services in an integrated way.

Web Infrastructure

Washtenaw County has developed many of the primary web applications using open- source technologies. This has increased the flexibility of deployment and decreased the overall required funding levels. It also puts more pressure on IT staff as they become the supporters of county systems (as opposed to vendor reliance/backup). The county intends to continue with this model.

GIS

The County has developed a world class GIS program that will continue to expand, enabling viewing and analyzing data that has geographic components. The GIS will continue to be the core of integrating geographic content. Opportunities to share County-owned or County-known data on third-party systems (e.g. Google Maps) will become more common.

Document Management/Imaging

The county has signed a contract to begin migration to a new document management system in 2007. One of the goals for replacing the current content management system is to create more possibilities for secure and appropriate viewing of county documents online.

Web Everything

When the 2001 eGovernment Strategic Plan was first adopted, there was a distinction between eGovernment applications (web applications with clear customer self-service opportunities) and other applications. In 2007, that distinction is becoming more blurred. Opportunities for self-service and collaboration are much more the norm. While there are still some applications that were proprietary and should be isolated the need for independent applications is shrinking. This trend will continue, where applications that were normally more 'back office' also include customer interfaces.

Processes

Of the current processes followed at the County, the following are applicable to the progress of the eGovernment Strategic Plan:

Planning Process

Selection and funding of major technology projects is conducted as part of the biennial planning process. The projects envisioned by the eGovernment strategic plan will primarily be funded by the through the Technology Plan which is a component of the Biennial Budget, the end result of the Planning Process.

Infrastructure Resource Allocation

The Infrastructure Resource Allocation (IRA) Process allows departments to submit requests for infrastructure improvements (technology, space, training, etc.) that will allow the department to better fulfill its vision, goals and objectives. The process strives to use resources in an efficient and effective manner, while incorporating a consistent, fair and transparent process to allocate resources. Decisions are made at the appropriate levels, with a focus on customer service. Business goals will be identified before any new technology is selected. New eGovernment applications requested by departments will go through this process for evaluation by the Support Services Managers, the departments' business analyst, and members of department staff.

Employee Suggestion Program

The Employee Suggestion Program (ESP) has been created to provide a clear path for employees to make an impact on the County. ESP is an opportunity to bring about continuous improvement: to reduce the cost of doing business, improve efficiency and maintain quality customer service. The suggestion form may be completed online. The Washtenaw County Consulting Group reviews all Employee Suggestions submitted. The Consulting Group is made up of employees who have special expertise in business and financial analysis, and quality improvement. All suggestions submitted receive a status update from the Consulting Group within 30 days. All received suggestions are posted on the ESP website with their current status. In addition, employees receive small rewards and recognition for their participation.

Web Content Reviews

The County has implemented a yearly Web Content Review process to assess the timeliness and effectiveness of Departmental web pages on the public website. In 2006, this process was expanded to include sections of the employee website, as well as reviews of 3 local units' of government websites through the 1Washtenaw program. The County intends to continue with this program, and may expand it to include reviews of eGovernment services. This process may also become more standardized, with the establishment of benchmarks and evaluation of an overall level of effectiveness.

Funding

eGovernment initiatives will continue to be funded through the biennial Technology Plan. In 2006 and 2007, the overall level of funding for Information Technology was \$2,594,746. Funding for this plan is anticipated to remain constant over the next 5 years. As in the previous 5 years, funding decisions will focus on maintaining and extending the existing infrastructure and investments in technology that enable the enterprise to solve local business challenges with an eye towards integration.

Revenue from enhanced access fees from the provision of online services will continue to provide minor offset to the costs of running an eGovernment operation.

Policies and Standards

The County will work to develop standards for use of new services and applications. Many of the new technologies raise issues about policy and expectations. The County will work to identify these issues prior to rolling out the new technology, and will work to create simple and efficient policies to answer any questions that might arise. These policies will be made available to staff prior to roll out for review, and will be provided within the new services for questions that arise during use.

Project Evaluation

Individual project timelines will be kept through the current Project Management process, and will be overseen by Support Services. The success of the projects will be measured through the establishment of individual project metrics created during the project planning process

In order to keep track of the Strategic Plan's overall progress, an annual report on eGovernment Applications will be developed and disseminated. This report will include which projects have been completed, which are currently underway, which will begin in the upcoming year and identify any emerging opportunities for the County. The frequency of this schedule is subject to adjustment based on the volume of projects.

The overall success of overall eGovernment initiatives will be judged by measures which may include:

- A decrease in the number of in-house interactions and concurrent rise in online interactions
- An increase in the number of "successful" visits to websites –determined using customer surveys
- A ranking of "Excellent" in 85% of returns from real-time customer surveys
- An increase in the Number of web pages edited and created per year/month
- An increase in the number of "Satisfactory" web content reviews
- Tracking the correlation between events and web traffic
- An increase in satisfaction levels with finding information on employee website – to be determined from employee feedback surveys

Understanding the rapid and dynamic nature of information technology, where a popular technology can become obsolete almost as fast as it is developed, the drafters propose a flexible end date for this version of the Strategic Plan. An annual review of the projects completed, initiatives addressed, and any emerging trends or business needs will govern the life of this Strategic Plan. When the plan is deemed out of date (with a maximum deadline of 5 years) the Internet Task Force will be reconvened to update the plan.

Appendices

Appendix A: Emerging Issues and Opportunities

The Internet Task Force examined emerging trends, both technical (what is becoming possible) and social (what has become useful and used). The following themes are representative of what is happening world of the web and eGovernment that will be most important for Washtenaw County to address in the coming years.

Better Informed Citizens

The County must address the needs of the “Better Informed Citizen”. These citizens will expect to easily find information and services online. Using all available information, citizens will come to County offices having researched their area of interest, will ask detailed questions of their government officials, and will expect accurate and detailed responses. In addition, these citizens expect that the County will maintain the privacy of all of the personally identifiable information revealed during discussions or transactions.

Better Informed Employees

After 10 years of mainstream internet and 5 years of eGovernment, employees are expecting more of technology and using more technology proficiently. As with the public, employees are expecting employee services to be online. Many are also beginning to embrace their role as provider of information and services and expect their information sharing tools to be easy to use and available.

World Class Customer Service Expectations

It has been 10 years since the county rolled out a vision of providing “World Class Customer Service”. Since that time, much of the county’s culture has evolved around providing great service to customers, whether those customers are citizens, fellow employees or partners in the community. Any and all changes to process or technology are expected to have a positive impact on customer service.

eDemocracy

This trend calls for governments to increase the openness of policy and decision making, through the use of online resources. As a part of this, the County can use its websites to better inform citizens about issues and encourage communication with decision-makers.

Community Collaborations

At the current time, collaboration between government agencies in support of citizens is increasing, as efficiencies of scale and centralization are realized. There are also a growing number of community groups dedicated to the collection and provision of specific information.

Moving Digital Divide

In the past, the term “Digital Divide” signified the gap between those with access to computing technology (with little variation) and those without. In the past five years, this dichotomy has changed to more of a continuum regarding levels of access. While there are still many without access to computers, citizens also have access to a wide variety of computers and connect to the internet at many different speeds. These citizens also access the internet through multiple types of devices (including mobile phones, PDAs, GPS enabled devices, etc). Work must be done by the County to address the needs of all of these groups.

Rising Expectations and Participation about “The Web”

Five years ago nobody “Googled” things. Blogs were just coming out. Watching video online was reserved for people within big corporate networks. If we wanted answers, we’d go to a name brand site, not a publicly created site like Wikipedia. Today the average individual has access to powerful web technologies and features that in many cases are changing their world view and the way they socialize with others. Popular massive multiplayer online role playing games are likely to change how people think, how they approach their jobs and how they will be educated in the future. The web offers more opportunities to bring about changes than ever imagined 5 years ago. In addition, the popularity of mapping websites and applications has led to the concept of “mapping everything” from bike paths to bird

populations. The County will have to address these expectations in their web offerings.

Emergency Preparedness

Following the events of September 11, 2001, recent natural disasters and in anticipation of future emergencies, the County is called to provide more complete preparedness information for citizens and employees, as well as more reliable communication during an emergency situation. The County is also called to further ensure the security of information that should be kept secure, and available systems must remain available.

Appendix B: Potential eGovernment Applications

In developing this strategy, many potential applications were identified. In addition to the ones identified in the content of the report, the following list of potential applications should be considered for implementation during the 2008/2009 Planning Process.

Online Citizen Access to Information

- Contact the Webmaster of a Particular Section
- Data Published in XML for Mashups
- Development Project Status for Major Capital Projects
- Differentiated Portal Entry (*where necessary*)
- Emergency Preparedness Training Videos
- GIS Available at Any Point with Geographic Information
- Integrated Data
- Online Information is Adequately Accessible in Other Languages
- Personalized Portal Feature
- RSS Feeds for New Information
- Self-Service Kiosks in Strategic Locations
- Sitemap
- Tailored Search Function

Online Citizen Services

- Click-to-call Helpdesk (VOIP)
- Complaint Handling and Citizen Action Inquiries
- e-Filing Court Documents
- Emergency Notification Application (Reverse 911, opt-in notification lists, etc)
- Facilities Reservation Application
- Find My District/Polling Place Application
- Online 3-1-1 Access to Submit Tickets
- Real-Time Customer Service Surveys
- Seamless eCommerce Applications
- Subscribe to All Updates from a Single Page

Digital Democracy

- Archived and Indexed Video of BOC Meetings
- Chat Rooms/Discussion Boards on Specific Issues
- Communication with the Board of Commissioners
- Electronic Polling/Voting Services
- Podcasts of Board Meetings and speeches
- Webcasts of Meetings Displayed at County Locations

Employee Access to Information and Services

- Archived Video/Podcasts of Professional Development Classes and Meetings
- Chat with the Helpdesk via Instant Messaging
- Community of Interest (CoI) – level sections of eCentral for all Col's
- Comparative Tracking of Events and Web Traffic Reports
- Customer Relationship Management
- Database Access across Departments
- Podcasts of Meetings
- Portalized eCentral homepage includes Helpdesk requests, Tririga Tickets, Vacation hours, Benefits
- Templates for Commonly Created Web Pages
- Virtual Meetings
- Wikis for Project Groups/Departments

Appendix C: 2007 Internet Task Force Members

Chair:

Frank Cambria – Deputy County Administrator
David Behen – Co-Deputy County Administrator

Members:

Gordon Burger – Director, Support Services
Ellen Clement – Administrative Health Officer, Public Health
Derrick Jackson – Director, Elections Division
Mark Ptaszek – Administrator, 14-A Court
Robert Tetens – Director, Parks & Recreation
Mary Udoji – Director, Library Services
Tony Vanderworp – Director, Planning & Environment

Staff:

Andy Brush – Knowledge Manager
Brenda Kerr – Web Lead
Mary O'Hare – Director, Organizational Development
Charley Wolfe – Web Content Coordinator
Nisha Erinjeri – Intern

Appendix D: Washtenaw County Government Core Technologies

Desktop Software

Standard Issue Image

- *Microsoft Windows XP - including various utilities*
- *Microsoft Office 2003 Professional, which includes:*
 - *Outlook*
 - *Word*
 - *Excel*
 - *PowerPoint*
 - *Access*
 - *Publisher*
 - *Microsoft Internet Explorer 6*
- *Windows Media Player 10*
- *Adobe Acrobat Reader 6.0*

Optional Desktop—with Business Need

- *Microsoft Project*
- *Microsoft Visio*
- *Microsoft FrontPage*
- *Adobe Photoshop*
- *Adobe PageMaker*
- *Adobe Acrobat Writer*
- *Adobe Premier*
- *OmniPage Pro (OCR)*
- *Quick Books*
- *PC Anywhere*
- *Dragon Naturally Speaking*

ERP

Peoplesoft Enterprise One XE 7.3

Server Operating Systems

Windows 2003

HPUX 11i

Linux/Red Hat

Software Components

Equalizer

Filenet

Kofax

Exchange 2003

Apache 2.3 (Preferred Web Server)

Microsoft IIS (Acceptable Web Server)

Microsoft Sharepoint 2003

Zope 2.6

Tomcat 5

Server Hardware

Dell (Wintel)
HP (UNIX)
Routers and Switches
Nortel

Telephone Systems

Large Systems: Nortel Meridian
Small Systems: Nortel BCM

Languages

SQL - - - - PL/SQL
Java/JSP
VB/.Net for imaging, other MS stuff
Python

Databases

Oracle 10G
SQL server 2003
GIS
ArcGIS 9.0
ArcIMS 9.0
ArcSDE 9.0
Trimble GPS ArcPAD

Appendix E: eGovernment Applications from 2001 Plan

✓ - denotes completed project

Italic, ☺ - denotes project not envisioned in 2001

Citizen access to information

- Government functions and services ✓
- Directory and directions to parks, recreation centers, community centers ✓
- Calendar of County-sponsored events and activities ✓
- County budget and performance measures ✓
- Community information – descriptions, statistics, etc. ✓
- Property and infrastructure information ✓
- Development project status, status of major capital projects
- Hot issues ✓
- Links to other key sites ✓
- *Opt -in email lists* ✓☺
- *Criminal Justice Collaborative Council (and similar issue-oriented sections)* ✓☺
- *Restaurant Inspections Database* ✓☺
- *Historic Resource Database* ✓☺
- *GIS* ✓☺
- *Property Mapping* ✓☺

Digital democracy

- Board of Commissioner's meetings/other meetings notification ✓
- Web casting of Board of Commissioners meetings ✓
- Communication with Board of Commissioners
- Electronic polling / voting services
- Chat rooms on specific issues
- *Election Results* ✓☺
- *Campaign Finance* ✓☺
- *Community Conversation on Public Safety & Justice* ✓☺

On-line citizen services

- Property Tax Payment Application
- Property Tax Sales Application
- Traffic Violation Payment Application ✓
- Child Support Payments Application
- Dog License Application
- Complaint Handling and Citizen Action Inquiries
- Business Registration Application ✓
- Facilities Reservation Application
- Courts e-filing Application
- Accident Report Application ✓
- Access to Property Deeds Application ✓
- Building Permit Application ✓
- Permit issuing Application ✓
- *Vital Records* ✓☺
- *Map Store* ✓☺
- *Delinquent Tax Look-up* ✓☺

Vendor information and services

- Posting of RFPs and bid documents/utilization of “marketplace” Web sites ✓
- On-line auctions
- Purchase order and invoice transactions

Employee access to information

- Employee newsletter ✓ (*eCentral*)
- Management communications ✓
- Policies and procedures ✓
- Organizational information on functions and structure ✓
- **Directory of Services**
- Telephone Directory ✓

On-line employee services

- Employee bulletin boards/chat rooms ✓
- Job postings and accepting job applications ✓
- Self-service employee information updates ✓
- Self-service benefits administration ✓
- Distance learning resources ✓
- Direct deposits and personal management ✓
- Payroll ✓
- Time Cards ✓
- Retirement Benefits ✓
- PDP Program Registration ✓
- *PDP resource collection database* ✓☺
- **Database Access**
- Remote access from home ✓
- Wireless access ✓
- Employee Benefits ✓

Government to Government Collaboration

- *1Washtenaw* ✓☺
- *Websites for Local Units* ✓☺
- *Email for Local Units* ✓☺
- *GIS for Local Units* ✓☺
- *Professional Development* ✓☺

Appendix F: Websites Currently Hosted by Washtenaw County (2007)

County Government Websites

- **eWashtenaw** - <http://www.ewashtenaw.org>
- **eCentral** - <https://employee.ewashtenaw.org>
- **14A District Court** - <http://14acourt.org>
- **Washtenaw Trial Court** – <http://www.washtenawtrialcourt.org>

Local Units of Government

- **Barton Hills Village** - <http://vil-bartonhills.org>
- **Bridgewater Township** – <http://twp-bridgewater.org>
- **City of Chelsea** - <http://city-chelsea.org>
- **Dexter Township** – <http://twp-dexter.org>
- **Freedom Township** – <http://twp-freedom.org>
- **Lima Township** - <http://twp-lima.org>
- **Lodi Township** – <http://twp-lodi.org>
- **Manchester Township** – <http://twp-manchester.org>
- **Manchester Village** – <http://vil-manchester.org>
- **Northfield Township** – <http://twp-northfield.mi.us>
- **Pittsfield Township** – <http://pittsfieldtwp.org>
- **Pittsfield DPS** – <http://pittsfielddps.org>
- **City of Saline** – <http://ci.saline.mi.us>
- **Scio Township** – <http://twp.scio.mi.us>
- **Sharon Township** – <http://twp-sharon.org>
- **Superior Township** – <http://twp-superior.org>
- **Sylvan Township** – <http://twp-sylvan.org>
- **York Township** – <http://twp-york.org>
- **City of Ypsilanti** – <http://cityofypsilanti.com>

Regional Planning Organizations and Non-profit Organizations

- **Dispute Resolution Center** – <http://mimmediation.org>
- **Dexter Area Fire Department** – <http://dexterareafire.org>
- **Food System Economic Partnership** – <http://fsepmichigan.org>
- **Intergenerational Project** – <http://ypsi-intergenerationalproject.com>
- **Planning Toolkit** – <http://planningtoolkit.org>
- **River Raisin Watershed Council** – <http://riverraisin.org>
- **Saline Downtown Development** – <http://downtownsaline.org>
- **Saline Sustainability Circle** – <http://salinesustainability.org>
- **Southwest Washtenaw Council of Governments** – <http://swwcog.org>
- **Washtenaw Legal Resource Center** – <http://washtenawlrc.com>
- **Washtenaw Housing Alliance** – <http://whalliance.org>
- **Wireless Washtenaw** – <http://wireless.ewashtenaw.org>
- **Youth Development Initiative** – <http://watt.ewashtenaw.org>
- **Ypsilanti Downtown Development Authority** – <http://www.ypsidda.org>