**Guiding Principles**

- We collaborate, being common when we can, and different only when we have to be.
- We challenge the status quo, embrace change, and create a culture of continuous improvement.
- We are committed to the success of each other, and that of our customers.
- We leverage industry best practices and go with the grain, customizing as a last resort.
- We reuse what we can first, buy what we need if we don’t have it, and build if we can’t find it.
- We won’t let perfection get in the way of better!

**Strategic Guideposts**

- Greater focus on empowering the customer and customer-centric products and services, with influence for efficiency, and control for protection
- More continuing education to further leverage and exploit our technology investment
- Complete transparency, focusing on the big picture and priority resource allocation
- Tighter project definition upfront for better cost control and project execution
- Aggressive contract negotiation, with predictable recurring cost controls for the long-term
- Assess the Total Cost of Ownership (TCO) in seeking approval of projects and initiatives
- We are committed to reduce consumables and energy consumption...GO GREEN!
- We are good financial stewards, where business value matters and so does the cost.
- We are adaptable and flexible, designing and building for the inevitable change that will come.
- We are driven to quality, doing the right things, the right way, the first time.
- We run our business upon the principles of ACE: Accountability, Civility, and Ethics.
- We seek opportunities to reduce complexity, combining what should be combined, separating what should be separated, and eliminating what can be eliminated.
- We shift from a reactive service approach to a proactive, consistent approach to service delivery
- Technology Refresh is part of the TCO and helps to improve business continuity and reliability
- Shift from custom developed applications to Commercial-off-the-Shelf packages
- More value-added services: BI, Analytics, GIS, AI, Automation, and Integration
- With an eye towards agility and flexibility, design for mobile first and desktop second
- Shift in access to county services, with a preference for self-service and the website portal
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**Vision:**

Business Value through Partnership...The Service Provider of Choice!

**Mission:**

We exist to enable the business with speed and scale, to provide solutions to real business problems, and to seize opportunities that drive customer satisfaction and desired outcomes. We specialize in leadership, and provide experienced professionals, innovation, and core enterprise technologies that meet the critical business drivers of our customers. Our employees matter, and we value their contribution as our core competency. We are committed to recruit, develop, reward, and retain personnel of exceptional ability, character, and dedication.

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STRATEGIC PROJECTS IN FLIGHT

<table>
<thead>
<tr>
<th>Project</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>Regional Public Safety Radio System</td>
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<tr>
<td>CAD-MPS Cloud 10 Solution</td>
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<tr>
<td>Annual Technology Refresh</td>
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<tr>
<td>Annual PCI Security Compliance Program</td>
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<td>311 Non-Emergency Municipal System</td>
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<td>Building &amp; Development Centralized Addressing</td>
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<td>Utilities Computerized Maintenance Management System</td>
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<td>Human Resources Fully Integrated Software Solution</td>
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<td>OneSolution ERP Upgrade</td>
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<td>OnBase Document Management System Upgrade</td>
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<tr>
<td>FMD Budget Software Application</td>
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<tr>
<td>New East County Facilities</td>
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ITS OPERATIONAL STRATEGIES

- Project & Portfolio Management
- Business Relationship Management
- Business Transition Management
- Technology Advisory Group
- Customer Service Center
- Service Level Management
- Organizational Performance Indicators
- Change Management
- Problem & Incident Management
- Unified Communications
- Business Continuity & Disaster Recovery
- Security & Infrastructure Management

SEIZE OPPORTUNITIES

- Configuration Management Process
- Demand Management Process
- Business Intelligence & Analytics
- Artificial Intelligence & Automation
- GIS Governance & Enterprise Agreement
- Bi-Modal Operations & DevOps

OUR STAFF MATTER & THEY ARE OUR CORE COMPETENCY

- Security Awareness Education
- Leadership Academy
- Career Advancement Program
- Developmental Skills-Based Training
- Industry Awareness & User Groups
- Cross-Functional Teams Training
- Artificial Intelligence Education
- Gartner Symposium – Technology & Business Best Practices
- Results First Training
- ITIL Foundations Training
- ITS On-Boarding Program
- Emotional Intelligence Discovery

FUTURE FUNDING NEEDS

Enterprise Technology Refresh: Converged Data Center Infrastructure (VCE / V-Block) a high performance, scalable platform for business services. This combines servers, network, and storage equipment to ensure performance that meets the needs of the enterprise and all customers who rely upon this comprehensive system.

- FY22 CIP

Enterprise Technology Refresh: Unified Communication System Servers, for the VoIP telephone system, and approximately 50 servers that comprise the overall system.

- FY22 CIP

HIGHLIGHTS: MAY 2018 — MAY 2019

- 55 Projects Completed
- 20K Service Events received by the Customer Service Center

PROJECTS OF RECORD

- FDOT-Fiber Expansion SR70, Lorraine Rd to CR675
- FDOT-Fiber Expansion 13th Ave W @ US 301/US 41
- FDOT-Fiber Expansion 1st St Tamiami (US19)
- FDOT-Fiber Expansion Cortez Rd (SR684)
- FDOT-Fiber Morgan Johnson Rd: Riverside to SR64