

André V. Mendes
Chief Information Officer

Information Technology Steering Committee
Fiscal Year 25 Tarrant County IT State of the Union



A very good FY24 For Tarrant County IT

- Some High-Profile Successes
  - Techshare Court 3.0 Stabilization
  - Medical Examiner Crypt Replacement
  - PM'ing Agenda Management, VRS Migration, Inmate Comms
- Some Lower Profile Big Wins
  - Software Defined Network Expansion
  - Cloud Migration Progress
  - ServiceNow Relaunch
  - Customer Service Improvements
  - Cybersecurity Progress
  - Project Management Maturation
- Technical Statement of Direction
- None possible without great vision/collaboration with Clients!



Exciting Prospects for FY25

- Updates from:
  - Russell Scott on G5, MDR/XDR, ICAM & Zero Trust Architecture
  - Michael Webb on Techshare, ERP and AI
  - Carolyn Bogan on Customer Service and ServiceNow
  - Anthony Jackson on Cloud Migrations and SD Networks
  - Peju Ajunwon on Governance and Change Management
- ITSC Business – Peju Ajunwon



Russ Scott
Chief Information Security Officer

Cybersecurity



The State of Cybersecurity

- No breaches or data loss in FY24 – THANK YOU ALL!!!
- Elections security top priority
- Averaging over 100,000 malicious emails blocked per month
- IT Security team investigates 5-10 emails per day
- Recent phishing campaign results
  - 4,273 users targeted
  - 1,306 opened (30.6%)
  - 428 clicked the emails (10.02%)
  - 378 reported the emails (8.8%)
  - Of those, 46 only reported AFTER clicking on the phishing link
- Focus for upcoming year
  - Implementing security features with new Microsoft licensing
  - CJIS compliance
  - Further securing Cloud environment



FY25 Security Strategy

- Leveraging our investment in Microsoft licensing:
  - Enhanced security – advanced threat protection, data loss prevention and threat hunting capabilities
  - Compliance protection – eDiscovery tools, audit and data retention tools
  - User account management – advanced tools for managing user accounts and permissions

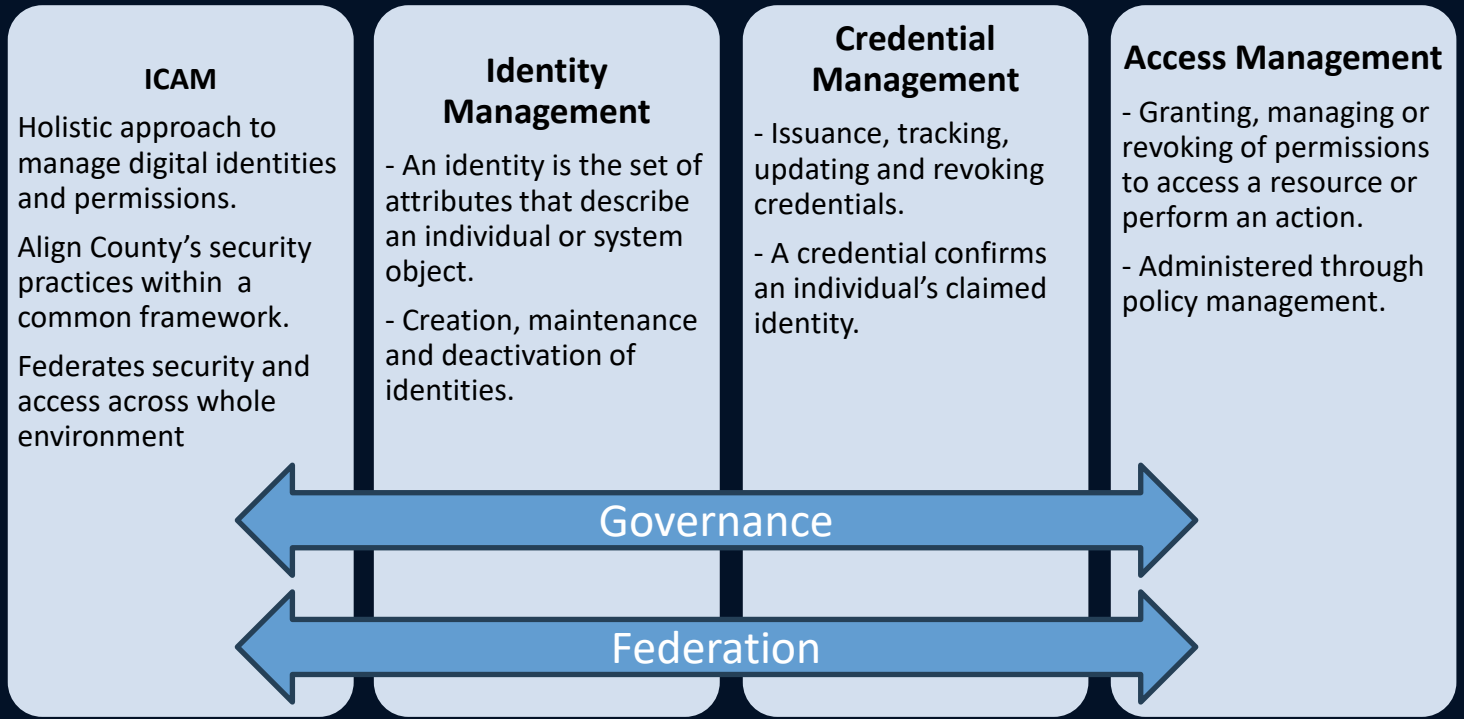


FY25 Security Strategy

- XDR (Extended Detection & Response)
  - Detects threats automatically by combining different sources data.
  - Simplifies security tasks by bringing data into one place.
  - Increases threat response speed.
  - Boosts overall security with better visibility and automation.
- MDR (Managed Detection & Response)
  - 24/7 threat monitoring and detection.
  - Proactive threat hunting to catch hidden risks.
  - Fast response to threats, cutting down detection time.
  - Access to expert security teams for handling threats.
  - Frees up internal resources for other projects.

FY25 Security Strategy

- ICAM (Identity, Credential & Access Management)





FY25 Security Strategy

- Zero Trust Architecture (ZTA)
  - Security model that eliminates implicit trust and continuously verifies every access request, regardless of the user's location
  - Least privilege access
  - Continuous verification
  - Micro-segmentation
  - Strong authentication



Michael Webb
Director

Techshare, ERP and Artificial Intelligence



FY25 Highlights

- Techshare:
  - Continued Suite Evolution (Driven by User Population)
  - Tackling Legacy applications (JIMS)
  - Improving Reporting and maturing Governance
- ERP Inflection Point
  - RFP for Alternatives Analysis
  - Recommendation Implementation
- Artificial Intelligence
  - Continuation of Efforts
  - Endless Possibilities
- About AI….



AI Use Case: County Clerk AI Chatbot

- County Clerk leveraging AI to promote:
  - Increased efficiency
  - Enhanced customer service
- AI Chatbot implemented on departmental website:
  - Answer Public Inquires from the public
- Uses knowledge base containing information:
  - from document repositories
  - Application databases
  - Previous online communications with residents
- Implementation allows County Clerk to repurpose phone personnel to other business areas.



AI Use Case: Attorney Assignments

- CDA to leverage AI to:
  - Evaluate business rules against offense
  - Evaluate attorney information
  - Determine optimal attorney assignment
  - Assign Most Appropriate Court Appointed Attorneys
- Possible Outcome:
  - Streamline attorney assignment process
  - Ensure cases assigned to best credentialed attorneys
- Enhanced customer service.



AI Use Case: Document Redaction

- County evaluating leveraging AI to:
  - Redact Personal Identifiable Information (PII) from documents
  - Names, addresses, phone numbers and SSNs
  - Accurately redacted digital/handwritten information
  - Produced redacted image while leaving original intact
- Enhanced Business Efficiency.



AI : Other Potential Uses

- Digital Evidence
  - Manage and categorize digital evidence including automatic tagging and retrieval based on case relevance
- Public Information request
  - Automate public information request and retrieval process
- Automatic document drafting
  - Leverage GenAI to generate legal documents from templates & details
- Automated Reporting Systems
  - AI tools generate comprehensive reports on case status, budget usage and performance for internal and public review
- Event based workflows
  - Leverage AI to execute workflows based on certain actions/data points



Carolyn J. Bogan
Director, IT Service Delivery

Service Delivery

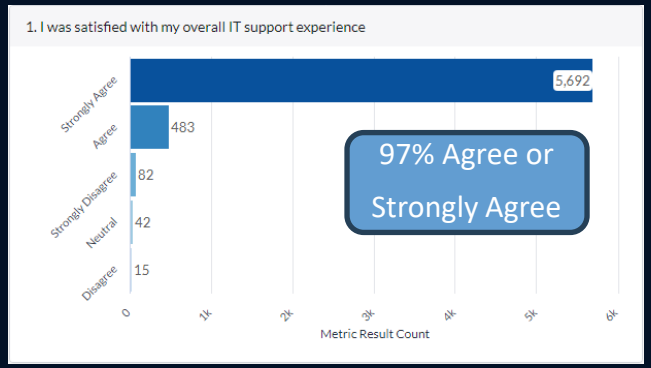


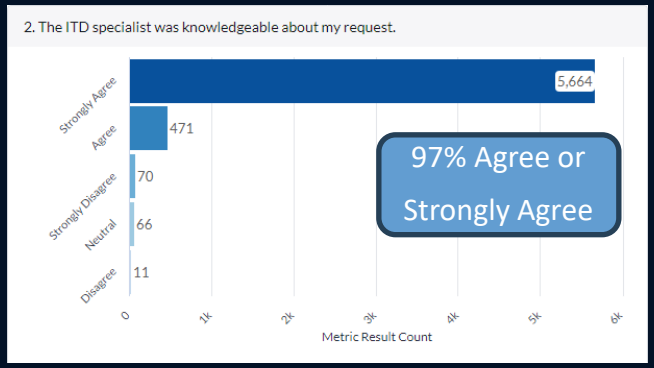
Service Delivery

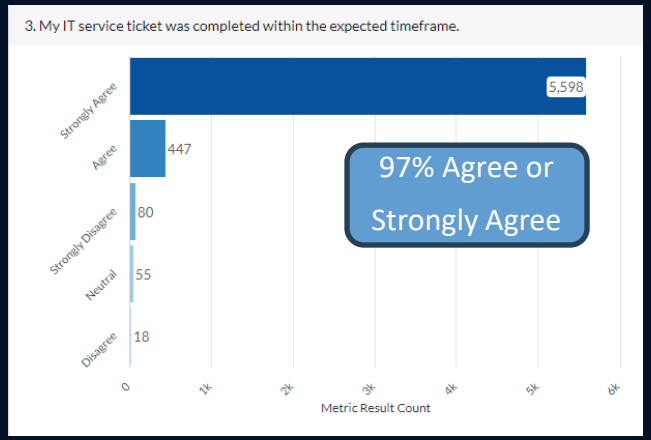
- The IT Service Desk is the entry point for all IT related matters.
  - 24/7 IT Support Operation
  - Dial x3507 or WFH 817-884-3507
  - Live technician available to assist and/or escalate as required.
  - Request logged and tracked; updates provided accordingly until resolved.
  - Customer Satisfaction Survey | How well did we perform?
- IT Service Call Stats
  - IT Service Desk Average Speed to Answer (ASA) <=20 secs.
  - Industry Standard <= 2 mins.
  - IT Service Desk Average Abandoned Call Rate (ACR) <=1%
  - Industry Standard <= 3%

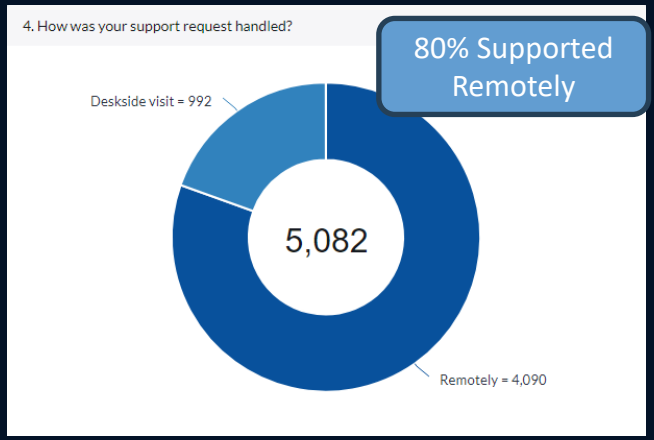
Service Delivery *cont.*

Customer Satisfaction Survey FY24 | 6,322 Surveys Completed











Service Delivery *cont.*

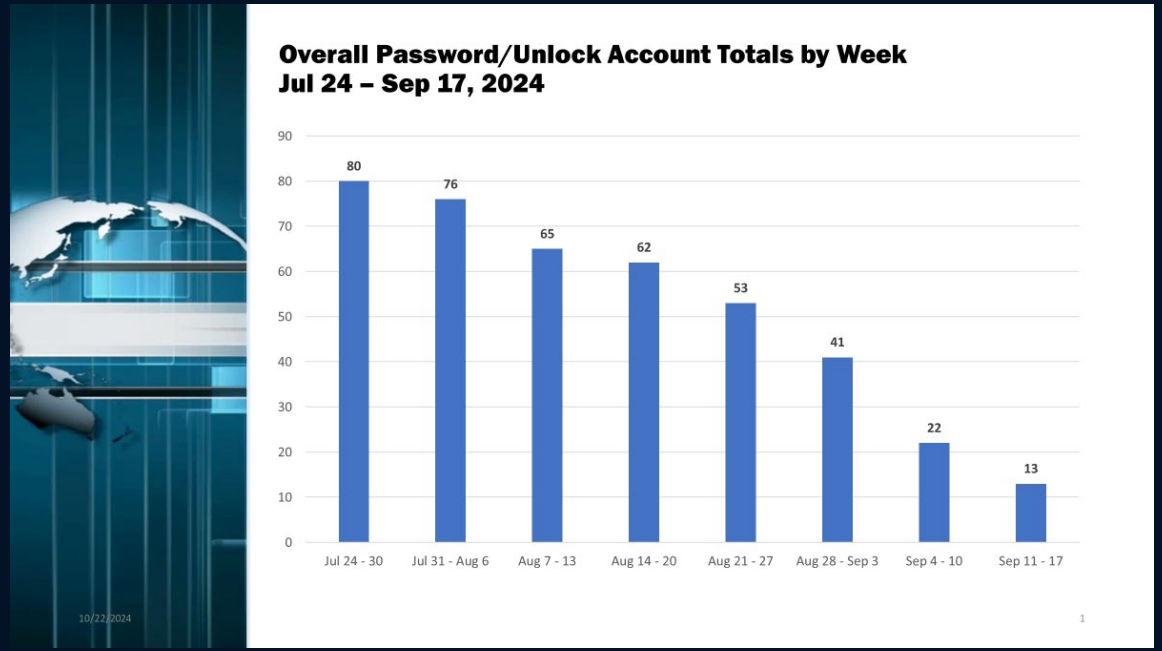
IT Support Utilization Volumes		
FY22	FY23	FY24
62,755	61,800	59,726

Total IT support volumes over 3 fiscal years

IT Service Ticket Count Top 10 by Department			
Business Unit	FY22	FY23	FY24
Sheriff	11,583	10,328	10,459
Public Health	6,014	5,484	4,766
Criminal District Attorney	4,206	4,142	4,760
Courts	4,874	4,986	4,683
District Clerk	2,112	2,138	3,687
External Agencies	3,861	3,477	2,976
County Clerk	2,690	2,746	2,832
Tax Assessor-Collector	1,981	2,631	2,422
Juvenile Services	1,937	1,736	1,532
Justice of the Peace Courts	1,700	1,718	1,449

Service Delivery *cont.*

- Success Story
  - Password reset and account unlock originates most support requests (Over 50%).
  - In July, reminded TC employees of self-service capability. THANK YOU!!!!





Service Delivery *cont.*

- ServiceNow Rebase Line Project Update
  - Initiative launched May 2024. Remove IT Service Management (ITSM) customizations and return to out-of-box functionality.
  - ITSM is how organizations manage end-to-end delivery of customer IT services.
  - Includes all processes and activities to design, create, deliver, & support services.
  - Completed two of four rollout phases.
  - On target to complete by end of November 2024.
- Service Delivery Speed and Accuracy
  - Customer Service Portal with automated solution or direct routing to proper team.
  - Real-Time Analytics enable data driven decisions and shorter “time to resolution”.
- Platform simplicity and Serviceability
  - No customizations enables simpler, faster, cheaper platform upgrades.
  - Cheaper, better, faster addition of other ServiceNow functionality.



Anthony Jackson
Director, Technology Infrastructure

Cloud-Based Computing Model



FY25 Highlights

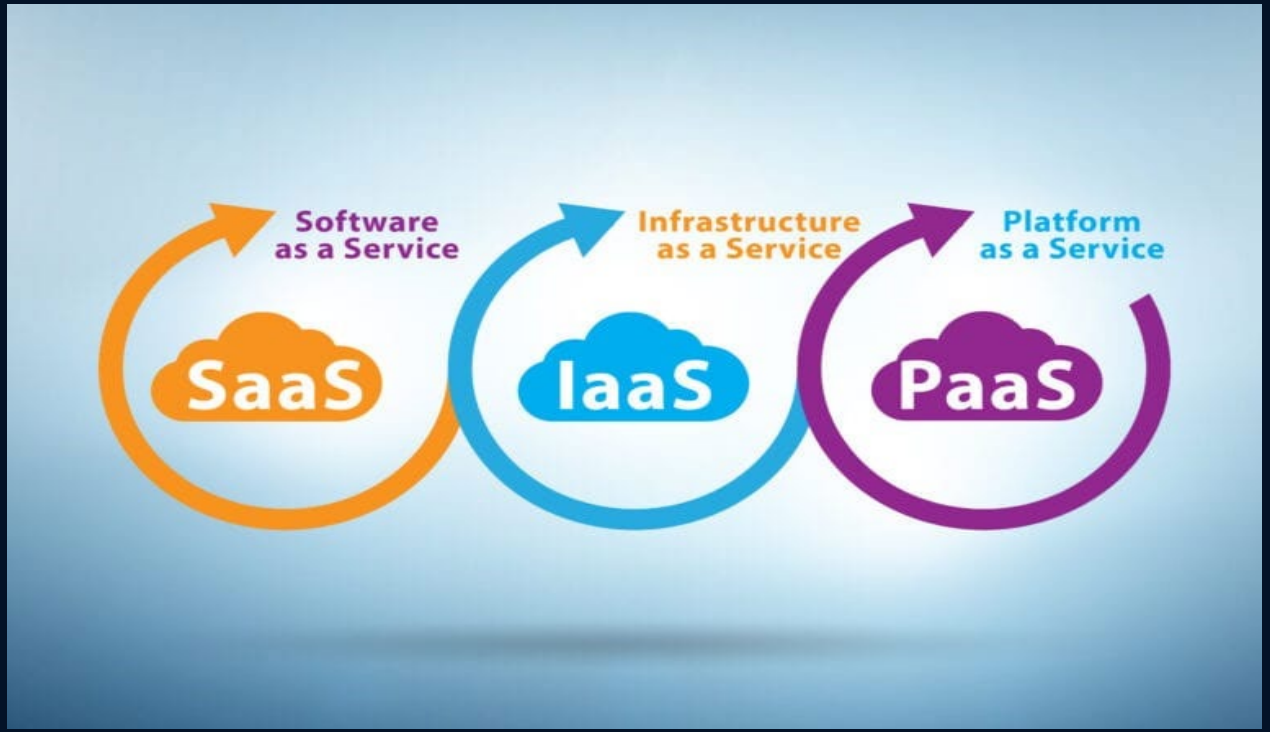
- Network and Computing Infrastructure Availability
  - Networking- 99.99%
  - Computing Infrastructure – 99.99%
- Throughput and Redundancy Increases
  - Most facilities with dramatically upgraded bandwidth
  - Most Facilities with Fully Redundant Circuits
- Increased Cloud Hosting for Baseline applications
- On Schedule for FY26 Colocation Facility Shutdown



Cloud : An Operational Imperative

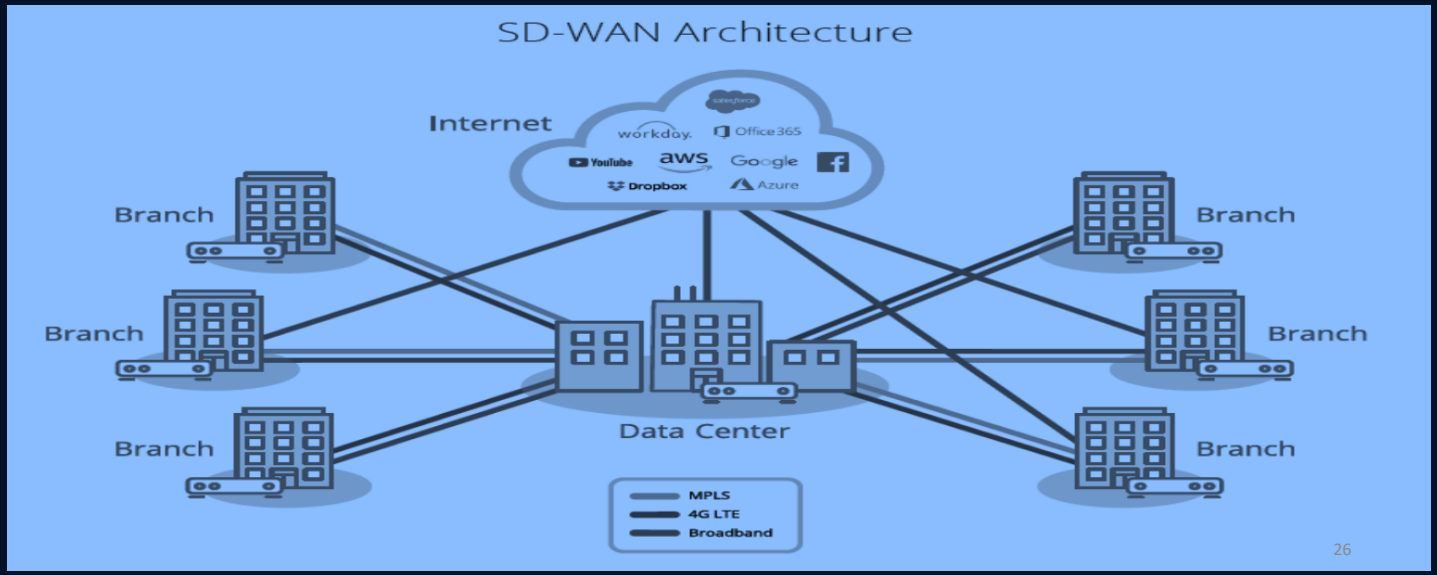
- Industry Driven Strategy
  - Access to latest technologies
  - Creating commodity abstraction Layers
  - Increasing organization agility and responsiveness
- Cost Effective Scaling and Rapid Provisioning
  - Computing and memory capacity
  - Storage
- Platform Services
  - Prepackaged Geographically Diverse Foundational solutions
- Network Services
  - Integrated, Scalable, Diverse, Resilient, Redundant

Categories of Cloud Hosting



Improve Accessibility and Performance

- Enable direct internet access from remote locations
- Expand redundancy to end-point facilities
- Create fully meshed network
- Minimized Latency





Cloud : Agility and Cost Effectiveness

- Leverage Industry Infrastructure
  - From Dedicated circuits
  - To General Purpose Dark Fiber
  - To Industry Provided Shared Wireless Technology (G5/G6)
- Compute from Anywhere to Anywhere
  - Complete Geographic Abstraction
  - Built in accessibility Redundancy
- Dramatically Reduce Capital & Operational Costs
  - Lower Real Estate Requirements
  - Eliminate Datacenters

Current Cloud based Tools & Services

SharePoint/Intranet Websites	Tarrant Countytx.gov Website	Ncourt Notification	TS Magistration Portal	ME RFID	TS Juvenile
TS Court	Remote Marriage County Clerk	SIT/VIT Tax Office	eFile – Tyler	TS Indigent Defense	Qual Trax
EpiTrax	IonWave	JustFOIA	Ideagen	JusticeTrax	Policy Manager
SendSuite Pro Enterprisel	Phone, Fax, Contact Center Infrastructure	Conferencing Applications and Tools	Essence - v1.22	Clinisys Horizon LIMS	Domestic Relations Office
Digital Media Evidence	Delinquent Tax Sales	eClinicalWorks (eCW)	Baseline Core Infrastructure	Stacs DNA	Outlook/Email



Transition Timelines

2024 — Baseline Infrastructure Hosting Candidates

2025 — Mass Storage and Strategic T1 Platforms

2026 — Network Infrastructure Shutdown



Peju Ajunwon
Director, Project Portfolio Management Office

PPMO Updates

Speed of Delivery, Customer Experience



FY 24 Projects Completed (10 of 20)

Customer	FY	Project Name	QTR
Commissioner Pct 4	N/A	Analytics Dashboard	Q1
County Administration	22	Primary Domain Name Change	Q1
County Administration	23	TechShare Agenda Management	Q4
County Archives	23	GIS Historic Resources Mobile App Development, Mapping & Research	Q4
County Clerk/ Juvenile Services	21	Notifications	Q4
Criminal District Attorney	20	Civil Case Management Software (formerly Contracts Software)	Q4
Elections	23	Elections Ballot Verifier Software	Q2
Elections	23	Voter Registration System	Q4
Human Resources	20	Onboarding & Offboarding (SAP)	Q3
Human Resources/ Payroll	N/A	SAP Support Pack Upgrade (Legal Changes)	Q2



FY 24 Projects Completed ...cont'd (10 of 20)

Customer	FY	Project Name	QTR
Information Technology	24	EV Reach Tool Implementation	Q2
Jury Services	N/A	AV Program: Jury Services	Q4
Justice of the Peace	21	Odyssey Integration to nCourt	Q2
Medical Examiner	23	RFID Tracking System (Phase 2)	Q4
Medical Examiner	23	ME Financials Migration	Q2
Medical Examiner	21	Laboratory Upgrades	Q1
Public Health	22	EpiTrax Hosting, Support & Professional Services (Phase 1)	Q1
Public Health	22	Insurance Eligibility Software	Q2
Purchasing	20	eProcurement & Vendor Registration	Q2
Tax Office	20	Tax Enhancement – Paymentus (Phase 1)	Q3



Strategic Project Financials Assessment

- Internal Financial Review Process for Strategic Projects
  - Compares expenditures to allocated budget
  - Ensures all documentation is in order
    - Purchase Orders
    - Change Requests
    - Internal Order allocations
    - Authorizations
  - Findings presented to IT leadership
- Projects reviewed to date
  - TechShare Jail
  - TechShare Court
  - CDA Civil Case Management
  - Domestic Relations Office CMS
  - ME Case Management System
  - CDA Case Financials



IT Steering Committee Governance

Mission: To provide oversight, and governance over the selection, and prioritization of IT-related projects and initiatives while ensuring the delivery of value and driving innovation.

Functional objectives include:

Functional Objectives	Purpose & Intent
1. Strategic Alignment:	Ensures that IT projects align to strategic objectives and are prioritized according to organizational value.
2. Decision-Making:	Provide diverse perspectives, leading to more informed and balanced decision-making.
3. Resource Allocation:	Helps to manage and allocate budgetary funding resources.
4. Risk Management:	Identifies and assesses risks associated with IT initiatives and helps to mitigate potential issues.
5. Stakeholder Engagement:	Fosters collaboration and ensure buy-in, enhancing adoption and advocacy.
6. Conflict Resolution:	Helps resolve conflicts or competing priorities between different departments.
7. Communication:	Improves communication between IT and other business units.

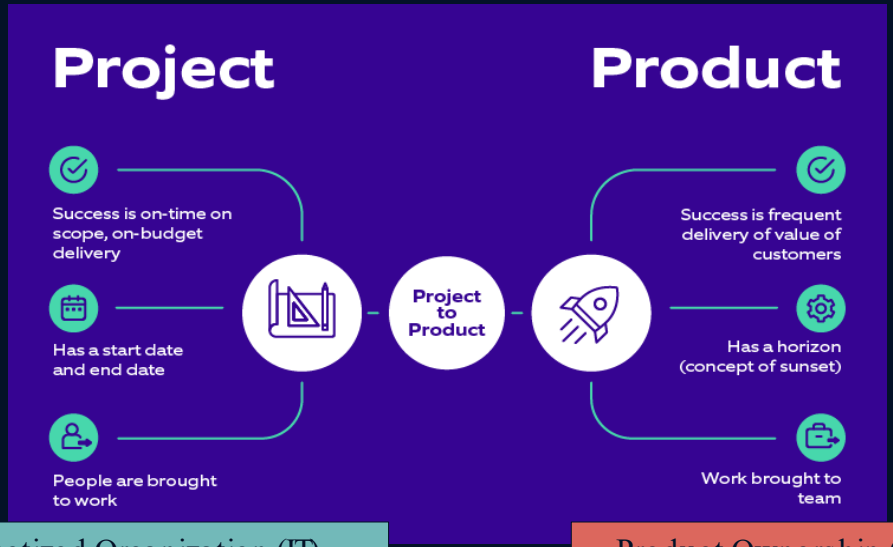


PRODUCT FOCUS

Progressing towards a more product-focused approach introduces new opportunities to improve and expand ITSC functions in the following areas:

Functional Objectives	Purpose & Intent
1. Performance Monitoring	Establish metrics to monitor performance and progress of IT projects, ensuring accountability and continuous improvement.
2. Organizational Change Mgmt	Provides oversight on business change management efforts, ensuring smooth transitions to new technology/applications.
3. Innovation and Trends	Help the County adapt and innovate in a rapidly changing technological landscape.

Productized Organization...Explained



Productized Organization (IT)	Product Ownership (Business)
➢ Customer-Centric Approach	➢ Business Vision & Strategy
➢ Organizational Alignment	➢ Stakeholder Engagement
➢ Standardized Processes	➢ Enhanced Decision-Making
➢ Performance Metrics	➢ Value Maximization
➢ Cross-Functional Teams	➢ Continuous Feedback Loop
➢ Product Scalability	
➢ Iterative Development/Release	




Discussion