



APPENDIX C: TECHNOLOGY MATRIX



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C-0 Introduction

As part of this study, each department was queried about the availability and utilization of technology. In a constantly evolving and advancing society, Information Technology (IT) has the power to:

- Simplify operations
- Enhance services
- Control staffing levels through increasing productivity
- Transform the business of government

To support a process of displacing aging and burdensome processes with efficient and productive operations, each department provided a list of technology improvements that they believe could have a significant impact upon their ability to better control changes in staffing requirements/need and improving the value of existing staff. The key to understand is that if the County does nothing, staffing levels will continue to grow “business-as-usual”. If the historical growth patterns are an indication of the future, the County faces what may become an insurmountable challenge regarding staffing and the associated space needs. By implementing “reasonable cost” technology solutions, in conjunction with solving spatial and technology needs (such as consolidation of services), departments will be better able to control staffing at affordable levels in alignment with the average staffing projection levels proposed by this study.

The table on the following page identifies all major technology improvements identified by the departments. It also illustrates which technology improvements may have the greatest impact on the most departments by combining all departments to a single matrix table.

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