
Arlington County Digital Strategy 2015 - 2020

Executive Summary

The overarching goal of our digital strategy is to make it easier for people to interact with government – to allow individuals to access the information they need, when they need it and to create an environment where an “intelligent” community will transform the way we live and work today.

Previously, we developed strategies we called e-government master plans. These plans identified technology initiatives that would streamline access to existing government processes, which were designed to satisfy the government’s needs. We are introducing the concept of a digital strategy whereby technology enables the delivery of services that satisfy the preferences of our residents. The forces of cloud, data, mobility, and social have been introduced and accepted by our community and the expectation by our residents is their relationship with government will be the same as it is with the world around them.

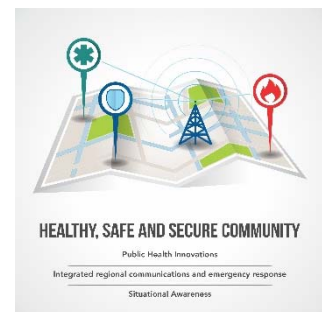
This plan takes into consideration two distinct and concurrent technology approaches – working both heads down and eyes forward. We will continue to focus on traditional technology, doing the day-to-day work of ensuring that technology functions appropriately and securely, defining long-term plans, managing technology budgets, and enforcing a disciplined approach to deployments. Simultaneously, we will also focus on agile use of technology, so we can respond quickly to evolving opportunities. We have created a mature, efficient and agile technology competency center, and we are committed to making the necessary investments to continue this path forward.

As we realize the benefits of a digital strategy and achieve the goals of an “intelligent” community, we will align our technology efforts with the needs and goals of the service departments who provide for our constituents. We see that alignment as follows:

HEALTHY, SAFE AND SECURE COMMUNITY

Enable the County’s public health, public safety and emergency management responders to provide for a healthy, safe, and secure community.

More than ever, technology is integrated with health care services and public safety activities. They are dependent upon technology in the performance of their duties.



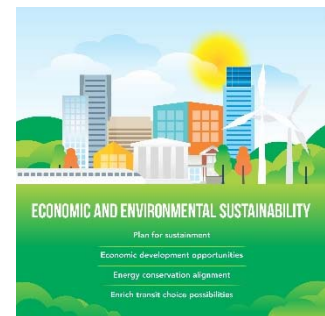
- Apply digital innovations to transform public health and human services practices: Today, we face unprecedented health care and social “safety net” demands. With a focus on technology-enabled innovations, we can improve access to care, quality of service, and reduce costs.
- Leverage new opportunities for integrated regional communications and emergency response: There is a growing need to continue standardizing and enhancing communications and the exchange of high speed, secure data and video. We will support new opportunities that permit the integration and technology redundancy of operations.
- Expand technology tools for comprehensive situational awareness: Providing situational awareness will help us monitor what is happening around us to anticipate and react quickly if an event occurs.
- Take advantage of new technology to support advanced, resilient emergency communications: Public safety communications must accommodate for advances in social networking based on text and instant messaging and in-building public safety wireless communications.

ECONOMIC AND ENVIRONMENTAL SUSTAINABILITY

Distinguish Arlington County as a vibrant, inclusive, livable community.

Leveraging technology to continue to attract and retain individuals, businesses, and institutions.

- Plan for sustainment, capacity and refreshment of the County’s electronic resources: We must focus on developing and adhering to a methodical process to examine and refresh the technology inventory of the County, so that it may continue to provide value.
- Support economic development initiatives to increase commercial occupancy rates: Leveraging the investments made to create choice, affordability and performance in broadband telecommunications will be an essential initiative for economic development.
- Align with energy conservation and sustainment goals identified in the County’s Community Energy Plan: Technology is a key enabler to achieving the goals of the County’s Community Energy Plan (CEP).
- Enrich transit choice possibilities: The location of Arlington as both a destination and its proximity to Washington, presents challenges in the transport of individuals and vehicles. Whether people walk, ride bikes, drive or take public transportation, digital technology can help monitor, manage and provide benefits that will improve travel in and through Arlington.



TRANSPARENCY AND ACCOUNTABILITY

Provide transparency and accountability of County initiatives to assure responsible use of tax dollars and encourage collaboration with the community.



Providing open access empowers us to assure confidence in government, encourage third party innovation, and improve the services we provide.

- Restructure processes for the digital age: County processes developed years ago must be redesigned to react to a new, faster paced, more informed community.
- Involve constituents to increase their participation and engagement: Today's expectation is that interaction with government should be simple and fast.
- Provide analytics to encourage collaboration and facilitate informed decision making: There is a recognition that the exponential growth of data will have an impact on Arlington County government operations and service delivery.
- Leverage opportunities to partner for new and improved ways of providing citizen services: Government does not have to be the sole provider of services to the community, exploring new service provision mechanisms will be our goal.

PRIVACY, SECURITY, AND RESILIENCY

Fulfill the trust of the community in our information and infrastructure.

In a time of increasing awareness for security and privacy, we are committed to ensuring the safety of our information and infrastructure.



- Ensure the protection of the County's infrastructure, both from within and without: Persistent attention to both internal and external attempts to compromise the County's network infrastructure will be a priority.
- Preserve and protect the official records of the County: The amount of electronic records generated in the County is growing rapidly, and has generated a need for an updated approach to the County's capture, classification, retention, and retirement of those records.
- Protect the information of those who engage with the County: C2G, B2G electronic transactions are becoming the norm for the payment of fines, fees and taxes, the continued attention to securing these will be our focus.
- Provide resiliency and continuity of operations: Technology is an essential, critical component of the County's daily business operations, and it is important that the

County's core technology systems are managed to assure operations continue, even in the event of a disaster.

With the Digital Strategy we have created a framework for the digitalization of county services. The plan is not about technology for technology's sake; it proposes technology solutions to make it easier and faster to deliver services to the community, whether it is to technology-savvy users or those with limited access to or knowledge of technology. In the true spirit of transparency, the plan has set "outcomes" that will be measured through an interactive collaborative portal where the objectives will be stated, progress reported, and comments welcomed.