2020 started off as a year usually does. The IMO team gathered and discussed both big and small tasks and kicked off project planning for the upcoming year. With the onset of COVID-19, IMO was shifted into high-gear to tackle unanticipated projects. We assisted departments as they moved to remote environments, helped those who remained onsite with hybrid technology tools, tackled technology that was never anticipated, and implemented numerous additional tools needed to make sure DeKalb County Government could continue to provide services as best as possible.

This year's annual report from IMO will highlight a variety of achievements in 2020, and challenges along the way.

Thank you to our IMO team for all the hard work over the past year and the ability to transition to the unexpected, while still making it a successful and productive year!

Thank you,
Sheila Santos, IMO Director

815-899-0702
ssantos@dekalbc county.org
IMO’s role is constantly evolving. Below is a general list of IMO’s responsibilities as of 2020.

- Support network infrastructure
- Provide and support County voice network
- Ensure network security
- Provide reliable backups and storage of data
- Work with various County departments and vendors on technology related needs
- Design and maintain custom databases
- Maintain disaster recovery and avoidance plans
- Future technology planning
- Desktop support
- Develop and maintain geographic related features
- Produce analytical maps
- Perform data and spatial analysis
- Maintain 911 map layers for use with 911 calls
- Create custom websites
- Provide accurate, complete and timely entry of data into DeKalb County’s property tax system
- Interpret and label conveyance documents recorded in the DeKalb County Recorder’s Office for entry in the property tax system
- Update the digital cadastral base map (a map showing the boundaries of subdivisions of land, usually with the bearing and lengths thereof and the areas of the individual tracts, for the purposes of describing and recording ownership).
- Provide Community Anchor Institutes (government offices, schools, police departments, libraries) with fiber optic network
- Support fiber optic network throughout County
The IMO team is unique. The group of people you are about to meet work hard every day to not only support the DeKalb County Government team members across all departments, but citizens and outside agencies. We all have our expertise and specialties...none are one in the same. This helps makes us strong, as someone always has the knowledge or ability to find the answer to take on an issue, tackle a project, and overcome great obstacles. Each team member has created a video to discuss what their specialties are and where their expertise lie. Please watch the video to be introduced to the IMO team members, who are each a crucial piece to our puzzle.

Note: When viewing this report in a PDF format, the video will not be embedded, but can be found at this link:
Each year, we take a look at the count of tasks IMO has completed, compare those with previous years, and highlight some of the more substantial accomplishments over the year. The counts below include tasks big and small. These items cover a wide variety of skills and expertise, anywhere from assisting a user who is having trouble logging in remotely to designing and publishing a software program to wiring and building an audio/video system for a conference room.
2020 NOTABLE PROJECTS

102 AUDIO/VIDEO PROJECTS COMPLETED

2020 changed the way many offices handle day-to-day activities. IMO saw a sudden demand for more tools to allow for offices to function remotely, many of which included audio/video (A/V) projects. IMO tackled 102 A/V projects in 2020, both big and small. Below is a list of some of the more notable projects:

- Upgrade A/V in Salubrity Room
- Install A/V in Public Safety Building Conference Room
- Build (7) mobile Zoom carts for courtrooms to allow for remote attendance
- Upgrade A/V in Conference Room East
- Upgrade A/V in 5 Seasons
- Install A/V system in Board of Review
- Install A/V for standalone livestream in courtrooms
- Setup YouTube to livestream in all courtrooms
- Install A/V in unfinished area of the 3rd floor courthouse for grand jury
- Setup computers for inmates zoom visitation and court attendance
- Deploy large format printers and scanners in courthouse to limit in-person exposure

SQUADS TECHNOLOGY INSTALLED

One of the more unique skills held by the IMO team is the ability to install the technology in squad cars. The Sheriff’s Office took delivery of numerous squads, for which IMO worked on the technology for the officers to use in the vehicles.

26,000 MONTHLY VISITORS TO IMO DESIGNED WEBSITES

IMO has built 14 websites in-house to deliver various information to County staff and the public. These sites account for a significant amount of the web traffic seen each day on the network. On average, these sites account for over 26,000 visits a month, resulting in 314,885 visits in 2020. Some of the more notable websites are; COMPASS (property information), Warrants, Civil Processing, Animal Control Status and an interactive map with street imagery.
86 COMPUTERS DEPLOYED

In 2020, IMO deployed 86 computers and laptops. Not included in this count are the numerous printers, scanners, cameras, phones, and fax machines that were also deployed.

50+ WEBCAMS DEPLOYED

COVID brought along a demand for camera's on computers. Webcam's were not a standard items included on our computers previously as they were seldom used, but they will be included in future computer purchases.

WIFI UPGRADES

In 2020, WIFI that was over a decade old was upgraded to newer devices in the Court house, Health Facility, Nursing, Community Outreach, Legislative Center and Administration Building.

19 DATABASE UPGRADES

IMO has developed and deployed over 50 databases. 19 of those databases underwent revisions in 2020. By doing this development work in-house, IMO is able to save the County a significant amount of money by not having to purchase vendor's programs. This also alleviates the need to pay ongoing maintenance costs. Some of the more notable databases that are deployed are: State's Attorney Case Information, Human Resources, Well & Septic, Animal Control Tracking, Restaurants Inspections, and Community Development Permitting.

SECURITY CAMERA PROJECTS

In 2020, IMO installed security cameras to several sites that previously did not have the technology. Those included the highway facility, expansion on several parking lot camera systems and monitoring of equipment inside buildings technology rooms.
IMO has worked hard over the past few years to prepare mapping data for next generation 911 (NG9-1-1). The map is an essential part of 911 as each call verifies against map data in an effort to link public safety responders to the caller as quickly as possible. After undergoing a State analysis of our system, we learned that DeKalb County’s GIS maps were 1 of 12 systems, out of 133 GIS system in the State, that met and exceeded the standards needed for NG9-1-1. The GIS team will continue to maintain this level of accuracy and work closely with neighboring Counties to assure we can assist in public safety efforts throughout the region.

**ELECTRONIC TIMECARDS**

IMO worked closely with the Finance Office to implement electronic timecards. The system was rolled out to several departments in 2020 and will continue in 2021. The goal of this project was to minimize duplicate efforts of entering staff’s time worked, and allow for synching between the timecards system and payroll system. IMO’s work consisted of working with the Finance Office and the vendor on configuring the system and identifying and implementing the method for synching the data between relevant software.
In 2019 and 2020, the GIS team deployed a new program to help communities in their effort to encourage economic development. This program allows communities to gather infrastructure information and make it easily accessible and viewable through an online mapping portal. The original intended use of economic development has evolved and communities have continued to expand on their uses as they become more involved in the program and learn of how their neighbors are using the GIS tools that were developed.

COVID-19 brought on a unique situation where many departments were trying to limit exposure to themselves and the public, while still making their services available. IMO worked with many departments to implement changes to make data and programs accessible in a remote format. Some of the more notable projects were; building a traffic resolution form so the public would not have to come to the court house, providing the ability to post daily docket information online, and creating forms for online public comments for public hearings and meetings to alleviate the need for in-person attendance.
The GIS team released a mapping tool for the Assessors Office and Township Assessors in 2020. The tool provides easily accessible assessment information in an interactive map context. It includes quick access to sales ratio information, lot sizes and land use.

**TOWNSHIP ASSESSOR MAP PROGRAM**

In preparation for the Decennial Census, IMO did a significant amount of preparation work to make sure our County is accurately represented. IMO participated in all available Census Bureau programs in order to be prepared.

**DECENNIAL CENSUS WORK**

IMO worked closely with the Sheriff’s Office on the deployment of Body Cameras. Work consisted of server setup, installing of synching modules on the exterior of the Public Safety Building (PSB), wiring and installing of units throughout the new jail, Public Safety Building and squads, and installing of synching capability in Waterman to act as a remote site for officers to download their body camera footage.
Looking ahead to 2021, IMO has many projects in the works. Since many items were put on hold and replaced with unexpected projects in 2020, 2021 will be consumed with revisiting projects that had to be pushed back, as well as those already planned for 2021.

Project Plans for 2021

- 73 computers due for replacement
- Audio/Video upgrades in select conference rooms
- Setting up capabilities for hybrid meetings
- Major overhaul to email system
- Expand on electronic filing system
- Upgrade firewall
- Implement more security features
- County Board redistricting
- Transition Mapping functions from Assessor’s Office to IMO
- Deploy mobile units for COVID-19 contact tracers and vaccine distribution
- Assist Nursing Home with move to electronic medical records
- Technology work in Nursing Home Expansion
- Upgrade backbone equipment
- Expand on security cameras
- Multiple server upgrades and replacements
- Expand on community mapping program
- GIS field data collection
- Upgrade interactive mapping website tools

Thank you,
Sheila Santos, IMO Director

815-899-0702 ssantos@dekalbcounty.org