CompTIA®
Public Technology Institute
2023 SOLUTIONS AWARDS

The 2023 Solutions Awards recognize CompTIA Public Technology Institute (PTI) member cities and counties that have implemented or updated innovative technology solutions within the past 15 months that positively affected local government performance and service to the public.

Awards are given based on jurisdiction population for Information Technology; Web Services, E-Government, Public Outreach and Mobile Apps; GIS; and Public Safety and Emergency Management and Community Resiliency.

An independent voting committee reviewed all entries and selected award recipients.

Following are abstracts of the entries that were recognized as winners or significant achievement recipients by the panel of judges. The abstracts were provided as part of the application.

About CompTIA Public Technology Institute (PTI)

Established in 1971 by several major national associations representing state and local governments, CompTIA PTI has been viewed as the focal point for thought leaders who have a passion for the furtherance and wise deployment of technology. CompTIA PTI actively supports local government officials through research, education, professional development, executive-level consulting services, and national recognition programs. PTI.org

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WINNERS

Information Technology (telecommunication, cybersecurity, emerging tech, data/metrics, I.T. management, operations, customer service, and infrastructure)
Population 50,000 to 249,999
CITY OF WORCESTER, MA
A Workday Transformation

The City of Worcester is undergoing a number of changes that are transforming the way we do business, and being the first community in New England to implement Workday has been a key part of that journey. The project has not only delivered a modern financial system for the City, it has also helped us to reimagine the way we work, in particular, challenging the status quo and redefining the roles of the technology department and business units. This implementation is literally taking us from the interoffice mail meme and leapfrogging to modern, standardized, fully automated processes with mobile capabilities.

Information Technology (telecommunication, cybersecurity, emerging tech, data/metrics, I.T. management, operations, customer service, and infrastructure)
Population Over 250,000
CITY OF DALLAS, TX
Securing Dallas Resident's Mobility

Dallas Secure is a free mobile app created for the City of Dallas IT team to help protect Dallas residents from cyber threats. The app is designed to provide real-time alerts, tips, and resources to help users stay safe online. Some of the key features of the Dallas Secure app include:

- Threat Notifications: The app provides real-time notifications about potential cyber threats, such as malware, phishing scams, or Wi-Fi attacks, and offers advice on how to protect yourself.

- Wi-Fi Protection: The app helps users detect and avoid unsecured Wi-Fi networks, which can be vulnerable to hacking and data theft.

- Password Checkup: The app checks the security of your passwords and alerts you if any of your passwords have been compromised in a data breach.

- Resources and Tips: The app provides access to a variety of cybersecurity resources and tips, including advice on how to create strong passwords, how to avoid phishing scams, and how to protect your personal information online.

Overall, Dallas Secure is designed to help users stay safe online and protect their personal information from cyber threats. The app is available for free download on both iOS and Android platforms.

Information Technology (telecommunication, cybersecurity, emerging tech, data/metrics, I.T. management, operations, customer service, and infrastructure)
Population Over 250,000
ALAMEDA COUNTY, CA
Grants Applications

GIS (Geospatial Information Systems)
Population 50,000 to 249,999
ROANOKE COUNTY, VA
Glofiber Illumination Areas Web Application

To help those Alameda County local businesses negatively impacted by the pandemic, the County Administrator's Office, Board of Supervisors (BOS) and Social Services Agency (SSA) partnered with the Information Technology Department (ITD) to develop and launch a constituent-focused, multi-lingual American Rescue Plan Act (ARPA) Cash Aid Grant application submission system. ITD used low-code technology to develop the informative, secure, easy-to-use grant application submittal application that included workflow notifications to both submitters and approvers as the application moved through the approval process. The County allocated $15 million to BOS Districts for the ARPA Cash Aid Grants program with the goal that each Supervisorial District would provide grants to those communities disproportionately impacted by COVID-19. An additional $4 million was allocated to SSA's Early Care and Education department to provide one-time grants to eligible, licensed Family Child Care and Center-based programs. The formerly highly complex application process was significantly simplified, allowing users to complete the form and upload supporting documents easily and securely. As part of the approval workflow, BOS users were able to process the applications end-to-end completely in the application itself. To support Alameda County's diverse community, the system supports seven languages and has already processed over 2,500 applications.

Roanoke County, Virginia's GloFiber Illumination (Construction) Areas Application is a solution which displays the growth of fiber based broadband internet within the County and the Town of Vinton. This application allows the citizens to track the propagation of this new broadband technology and enables them to see when any work is underway in their neighborhood. This app, and process, were created using the Esri ArcGIS for Enterprise platform for the ease of use and services for the customized web template, local proprietary information, Python for the robust scripting environment to process the daily data and ArcGIS Pro for the geoprocessing tasks to transform the data into the final for consumption by the feature service. The application website, found at https://gisweb.roanokecountyva.gov/glofiber/, is a very simple and intuitive method to show where work has been accomplished and where it is currently underway. The website is refreshed daily, provided work is underway, and often has weekend projections.

Public Safety and Emergency Management, Community Resiliency
Population Over 250,000
DURHAM COUNTY, NC
Durham County Emergency Rental Assistance (ERAP) CARES Program Phase 2

The ERAP/CARES II program was designed to better serve the most vulnerable population. The first phase was crisis-driven, and many things qualified a citizen for Phase I because of the covid hardship. The first phase was a bandage approach, and Phase II is about correcting the injury. This phase provides the citizens the opportunity to work with the social worker to upskill them on creating a budget and learning how to better manage their funds. From a technology perspective, ERAP II continues to build upon the ERAP I application, and both applications run on the same platform so that data can be easily shared and linked between the two applications if needed. In addition, all reports are created through Power BI, and data is downloaded for Treasury reporting and the City/County OpenData portal. The OpenData portal is citizen-facing.

Web Services, E-Government, Public Outreach and Mobile Apps
Population Under 50,000
CITY OF WILLIAMSBURG, VA
City-Wide Resident Cybersecurity Training Program

The city of Williamsburg, VA, recognizes the need for cybersecurity training for all city employees. To that end, it is mandated, and in fact codified in the personnel manual, that all employees take and pass initial and yearly cybersecurity training. A resident approached us at a monthly neighborhood meeting about providing cybersecurity training for city residents. If we could provide the training for all residents at an affordable cost, then what a great benefit this would be for our citizens. We approached our cybersecurity training partner, KnowBe4, about developing an offering for our residents, which already existed. The result is a 45-minute online training program designed to train residents on identifying and preventing cybersecurity threats they face daily.

Web Services, E-Government, Public Outreach and Mobile Apps
Population 50,000 to 249,999
CITY OF SCOTTSDALE, AZ
Short-term Rental License Map

Web Services, E-Government, Public Outreach and Mobile Apps
Population Over 250,000
ALAMEDA COUNTY, CA
SSA Season of Sharing Application

The Short-Term Rental Map (str.scottsdaleaz.gov) gives residents of the City of Scottsdale the ability to view the license status of short-term rentals in their area and understand the impacts of short-term rentals in their neighborhoods. The tool provides information on how to contact short-term rental owners or their representatives to voice concerns or complaints and displays whether a property has completed minimum requirements for licensing. The tool also provides information on how to report a violation and what the displayed information means. Information on where rental owners can find help registering and complying with license ordinances can also be found on this tool. The map in this tool has a modern mobile device feel that is very similar to Google Maps, which makes it familiar and easy to navigate. Other features are exposed with pop-up buttons so as not to detract from features on the map. The map allows the user to choose an area of any size within City of Scottsdale city limits, and the red, green, yellow colors are clearly defined in the legend.

For more than 25 years, the Alameda County Social Services Agency (SSA) has been the designated agency in Alameda County to administer and disburse funds provided by the Chronicle Season of Sharing (SOS) Fund, a philanthropic program, to address homelessness, prevent eviction and provide for other critical needs of vulnerable Alameda County residents. In 2022, SSA received $2.5 million to disburse to the needy. Addressing pain points from previous years, SSA and Alameda County's Information Technology Department (ITD) partnered to launch a new Season of Sharing (SOS) application portal designed to modernize and automate program operations and to bolster the program's efforts to combat housing instability and address other critical needs for County constituents. The portal is an all-in-one solution with workflow connecting clients, partner agencies, and program staff while also addressing operational needs for remote/socially distanced service delivery, heightened protection of client information, paperless processes, electronic storage, text messaging, electronic notifications and detailed activity reports.

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SIGNIFICANT
ACHIEVEMENTS

Information Technology (telecommunication, cybersecurity, emerging tech, data/metrics, I.T. management, operations, customer service, and infrastructure)
Population 50,000 to 249,999
CITY OF MODESTO, CA
AI Software Interpretation and Translation Tool for Enhanced Civic Engagement

The City of Modesto was the first municipality in the United States to implement Wordly – an AI-powered interpretation software tool that provides real-time translated captioning to City Council meeting participants/attendees. It allows members of the community, where English may not be the primary language, an opportunity to fully and interactively engage with their civic leaders using their native language via Zoom and can also be used independently on a smart device. The Wordly tool interprets over 30 different languages and promotes transparency between city management and the community in real time.

Information Technology (telecommunication, cybersecurity, emerging tech, data/metrics, I.T. management, operations, customer service, and infrastructure)
Population Over 250,000
DURHAM COUNTY, NC
Development of a Disaster Recovery and Business Continuity Plan:
The Devil is in the Details

In March 2020, Durham County Government was the victim of a crippling ransomware attack. The economic impact to Durham County of the downtime and recovery was monumental and showed the need to significantly strengthen the County's ability to quickly recover critical technology systems and have associated business continuity protocols. The County has successfully architected a managed Disaster Recovery solution through partnerships with multiple vendors to establish a "geographically distant" secondary data center that is beyond a 60-mile radius of the primary data center in Durham, N.C., and address the backup modernization through a cloud solution. The milestone of architecting and planning this effort is significant because the "devil is in the details." This portion of the project included the complex integration and collaboration to establish a clear set of requirements that were vetted and approved by the County's leadership. These requirements drove the specifications of the secondary data center, hardware, networking "connectivity", software, backup modernization, and the managed disaster recovery services provided by a vendor. The scope of a well-planned project also included IT Disaster Recovery Planning (ITDRP) to be executed upon occurrence of a disaster or malware attack. The end of the Fiscal year 2023 (June) is targeted as the go-live delivery date.

GIS (Geospatial Information Systems)
Population 50,000 to 249,999
ROANOKE COUNTY, VA
2022 Legislative Redistricting Web Application

Web Services, E-Government, Public Outreach and Mobile Apps
Population Over 250,000
DURHAM COUNTY, NC
Durham County Services Hub Unifies Service Delivery for Employee Experiences

Roanoke County's Legislative Redistricting web application is a customized solution that allows Roanoke County citizens to query their specific address, and obtain their proposed Magisterial District, Voting Precinct, and related voting information. This application empowers Roanoke County citizens with necessary information about the changes that will directly affect them in the upcoming election cycle. In 2022, the Supreme Court of Virginia released new data which detailed the current Congressional, Virginia Senate and House of Delegates boundaries. In addition to the new boundaries, there was a new law enacted in 2021 that prohibited the establishment of split precincts. These two factors combined necessitated vast changes in Roanoke County's Voting Precincts. The Legislative Redistricting application offers an interactive way of obtaining the new precinct information, as well as Congressional, Senate and House of Delegates district information and polling place locations.

Durham County accomplished a significant IT investment management project that utilized ServiceNow HR Service Delivery and ServiceNow IT Service Management. The objective of the DCo ServicesHub pilot project was to improve the efficiency and effectiveness of the county's HR and IT services, aligning with leadership priorities of improving the employee experience and increasing operational efficiency. The accomplishment was completed over a period of 1.5 years, with DCo ServicesHub being fully implemented and operational by the end of the second year. The project was initiated to address the county's fragmented and inefficient HR and IT services, which led to employee frustration and reduced productivity. To align with leadership priorities, the solution focused on improving the employee experience by providing a user-friendly and easily accessible platform for HR and IT services. The measurable impacts on business services included increased employee satisfaction and productivity, reduced service delivery times and improved tracking and reporting capabilities.

Web Services, E-Government, Public Outreach and Mobile Apps
Population Over 250,000
ALAMEDA COUNTY, CA
SSA Children Family Services Dependency Investigation Application

The Alameda County Information Technology Department (ITD) and Alameda County Social Services Agency (SSA) partnered to develop and launch a mobile-friendly Dependency Investigations (DI) web application, significantly improving the business process efficiency and tracking that are critical to the petitioning of the safety and protection of a child in danger. Staff can access the new DI app from anywhere, anytime, using any device. DI data is safe, stored in a secure data center with cybersecurity and physical controls in place to protect against unauthorized access and compromised or lost data. The new DI app streamlines the business processes behind dependency investigations, helping SSA safely and securely track and manage these sensitive, critical investigations.