



Bexar County 2.0

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- **Digital Transformation Strategy centered around maximizing Telework and E-government Services**
- **Primary objective is to ensure employees and citizens can conduct business from any device, anywhere**
- **Telework enables employees to perform duties and responsibilities effectively and efficiently, at an approved alternative worksite using technology**
- **E-government Services provides for more convenient citizen access to government, and for provision of services directly to citizens leveraging technology**



Bexar 2.0 Digital Transformation

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- **Telework Consulting (\$500,000)**
 - Countywide Telework program development including HR, IT, and business process improvements
 - Organizational Change Management approach including position description analysis and training
 - Performance and productivity management recommendations that maximize and measure productivity
 - Identification and standardization of technology tools that maximize efficiency and effectiveness
- **eGovernment Services Consulting (\$500,000)**
 - Input from all offices and departments to identify services that can be delivered electronically
 - Enterprise Architecture approach to align digital services with business capabilities, people, and processes
 - Development of a communications plan for marketing digital services to citizens and partner agencies



Bexar 2.0 Telework

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- **Microsoft 365 and Enterprise Software (\$5,000,000)**
 - Ensure efficient and secure access to all applications
 - Core platform for collaboration, automation/workflow, and productivity
 - Cloud-based document storage and retrieval
 - Integration with enterprise software applications
 - Conversion of on-premises solutions to SaaS solutions, with integration
- **Laptops, Tablets, and Peripherals (\$2,000,000)**
 - Standardized laptop and 2-in-1 laptop/tablet models
 - Cell phones that double as hotspots
 - Peripheral equipment such as print/scan/copy devices, etc.
- **IT Infrastructure and Security (\$4,000,000)**
 - Increased bandwidth to accommodate remote access and video
 - Security controls that support remote access and online services
 - Scalable and flexible telephony / communications platform



Bexar 2.0 E-Services

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- **Virtual Courtroom (\$2,000,000)**
 - Secure document sharing and collaboration with external parties
 - Assets and video for remote hearings
 - Integration between multiple platforms for efficiency
- **Intake and Detention (\$2,000,000)**
 - Electronic documentation that starts at the point of an arrest
 - Process automation beginning at intake and throughout detention
 - Data analytics that provide efficiency and safety insight
 - Electronic data sharing with partner LEAs
- **Citizen Access to Services (\$2,000,000)**
 - Integrated chat bots leveraging AI ensuring automated support
 - Maximize online payment services through secure web portals
 - Ensure mobile-friendly delivery of citizen-facing technology
 - Reservation/Appointment and wayfinding solutions



ECIJS

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- **Maximize ECIJS Automation (\$4,000,000)**
 - Web portal for procurement and delivery of documents
 - Online dispute resolution securely using the web
 - Integration with e-Invoice solution for electronic billing
 - Secure access for data sharing with external entities
- **Incorporate JP Courts (\$2,500,000)**
 - Web portal for procurement and delivery of documents
 - Online dispute resolution securely using the web
 - Integration with e-Invoice solution for electronic billing
 - Secure access for data sharing with external entities



Benefits/Outcomes

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- **Telework Benefits/Outcomes**
 - Countywide HR policies, procedures, and guidelines for effectively managing a remote workforce
 - Standardized technology platforms and tools ensure secure access, collaboration, and productivity from anywhere
 - Target is to increase the percent of the workforce that can Telework from roughly $\frac{1}{4}$ to $\frac{1}{2}$ of total workforce
 - Provides flexibility with future design and use of facilities
- **eGovernment Services Benefits/Outcomes**
 - Reduce the need for citizens to conduct business at County facilities by extending services online
 - Maximize electronic communication and document sharing with partner agencies, improving efficiency and effectiveness
 - Reach a more broad constituent base by offering flexible ways for citizens to engage with offices and departments



Funding

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- **Total Bexar 2.0 investment is \$30 million to support Telework, eGovernment Services, and ECIJS**
- **Previously approved \$5.5 million from Coronavirus Relief funds to jump start Bexar 2.0**
- **An additional \$24.5 million is required to support proposed Bexar 2.0 projects presentation**
- **Recommendation is to repurpose available cash from IT and non-IT capital projects**



Funding

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Project	Available	Status
IT Security Software	\$767,076	Incorporate into Bexar 2.0
ECM Enhancements	\$725,138	Incorporate into Bexar 2.0
Application Life Cycle Management	\$478,229	Closed
Data Center Relocation	\$5,670,830	Closed
Bexar County Wireless Network	\$645,769	Incorporate into Bexar 2.0
Bexar County Credit Card	\$544,868	Incorporate into Bexar 2.0
Data & Voice Network Upgrades	\$2,830,209	Incorporate into Bexar 2.0
Capital Contingency (Closed Projects)	\$12,837,881	Leaves a balance of \$7.16 million
TOTAL	\$24,500,000	