

Nevada County

Nevada County Uses LogiXML to Develop Dashboards for Critical Government Services

Coordinating data from multiple systems and delivering Web-based access helps improve productivity and responsiveness in county government

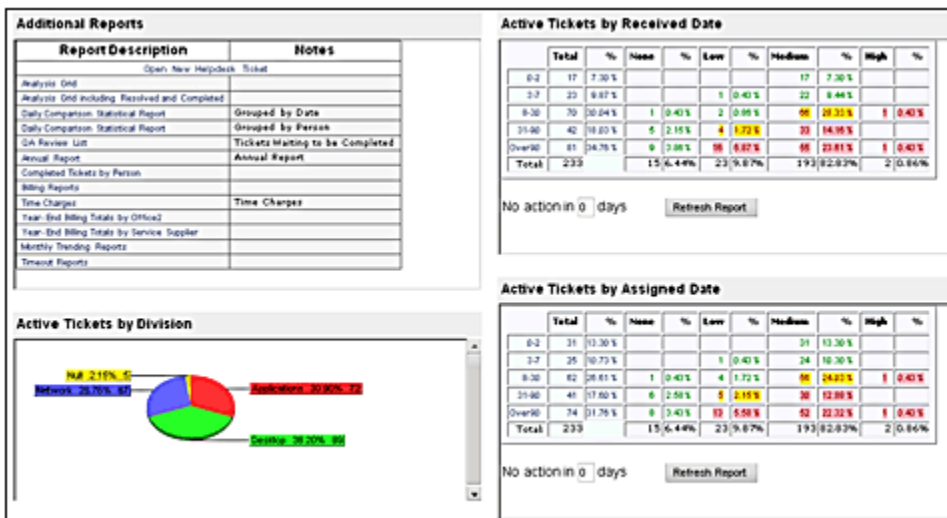


In many ways Nevada County California is a sort of Shangri La, a world apart from cities and traffic. Nestled in the mountain foothills of eastern California, the county sits west of Lake Tahoe and east of Sacramento and the San Francisco Bay area.

In other ways the county Nevada County a modern and vital community determined to deliver public services effectively and to keep its citizenry informed about public information. Implementing LogiXML technology has been a key factor in the County's success in achieving this objective.

Approximately 44,000 people work in Nevada County. The largest employment category is the services industry, but thousands of people work in retail and wholesale, trade, manufacturing, construction, other businesses, and various levels of government. It is a vital and growing community as people from urban areas move to the County to experience a different lifestyle.

"We are a small county with limited resources but we are charged with a big job of managing and distributing critical information to our many constituencies including managers and administrators of the county and to the citizenry at large," notes Phil Russ, IT Manager - Applications, Nevada County, California.



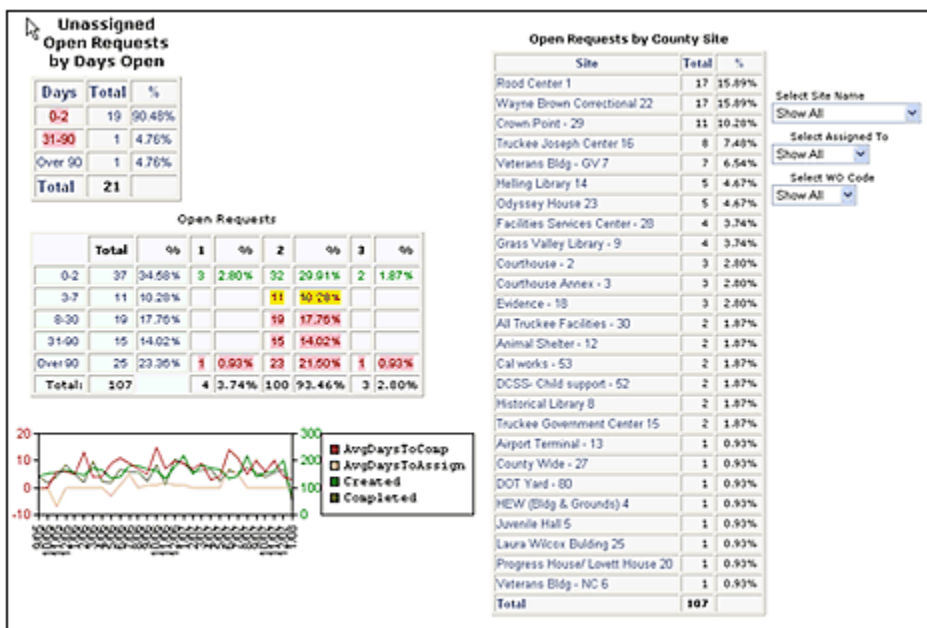
Nevada County uses a Logi Dashboards to track status of IT projects

“We take our Web site and information systems very seriously as a communication vehicle that includes information for people who live and work in Nevada County, as well as resources for those seeking employment or to build businesses here.”

“Our challenge is to bring together information from over 80 different applications and distribute the relevant information to ‘our customers’ who are the county managers, the staff who access the information through our internal dashboards and reports, and, in many cases, the citizens themselves who use our Web- based portal.”

“Our task is complicated by the fact that our systems are based on a legacy DBMS, (Universe) that has been around for many years and a variety of relational databases that have been brought in by departments over the years. The county brought in Logi Info as a means for bringing together data from different sources in the county government and to develop dashboard interfaces to make better use of the information.”

“The Logi Info product has been a very effective tool for both bringing together information from different sources and for building the dashboard interfaces that meet the needs of the various departments.”



Dashboards help IT team determine how to prioritize their time and resources

“We found that the best way to convince our departments – who had been very much focused on reports – to adapt to dashboards was to build prototypes. This is an easy process with Logi Info. We started with our own IT department by building a dashboard to prioritize projects and manage our help desk. We then built prototype dashboards for the Sheriff’s office, the Community Development Agency and for our General Services group. We also built an internal dashboard for our Human Resources system to help promote greater staff productivity. These have all been implemented with refinements based on user feedback.”

“A key application for the Sheriff’s office was to provide a way for citizens to view a list of people in custody and a list of outstanding warrants – public information that previously required a trip to the office or access to a current newspaper. That information can now be accessed directly by the public via the Web site.

“Our General Services group now has a dashboard that helps them prioritize their daily work list and to measure their success and, via integration with our workflow system, our customers can now view an action list that lets them know the status of key maintenance information. We have plans to create a dashboard for our CRM application to enable citizens to find out things like when potholes will be filled and roads signs will be repaired. Having access to county information has been very positively received by the community.”

“Our county CEO is particularly pleased with the Human Resources dashboard that helps him manage the 1,000 county employees more effectively.”

“Of course, success means that more projects are on the horizon,” adds Russ. “We are now implementing Logi Ad Hoc capabilities and we are looking to integrate our reports with our Geographic Information System which is a critical application in a rural and mountainous county like ours. We continue to work with LogiXML to implement the new features that arrive with each release and to suggest specific improvements that will help us better serve our citizens.”