

Software Applications

The Software Applications Department supports purchased and internally developed software that government divisions and agency partners use to accomplish their goals.

Daily operational support, patching, upgrades, and interface maintenance is provided for 200+ applications including both COTS (commercial off the shelf) enterprise software applications and in-house developed applications.

A sampling of this diverse applications support includes, but is not limited to, emergency communications dispatch, tax and general billing, human resources management, permitting and licensing, land development, bus routing, geographic information systems, human resources management, and fire and rescue records management.

Take a closer look at more applications details for: [typical applications support](#), [government services applications](#), [law and public safety](#), [geographic information systems](#).

Software Applications Support

Software specialists, integrators and project managers work closely with business unit managers and staff to monitor applications, understand the business processes and functional goals, and recommend and deploy improvements to support business processes and productivity.

Typical tasks include:

Develop/document business, functional and process requirements
Conduct fit/gap analysis
Develop test scripts and plans
Collaborate with functional users, partners and contractors
Liaison between vendors and end users
Deploy new applications
Maintain and monitor existing applications

Manage contractors and contracted work
Lead technology change management
Perform end-to-end testing with functional users
Re-develop / re-engineer applications
Provision comprehensive technical solutions
Promote defined methodologies for quality solutions
Develop technical cost/benefit analysis
Develop and deploy interfaces between systems

During deployments and upgrades, the team works with the functional stakeholders and contractors to follow ITIL and functional best practices from developing and documenting requirements, to business process reviews, fit/gap analysis, quality assurance testing, acceptance testing, security reviews, deployment, sign off and post project evaluations.

In addition to daily support & upgrades, custom in-house reports are provided to improve decision making specific to County goals and objectives.

Government Services Support

Applications include, but are not limited to:

Law Enforcement and Public Safety (Intergraph)
Finance & Human Resources (Oracle PeopleSoft)
Tax/General Billing (Tyler MUNIS)
Budget Development and Management (Questica Team Budget)

Planning/Permitting/Licensing (Infor Hansen)
Parks & Rec Registration (ActiveNet)
Document Management (Hyland OnBase)
Collaboration (Microsoft SharePoint)
Transit Routing (Trapeze)

Solid Waste Management/Billing (Paradigm) Facility Access (System Galaxy)
In-House Applications (Timesheet, Ethics Disclosure Statement, Detention Center Population Management)

Public Safety Support

Frederick County IIT leads a collaborative public safety technology services effort across multiple partner agencies to provide a 24x7, unified, effective and best cost public safety technology environment for the agencies serving and protecting Frederick citizens.

The collaborative public safety technology partners include:

Frederick County Sheriff's Office	Fire and Rescue Services Division
Adult Detention Center	Emergency Communications Department (911)
Maryland State Police Barracks "B"	Emergency Management Division Animal Control
Brunswick Police Department	Division
Frederick Police Department	Frederick County State's Attorney Office
Thurmont Police Department	

System integration includes statewide, regional and federal integration opportunities.

On-going mobile device and application deployments continue to add value to this collaborative technology partnership, including in-vehicle videos, automated tag readers, eTicketing, and mobile devices.

Geographic Information Systems Support

Since 1994, Frederick County has continually improved an award-winning Geographic Information Systems (GIS) program. Frederick County supports an enterprise wide GIS that centralizes development and maintenance of core data layers, data standards, system administration, and general GIS activities oversight.

County agencies, along with municipal, regional and state agencies, collaborate to share GIS data and partner to reduce costs for many GIS initiatives. Examples include GIS data and acquisition cost sharing between Frederick County and the City of Frederick and Frederick and the Maryland State Department of Natural Resources.

Citizens have access to considerable online GIS information and map views:

[Address Request Form](#)

[GIS At A Glance](#)

[Address and Street Search](#)

[Crime and Sexual Offenders](#)

[Survey Control Network](#)

Frederick County GIS now offers a free GIS data download service: [GIS Base Data](#)
Orthophotography, Contour-Planimetric Data and Parcel Data, are available via this download service.

In addition to digital data, CD or DVD media data is available for [purchase](#).