



News Release

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Information Services

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Cumberland Receives Honor as Innovative Digital County

FAYETTEVILLE – The Center for Digital Government (CDG) and the National Association of Counties (NACo) have recognized Cumberland County as one of the most technologically innovative counties in the nation. Cumberland County ranked fifth in the 250,000-499,999 population category. The [winners](#) were announced July 21.

Wake County was the first-place winner in the 500,000 or more population category. Other North Carolina winners were Cabarrus and Davidson Counties (150,000-249,999) and Brunswick County (up to 150,000).

The survey, conducted by CDG in partnership with NACo, identifies the best technology practices among U.S. counties, including initiatives that save tax dollars through newfound efficiencies; boost transparency, cybersecurity and engagement; or innovate through unique and exciting projects.

“Digital counties have evolved to recognize the value of technology, empower their tech leaders and use new ideas to make life better for everyone who lives and does business in the county,” said Todd Sander, executive director, CDG. “The Center for Digital Government congratulates this year’s winners for their work to innovate, improve transparency and proactively address citizen demands and expectations.”

Cumberland County launched a Business Intelligence initiative in 2015 to proactively seek opportunities to increase efficiencies, improve operations, enhance customer service, and ultimately reduce costs to the County. Business analysts in the Enterprise Solutions Division of the Information Services Department conduct comprehensive business process reviews and establish metrics to provide continuous performance measurement and effective cost control, allowing the County to budget accordingly.

The County implemented new financial software in April and is in the process of transferring human resources, payroll and benefits from the legacy mainframe system to modern integrated software. Other projects include converting to a Voice-over Internet phone system, as well as maintaining and managing the consolidated 911 dispatch system, which eliminates transfers between agencies and reduces response times. Transparency has been enhanced by live streaming meetings, as well as posting meeting videos and detailed financial transaction reports online. Free public Wi-Fi was launched this year at the Courthouse to improve connectivity.

“We are very excited that our Information Services Department has been recognized for their proactive and innovative strategies, which are improving our services both internally and externally to our citizens,” said County Manager Amy Cannon.

The awards will be presented July 23 during the NACo Annual Conference in Long Beach, Calif. Chairman Marshall Faircloth and Vice Chairman Glenn Adams will attend the reception to accept the award.