FAIRFAX COUNTY
VIRGINIA



Information Technology Committee

Board of Supervisors IT Committee Meeting
October 20, 2026

Agenda

- Call-to-Order and Welcome
- Affidavit Update
- Customer Portal
- IT Initiative Updates
  - Data/AI
  - Customer Experience
  - Infrastructure
- Joint BoS/FCPS Board IT Committee Update
- Wrap Up / Adjourn

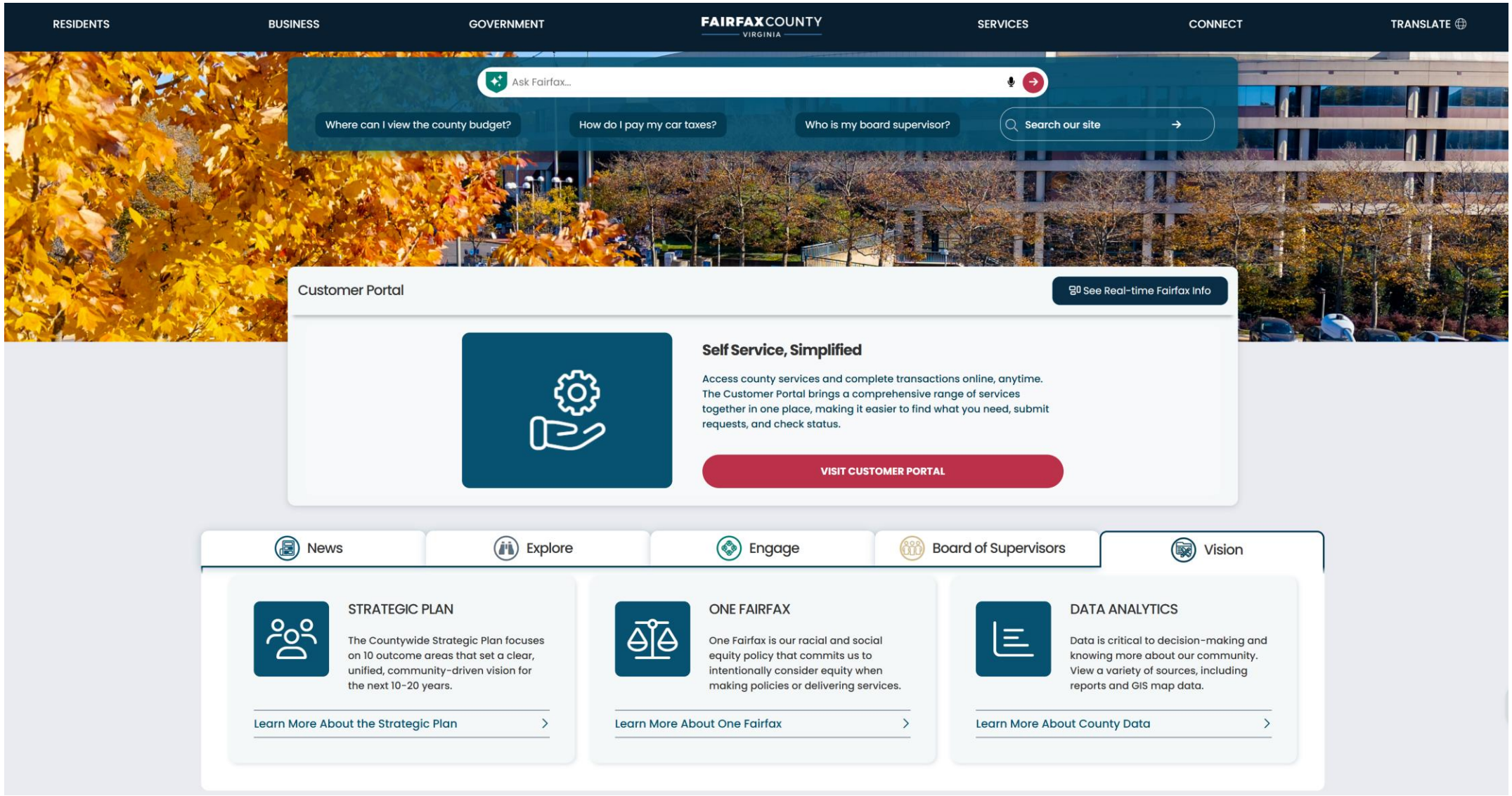
Fairfax Customer Portal: One Account, One Experience

Anita Rao, Chief Applications Officer

Sam Nandi, Assistant Chief, Applications

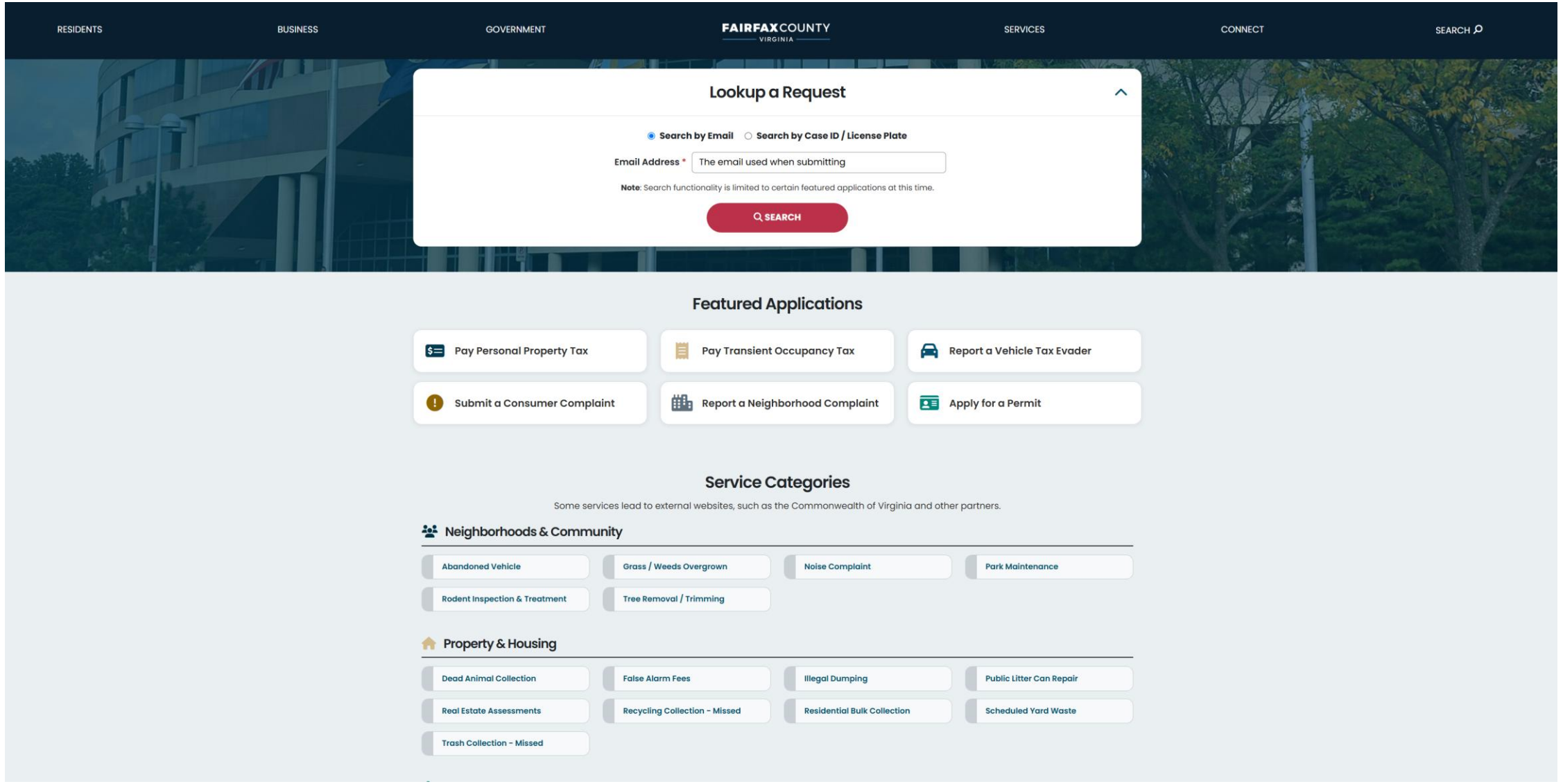
CUSTOMER PORTAL

BUILDING A MORE UNIFIED RESIDENT EXPERIENCE



CUSTOMER PORTAL

ONE PLACE TO ACCESS COUNTY SERVICES



CUSTOMER PORTAL

ADVANCING THREE WORKSTREAMS IN PARALLEL

Service expansion, conversational transactions and unified identity advance together.

	OCT 2026	Q1 2027	Q2 2027	BEYOND
SERVICE INTEGRATION	5 integrated applications	+3 target services	+3 target services	Continued service onboarding
311 AI AGENT	Integration foundation established	Initial transactions and testing	Phase 1 launch Selected anonymous transactions	Expand transactional capabilities
ONE COUNTY ACCOUNT	Requirements and architecture	Identity platform and first-service planning	Implementation underway	Phased onboarding of authenticated services

Continuous delivery while building the foundation for a more unified resident experience.

IT Initiatives Update

Data/AI
Erika Jones
Customer Experience
Mckisa Tate
Infrastructure
Mike Palacios

DIT INNOVATION DIVISION VISION

Empower Fairfax County by fostering innovation, governing responsible AI, and delivering actionable insights to transform public services and enhance community outcomes.

CURRENT STATE

- Strong Foundation
- Emerging AI
- Federated Innovation

GOALS

- Breaking Silos
- Upskilling the Workforce
- Standardized Governance
- Public Trust & Transparency

TEAM STRUCTURE • SWIMLANES

- OUTREACH
- COMMUNITY
- GOVERNANCE
- INNOVATION
- ENTERPRISE

CX – Strategic Office

- Training
- CX VIP Support
- ESMP Team

CX – Courts Technology

- Tech & Service Desk:

CX – Operations

- PC Replacement
- Mobility Center
- Service Desk
- Print/Mail/MFD

AI Agents and Assistants

1. **Customer Contact** →
2. **AI-Assisted Interaction** →
3. **Smart Triage & Routing** →
4. **ESMP Integration** →
5. **Continuous Improvement**

Value to the Organization:

Faster response • Better routing • Higher first-contact resolution
More consistent customer experience • Actionable service data

Enterprise Infrastructure: Scale & Mission

OUR MISSION

Maintain the infrastructure County agencies depend upon while continuously modernizing for security, resiliency and future service delivery.

238	**County facilities**
40+	**Agencies supported**
15,000	**Users & endpoints**
3,500+	**Wireless Access Points**
1,000+	**Enterprise switches**
~1,500	**Virtual machines**

Modernizing the Foundation – Delivering the Future

Resilient, Secure, Efficient, & Sustainable Infrastructure

Network & Wireless

3,500+ Access Points

Expanded coverage and capacity

Voice & Collaboration

105/111 Sites

Legacy migration nearing completion

Security Infrastructure

100+ Applications

Modern application and network security

Infrastructure Modernization

Multi-Year

Establishing the County's next-generation infrastructure platform

COMPLETE → **MODERNIZE** → **EXPAND** → **SUSTAIN**

Update on Joint BOS/FCPS Board IT Committee

Maura Power, Chief Technology Officer

Continued Partnership: FCPS & County

Continued Meetings/Collaboration

- AI and Analytics Teams
- Infrastructure and Networking

RFPs Underway

- Staff Augmentation – Final phase contract award
- IT Products and Hardware
- Cable Infrastructure – October release

Discounts and Savings

- FCPS e-signature aligned to County Agreement (billed from 5 dollars to .40 cents)
- Long-Term Strategic Discussions