County Earns National Recognition for Deployment of Innovative Technology Practices

For the third consecutive year, Palm Beach County was ranked in the top 10 of all large counties in the U.S. by the Center for Digital Government (CDG) and the National Association of Counties (NACo). The annual Digital Counties Survey, conducted by CDG in partnership with NACo, identifies the best technology practices among counties, including initiatives that streamline delivery of government services, encourage open data, demonstrate collaboration and shared services, enhance cybersecurity and contribute to disaster response and recovery efforts. This highly competitive award distinguishes Palm Beach County as one of the most tech-savvy counties in the United States.

Since 2010, Palm Beach County has received numerous awards from CDG and NACo: third in 2010, first in 2011, third in 2013, fifth in 2014, ninth in 2017, tenth in 2018, and seventh in 2019. These elite national rankings reflect the expertise of the county's IT staff and strong support from County Administration, partner agencies, and the Board of County Commissioners.

"Innovative counties across the U.S. are leveraging technology to complete unique projects that better serve citizens, save taxpayer money and protect citizen data," said CDG Executive Director Teri Takai. "The Center for Digital Government congratulates this year's winners for their accomplishments in making government work for the citizens and businesses they serve."

"We applaud this year's Digital Counties Survey winners for maximizing the value of technology in serving our residents," said NACo Executive Director Matthew Chase. "Technology plays an important role in achieving healthy, safe and vibrant counties. The Digital Counties Survey demonstrates how we embrace cutting-edge approaches to strengthening our communities."

The county was recognized as a leader in technology innovation, cybersecurity, collaboration and shared services.   Some of the projects involved development of major software applications (e.g., Summer Camp Scholarship Program (SCSP), Training & Employee Development (TED), Public Records Request System (ePRR), Online Search Request (OSR), Medical Examiner Tracking System (METS), FDO Enterprise Application (eFDO), EBO Vendor Portal, Enterprise Contract Management System (eCMS) and GIS Open Data). A number of infrastructure projects were also completed with the objective of increasing cybersecurity, leveraging transformational technologies, and replacing or upgrading infrastructure components to better meet the current and future needs of customer agencies. The county's Department of Information Systems Services collaborated with partner agencies to complete these initiatives in FY 2019.

Palm Beach County was honored at the awards reception and dinner on July 13, 2019 during the NACo Conference in Clark County, Nevada.