



Rapid response IT team to help county departments serve residents remotely

COVID-19 presented a new challenge to Hennepin County: *How can we deliver services to residents while working remotely?*

IT formed a rapid response team to create and implement innovative technology solutions to help address this challenge. Some examples of solutions created and implemented by the team were:



Digital mail delivery



Digital drop box



Video visitation



Microsoft Teams implementation



COVID-19 statistical model app

Project timeline



County Administration asked most employees asked to work remotely

County leaders form team to enact disaster recovery plans

IT forms rapid response team to respond to needs

IT creates and implements tech solutions to continue county business, help employees work remotely