



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Submitted on:
(COB Stamp)

Department Name: Information Technology
Department No.: 067
Agenda Date: August 19, 2025
Placement: Departmental Agenda
Estimated Time: 15 Minutes
Continued Item: No
If Yes, date from: NA
Vote Required: No Vote Required

TO: Board of Supervisors
FROM: Department Director: Chris Chirgwin, Chief Information Officer (CIO)
Contact: Andre Monostori, Deputy CIO
SUBJECT: Information Technology Department's Three-Year Technology Modernization Plan.

County Counsel Concurrence

As to form: Yes

Other Concurrence:

As to form: N/A

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Receive and file the Information Technology Department's Three-Year Technology Modernization Plan; and
- b) Determine that the above recommended action is a government funding mechanism or other government fiscal activity, which does not involve any commitment to any specific project that may result in a potentially significant physical impact on the environment and is therefore not a project under the California Environmental Quality Act (CEQA) pursuant to section 15378(b)(4) of the CEQA Guidelines.

Summary Text:

The Information Technology Department requests the Board receive and file the attached Three-Year Technology Modernization Plan.

Discussion:

With the rapid and evolving nature of technology, the Information Technology Department developed the plan to ensure that its investments and initiatives seamlessly align with the Countywide IT Strategic Plan released in the fall of 2024. The three-year plan is organized into eight focus areas:

- Communications
- Cybersecurity
- Cloud and Infrastructure
- Governance

- ITD Process Improvements
- Service and Delivery
- Workday and Workday Support Organization

This plan outlines strategic and forward-thinking technology investments that will significantly enhance the County's services, both internally and for the public. Below are a few examples of the investments within the plan:

- Prioritizing Artificial Intelligence (AI), including use of Microsoft Copilot
- Creating and executing on a vulnerability management program, which is essential for proactively identifying, assessing, and mitigating security weaknesses before they can be exploited
- Replacing the County's legacy PBX (Private Branch Exchange) phone system with a true VoIP (Voice over Internet Protocol) phone system, like Microsoft Teams Voice

Background:

Following the completion of the countywide IT Strategic Plan (ITSP), which set forth broad, forward-looking goals—Digital Transformation; Risk Management through Cybersecurity, Resiliency, and Compliance; Collaborative Engagement; Empowered Workforce; and Governance and Fiscal Responsibility—the Information Technology Department (ITD) recognized the need to translate strategy into action.

Originally framed as the ITD Strategic Plan, the initiative was intended to operationalize the countywide goals through tangible technology projects and priorities. To improve clarity and underscore its forward-thinking nature, the effort was rebranded as the Modernization Plan.

The planning process was highly collaborative. ITD leadership initiated brainstorming across all divisions, encouraging each team to surface ideas that aligned with and supported the ITSP pillars. These ideas were then synthesized and prioritized under the guidance of the ITD Project Management Office (PMO), which helped organize the proposals into logical categories rather than by originating functional groups. These technology projects and priorities were then shared with all County departments for feedback and input. Final project selection was made by ITD's Executive Leadership Team, who also oversaw visual communication and messaging through several iterations of graphic design, resulting in a refined and cohesive roadmap.

Fiscal Impacts:

There are no fiscal impacts for receiving and filing this report. The fiscal impacts of this plan will be assessed as ITD develops project plans, submits requests for proposals, and gathers fiscal information from vendors.

Staffing Impacts:

The staffing impacts are unknown at this time. Potential impacts will be addressed as ITD further researches the initiatives outlined in the plan.

Attachments:

Attachment A – ITD Three-Year Technology Modernization Plan

Contact Information:

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