

# Project Status and 2007/2008 Work Plan

## Information Technology Initiatives

### July 17, 2007

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#### Project Objectives

Develop an Information Technology Strategic Plan and Implementation Roadmap designed to provide the following outcomes:

- Improve the Ease, Speed and Responsiveness of Services to Citizens, Clients and Customers
- Provide Easy to Use, Integrated Data to Citizens, Employees and the Board of Supervisors
- Enable Citizen Customers to Conduct Business with the County Online, 24\*7 via
  - Intelligent Systems Designed to Provide Answers and Services to the Maximum Permitted by Law
  - Systems that Reduce the Time Required to Deliver Answers, Services and Products
- Reduce Cost, Waste and Duplication
- Enable Users to Access Data, Make Decisions and Reduce/Eliminate Secondary Data Entry Efforts

#### Project Approach

Parallel Efforts

- 3 Immediate IT Strategic Initiatives
  - GIS Stabilization and Expansion
    - The Foundation Upon Which We Will Lay the Data
  - Website Enhancement (e Portal)
    - The Delivery Mechanism
  - Online Applications Deployment (e Government)
    - How the Data is Transformed into Services and Information
- IT Strategic Plan and Implementation Roadmap
  - Identifying What We Need to Do to Achieve the Vision
  - Identifying Strategies, Synergies, Resources and Priorities
  - Identifying Key Projects

#### Project Approach

Methodology (outlined in board letter)

#### FY2006/2007 Accomplishments

- Established Innovations Team
  - Web Enhancements/eGovernment Manager
    - Implemented Web-Streaming of Board of Supervisors' Meetings
    - Implemented Pre-Board Letter Tracking System
    - Purchased Web Content Management System
    - Began Enhancements to the County's Main Web Page
      - Added "How Do I?" Feature for Web applications to facilitate on line transactions
      - Added Online Services Directory
      - Added Elected Officials Contact Information Section
      - Added Press Release Section
  - Retained Geographic Information Officer
    - Purchased Hardware and Software to Support New GIS Program
    - Began Requirements Definition for Land Information System
  - IT Strategic Plan

- Developed Plan Goals and Objectives
- Identified Key Initiatives

## **2007/2008 Work Plan**

- IT Strategic Plan
  - Complete Development of Strategic Plan and Implementation Roadmap
  - Begin IT Strategic Plan Roll-out
    - Develop IT Governance Model
    - Define Data for Decision Making Requirements
    - Develop IT Employee Excellence Program
- Website Enhancements
  - Implement Content Management Software
    - Citizen-Centric Format and Consistent Navigation (Life Events View)
    - Support Departments on New System, Convert Current Web Pages into New Environment
    - ADA Compliance for Visually Impaired
    - Optimize Search and Workflow Capabilities
    - Explore Survey Capabilities
  - Implement Payment Processor
  - Implement Citizen Alert via Text Messages Capability
- Link systems to gather to provide for overall data repository to enhance ease and speed of management decision making
- GIS Stabilization and Expansion
  - Install New Technical Environment
  - Recruit for GIS Developer
  - Begin to Deploy Mapping Applications
  - Develop GIS Strategic Plan
  - Begin Development of Land Information System
  - Update Aerial Imagery