BOARD OF SUPERVISORS
AGENDA LETTER

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

Agenda Number:

Department Name:	CEO
Department No.:	012
For Agenda Of:	July 17, 2007
Placement:	Administrative
Estimated Tme:	N/A
Continued Item:	No
If Yes, date from:	
Vote Required:	Majority

TO: Board of Supervisors

FROM: Department Director(s): Michael Brown, CEO
Contact Info: Terri Maus-Nisich, Assistant CEO

SUBJECT: **Contract for Information Services by Eclipse Solutions Inc.**

County Counsel Concurrence
As to form: Yes

Auditor-Controller Concurrence
As to form: Yes

Other Concurrence:
N/A

Recommended Actions:
That the Board of Supervisors:

Authorize the Chair to execute a contract in the amount of $255,000 to authorize agreement with Eclipse Solutions, Inc. for Project Management/Chief Information Officer services from July 23, 2007 – June 30, 2008.

Summary Text:
This item is on the agenda to authorize a contract with Eclipse Solutions, Inc. in the amount of $255,000 for Project Management/Chief Information Officer services and oversight of the implementation of Countywide Information Technology Services initiatives.

Background: On June 9, 2006, the Board of Supervisors received a report from the Blue Ribbon Budget Task Force outlining key recommendations for improving overall accountability, customer focus, and efficiencies throughout Santa Barbara County government. An integral component of the Blue Ribbon Task Force recommendations involved information technology structure and services. Specifically, it was recommended by the task force to clarify and strengthen the County's information technology governance to allow projects and processes to be implemented in a coordinated fashion and to expand the use of technology to provide improved services both within the organization and to external customers. The fundamental problem is that Santa Barbara County spends over 30 million dollars on information technology largely in the form of specific departmental applications such as paying bills, generating fleet maintenance records, issuing building permits, tracking zoning violations, tracking probationers, verifying response times, crime rates, assessing property, and hundreds and hundreds more.

This data is embedded in literally scores of separate data processing systems maintained by departments. This data is not readily available to management, the Board of Supervisors, the Boards and Commissions, or citizens in general. Typically, when a specific analysis from this data is needed a request must be generated and passed to the specific department which owns the system in which the data exits. After a period of analysis (very often after the issue has been decided) a report that is responsive may or may not come back.

By way of contrast, one need only think of how as a customer we may interact with a variety of private sector entities. For example, log on to the main web page of the retailer Amazon.com. On the left hand side of the home page is a column which says "browse" at the top. This column lists a variety of categories of products including books, DVD's, music, text books, clothing and accessories (which further breaks down into apparel, jewelry and shoes), computer and office equipment, consumer electronics, food and household items, health and beauty items, home and garden, toys, fitness equipment, tools and automotive products as well as a number of specialty items. As an analogy, imagine that the user went onto the County's public website and was provided a similar list of county programs and services and then could interactively search in an organized layered manner for the service that they wanted. Again, imagine a citizen, a Board Member, or a county staffer needed to know how many zoning violations occurred over the last two complete fiscal years as well as the current fiscal year to date in a specific neighborhood or on a specific street. The system proposed here would enable that non-technical end user to quickly generate a custom report instantly on the screen for planning, informational decision making or policy recommendations. The user would not be dependent on accessing county staff, waiting for county staff to generate a report, only to find out that the report may not have been constructed in a way responsive to the need.

Another example is the travel sites available on the web. The American Express travel site is a good representative example. Log on to the home page and it provides, in addition to some advertisements for some specific promotions, the ability to search for, customize, and book airline flights, hotels, cars, vacations, and cruises. Hit the "hotel" button and it provides an interactive tool to look for hotels by country, city within country or airport within country. Click on "New York City", put in the date ranges and the user has the ability to review and book over 250 hotels in Manhattan alone. Click on a hotel and it shows a picture, pictures of the room, pictures of the lobby, has menus from the restaurants, lists of area services and the pricing for each type of room. This capability exists within the American Express system for the entire planet. Shouldn't we be able to click on our web and go to a geographic depiction of the plot and area of the Zaca Fire, the information from the morning briefing, and the status of its potential approach to Tepsquet Canyon? If one can book three nights in a Manhattan hotel, make dinner reservations for two of the nights at two different restaurants (remember you can look at the menus and prices in detail and read reviews), and purchase tickets from the Metropolitan Opera, (you can look at all the available seats and their prices) why shouldn't we be able to file for and obtain a building permit, license a dog, or check the crime statistics for a neighborhood?

Another important aspect of this project is to enable users to conduct transactions from home, a personal data device, Wi-Fi, etc. This project includes the design and installation of advanced web based software and supporting hardware which will enable departments to custom design interactive service portals so that individual citizens can conduct business transactions with the County without having to come to County offices. This envisions obtaining minor permits, such as a permit to install a water heater, dog license, make a camping reservation, schedule medical appointments, find information to obtain medi-cal eligibility, and many others.

The third and last piece of this project is to standardize the County's GIS maps. At this time, the Public Works Department, County Clerk Recorder Assessor, Fire, and the County Planning and Development departments all develop separate approaches to geographic information systems. Some parts of these systems are actually not congruent. This project would resolve the congruency issue and then have the ability to depict the data described in above where relevant on a geographic map basis. Thus, for example, as a possibility, if one was curious about how many zoning violations occurred in a particular neighborhood, block, comprehensive planning area, or other geographic polygon defined area it could be readily determined and displayed.

In order to assure that the recommendations of the Blue Ribbon Task Force and the project as described were effectively addressed, the Board of Supervisors approved within the 2006-07 Operating Budget funds to address information needs Countywide. The CEO's office immediately initiated an information technology project plan by which to enact a technology road map geared at addressing many of the recommendations set forth by the Blue Ribbon Task Force.

Figure 1 below represents the current state of the county's overall technology program. Currently a variety of enabling services is provided by General Services' Information Technology Services Division in the form of network support, communications, security, desktop applications and mobile communications. In addition, as represented by the vertical bars, each department has specialized applications which enhance its overall ability to provide department-specific programs and services. In most instances, systems are not linked nor is there an easy mechanism by which to share the data among the individual department data stores. The result is that the County's roughly $30 million annual investment in technology is not maximized and the ability to obtain data required for effective planning and decision making is hampered.

Example:

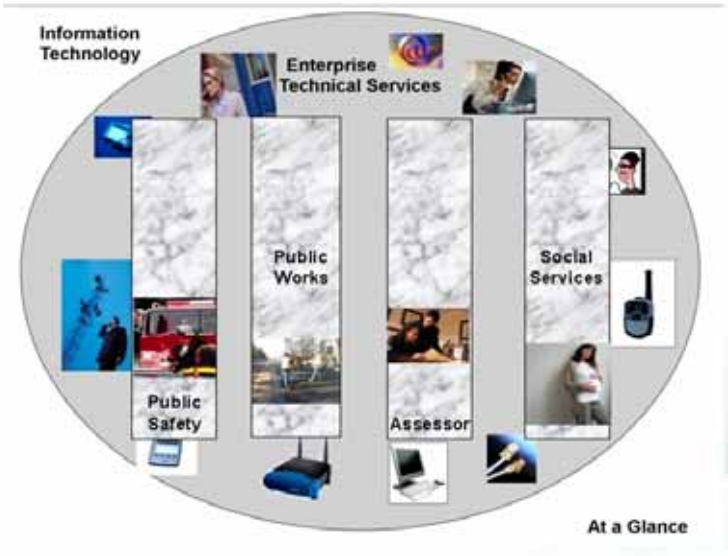

Figure 1

The vision for the County Information Technology program – and the IT Strategic Plan currently nearing completion – is for County of Santa Barbara citizens, businesses, clients, customers, employees and elected officials to be able to quickly and easily conduct business with the County at their convenience via customer friendly systems that provide information and services to the maximum extent permitted by law. This includes providing a county wide approach to system implementation and a strategy for sharing data appropriately within all areas of the organization (and externally as appropriate). A key component of the plan is to create an accessible repository of data where non-technical users can access the data, and create their own reports, tables, charts, graphs and, where applicable, maps to assist in decision making purposes. This linkage is represented by the horizontal bar within Figure 2.

Example:

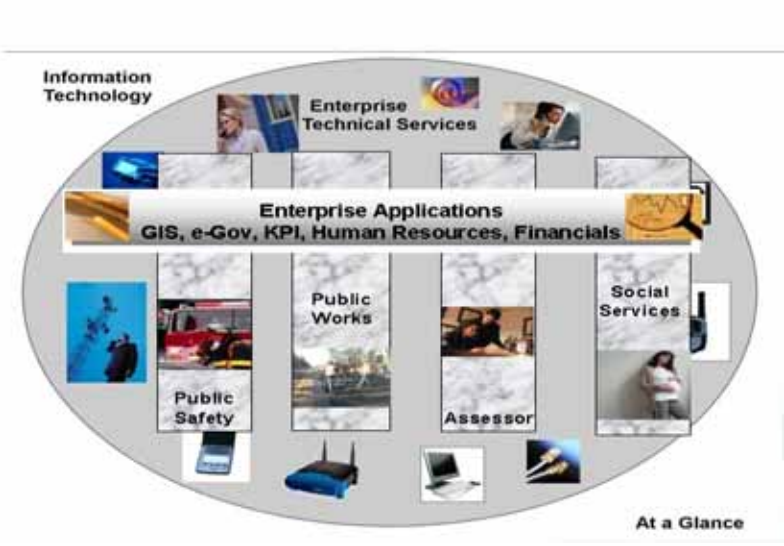

Figure 2

* KPI = Key Performance Indicators (Performance Measures)

In order to reach this goal three key initiatives have been undertaken in parallel with the development of the IT Strategic Plan. (Please see attached slides)

1. GIS (Geographical Information Services) Stabilization and Expansion – Expanding the County's GIS capabilities to support customer geographic information needs including translating geographic data into user-friendly information and making geographic information available internally and externally for decision making. Key components of this effort include establishing a standardized format for GIS data and coordinating geographical systems to ensure all departments have essential data for decision making purposes. This is the foundation upon which we will lay much of the data for decision making and reporting of spatial and physical data. (Please reference attached slides 6-9)

2. Website Enhancements – Providing access to data for enhanced services and decision making via an improved County website. The Website Enhancement Project culminates with the implementation of a design and supporting structure for the County's web presence providing both internal and external services. This includes the technical infrastructure required to meet the County's online applications needs, customer friendly and intuitive services necessary to facilitate electronic transactions, supporting governance processes and procedures, an implementation plan and skills transference to County staff that will enable the departments to continue to enhance their online services. The Website Enhancement project does not include business applications development (those are included in the third initiative described below) but rather provides the infrastructure by which to make services available to customers on the County's Internet and Intranet sites. (Please reference slides 10-14).

3. Enhancement of County Online Services – Accelerating the County's deployment of web-enabled applications to provide information and services to both internal and external customers via the County's website. This includes identifying opportunities to streamline processes and services and to share data. (Please reference slide 15).

Eclipse Solutions, Inc. was retained to assist the County of Santa Barbara in advancing these efforts. The initial focus was on identifying how to structure the new IT program, jump-starting the three key initiatives and on working in conjunction with County staff to develop an Information Technology Strategic Plan and implementation roadmap. As recommended in the Budget Blue Ribbon Task Force Report, an IT strategic plan and roadmap are required to guide the future development of the information technology program. Figure 3, below, depicts the project approach.

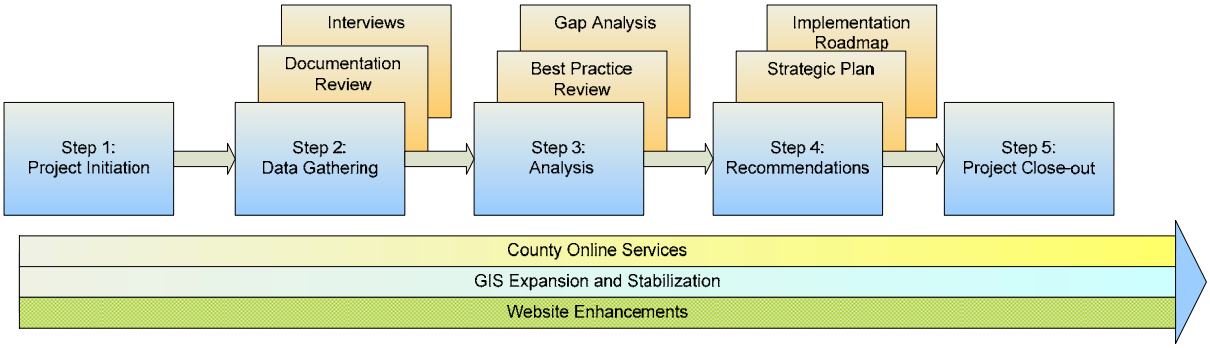

Figure 3

In 2006-07, the County executed a contract with Eclipse Solutions, Inc. in the amount of $285,000 to develop an IT Strategic Plan and provide CIO and Project Management services related to the startup of this new IT program. Of that, approximately $175,000 has been expended to-date; nearly equally distributed between plan development and CIO services, specifically startup of the three key initiatives described above. The IT Strategic Plan is 85% complete with completion scheduled for September 2007. Accomplishments are listed below.

The Innovations Team was initially established with the hiring of the Web Enhancement/eGovernment Manager in December 2006 and the Geographic Information Officer in January 2007. Since then, Eclipse Solutions, Inc. has provided oversight and professional guidance to the CEO's Office and the Innovations Team to move the three initiatives and the development of the IT Strategic Plan forward:

- In the area of GIS:
  - Provided oversight for preparation of specifications for hardware and software purchased to support the new GIS program
  - Advised on a GIS consultant to develop requirements definition for a County land information system. A land information system provides local government related data, such as permits, utility use, tax data, survey information and more, all related to a logical unit of geography – the parcel.
  - Began development of a GIS program work plan
  - Advised on recruitment for a GIS analyst position
- For the Web Enhancements initiative:
  - Implemented web-streaming of Board of Supervisors' meetings
  - Implemented pre-Board Letter Tracking System
  - Worked with departmental representatives to define the requirements for and purchase a web content management system that lays the foundation for enhanced web services
  - Began process to enhance the County's main web page
    - Added "How Do I?" feature
    - Added online services directory
    - Added elected officials contact information section
    - Added press release section
  - Defined position requirements for new Web Master
  - Assumed responsibility for technical support of the AMPP program
- IT Strategic Plan development:
  - Conducted a series of workshops with broad participation to identify current and future departmental IT needs
  - Developed countywide IT goals and objectives
  - Identified and prioritized key initiatives

As the IT program is now more fully defined and staffing nearly in place, the Eclipse Solutions, Inc. contract structure has been modified to provide an increase in the number of hours of on-site implementation support while at the same time eliminating reimbursement for travel expenses. Even so, the recommended contract amount for the 2007-08 fiscal year of $255,000 reflects a reduction of $30,000 from the previous contract. This contract reduction has been anticipated in the 2007-08 adopted budget.

The attached contract with Eclipse Solutions, Inc. for CIO services provides the County with executive level expertise in the planning and implementation of information technology services. Specifically, Eclipse Solutions, Inc is tasked with working in partnership with County departments to coordinate the development and deployment of a broad range of information services and all aspects of information technology within the organization to achieve the County's goals and support its constituents. This includes:

- Developing a data repository to facilitate the collection, aggregation, analysis and reporting of data for decision making;
- Completing the development of a County Information Technology Strategic Plan and overseeing its implementation;
- Ensuring that the County's deployment of information technology serves the business needs of the County through the efficient and effective development and deployment of the County's information technology resources;
- Maintaining responsibility for the strategic direction of the County's Web Enhancement/Online Services program;
- Overseeing the expansion of the County's Geographic Information System;
- Institutionalizing an IT governance model that will provide guidance to individuals and groups in the management of information technology and a framework for making timely IT decisions;
- Coordinating implementation of the Blue Ribbon Task Force's IT recommendations;
- Providing recommendations regarding the overall management of the County's IT resources, including budgets, standards, and projects;
- Providing oversight of IT investments/project portfolio to ensure their alignment and support of strategic business plans;
- Participating in external groups at the local, state and federal levels to share the County's information and technology achievements as well as to learn of new innovations;
- Advising the Board of Supervisors and senior County management on information technology matters; and
- Communicating changes in priorities with regard to IT initiatives horizontally and vertically throughout the County.

Performance Measure:

Specific performance measures, deliverables and project schedules are to be addressed as individual projects are further refined.

Impacts:

Budgeted: Yes Long term fiscal impacts will be a fully assessed through development of an overall Information Technology Strategic Plan .

Fiscal Analysis:

General Fund			
State			
Federal			
Fees			
Other:			
Total	$ 255,000.00	$ -	$ 255,000.00

Narrative:

Staffing Impacts: none
Legal Positions: **FTEs:**

Special Instructions:

Attachments:
1. Project Status/Statement of Work
2. Graphic Overview
3. Eclipse Contract

Authored by:
Terri Maus-Nisich, Assistant CEO

cc: