

Project Status and 2007/2008 Work Plan Information Technology Initiatives July 10, 2007

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 chart on page 3)

FY2006/2007 Accomplishments

- Established Innovations Team
 - Retained – e Government 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
- e Portal Development
 - Implement Content Management Software
 - Citizen-Centric Format and Consistent Navigation (Life Events View)
 - Train Departments on New System, Convert Current Web Pages into New Environment
 - ADA Compliance
 - 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