



County of Santa Barbara  
WWW.COUNTYOF SB.ORG

# Information Technology Initiatives

Project Status and 2007/2008 Work Plan

July 17, 2007





# Project Objectives

- ❑ 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

- ❑ 3 Immediate IT Strategic Initiatives
  - ❑ GIS Stabilization and Expansion
    - The Foundation Upon Which We Will Lay the Data
  - ❑ Website Enhancement
  - ❑ The Delivery Mechanism
  - ❑ Online Applications Deployment
  - ❑ 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

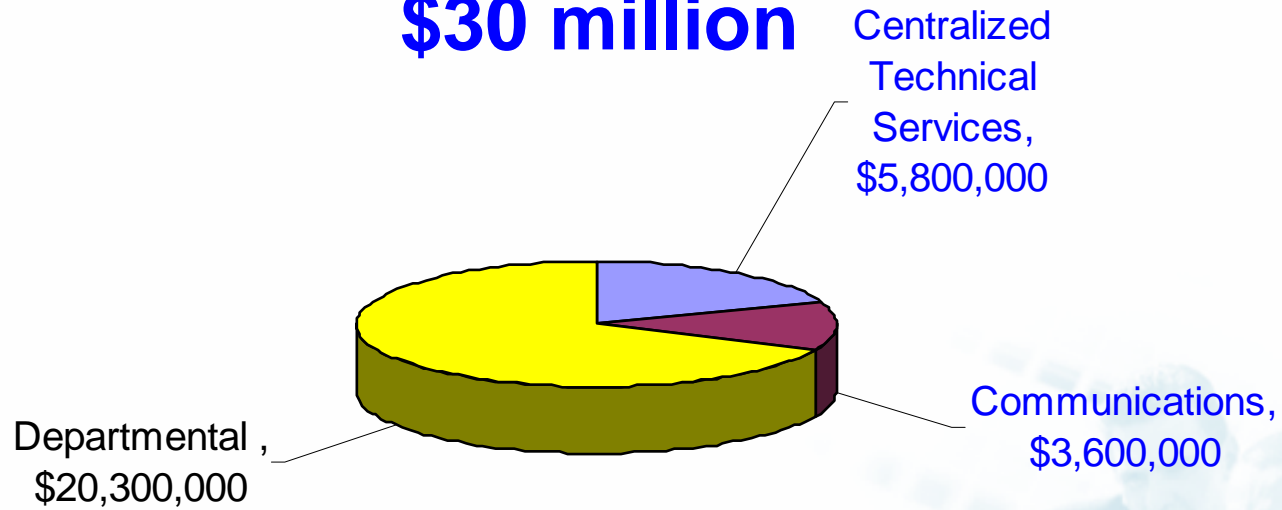


# Information Technology Today

## Annual Investment

### Annual County IT Investment

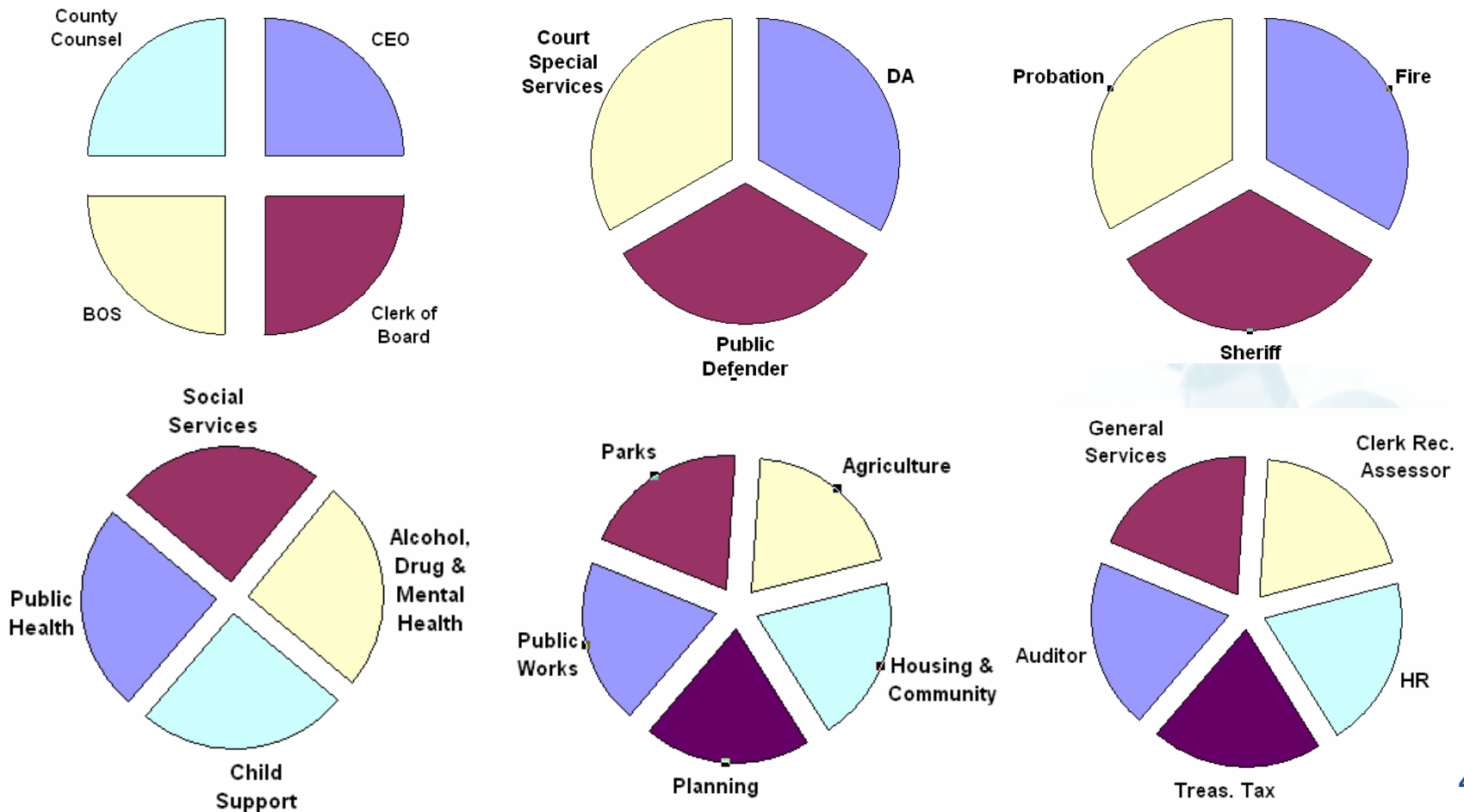
### \$30 million



IT Assessment FY04/05

# What is the Issue: Non-Integrated Information Sources

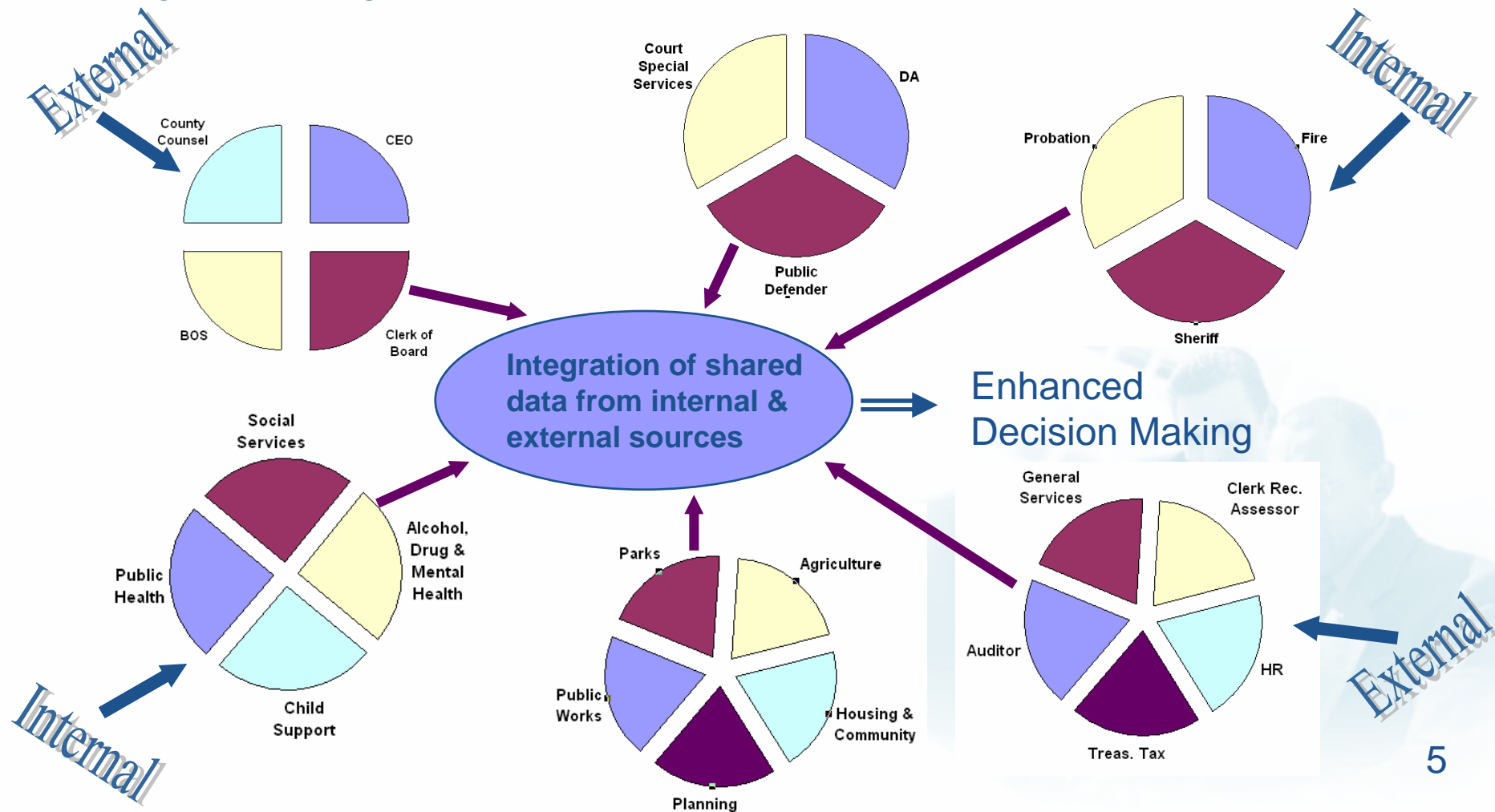
Each department maintains applications with data that cannot be shared easily.



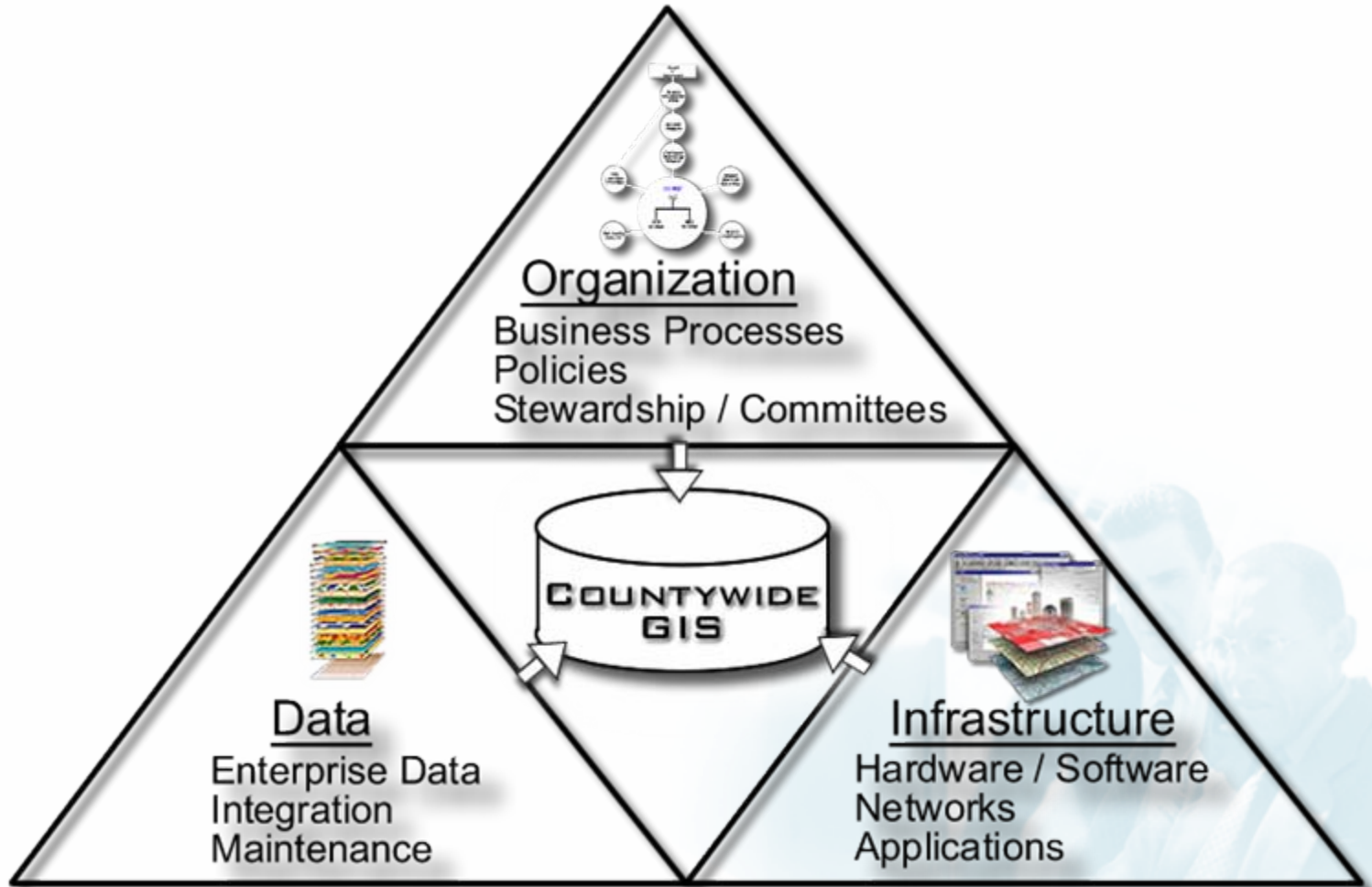


# What is the solution? Integrated Information Sources

Each department maintains applications with data that can be shared easily throughout the organization.



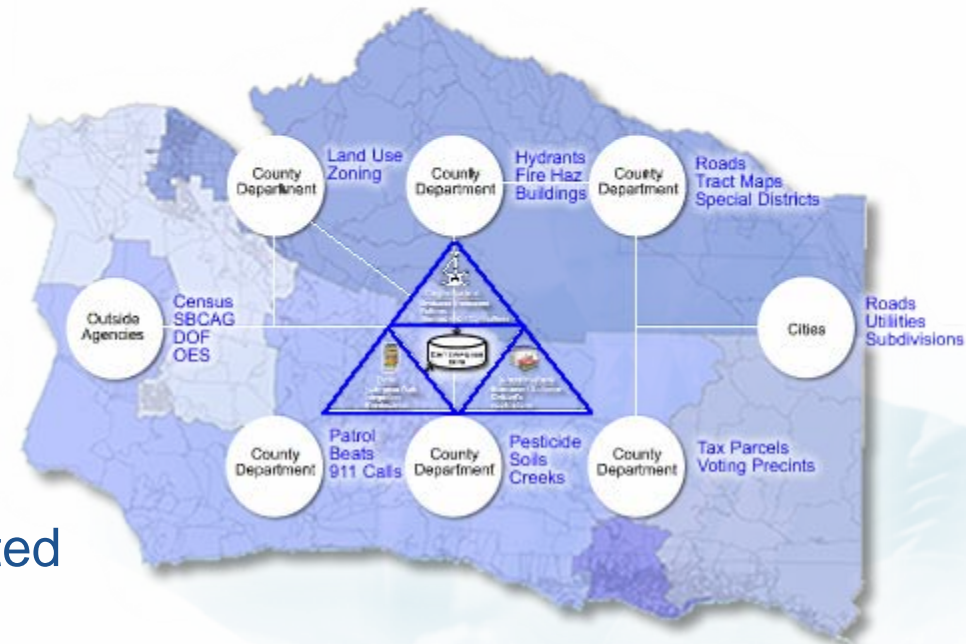
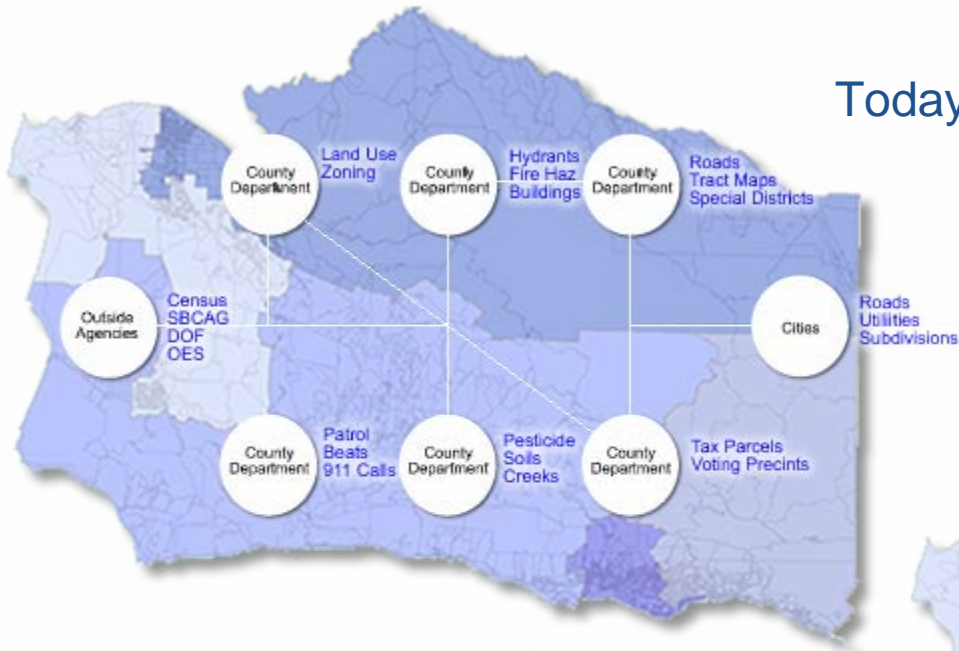
# How do we integrate? Countywide GIS





# Geographic Information Systems

Today: Non-Integrated



Tomorrow: Integrated  
Countywide GIS





# How GIS can help with Decision Making

## My County

View Information for:

General Information

Available Map Types:

- General Information
- General Information
- Topographic Map
- Hybrid Map
- Wastewater Sewer
- Aerial Photography



Help



Legend

Search

Search by

Street Address

Search

Number  Street Name  Type

Unit  Prefix Direction  Suffix Direction

Display extra address fields

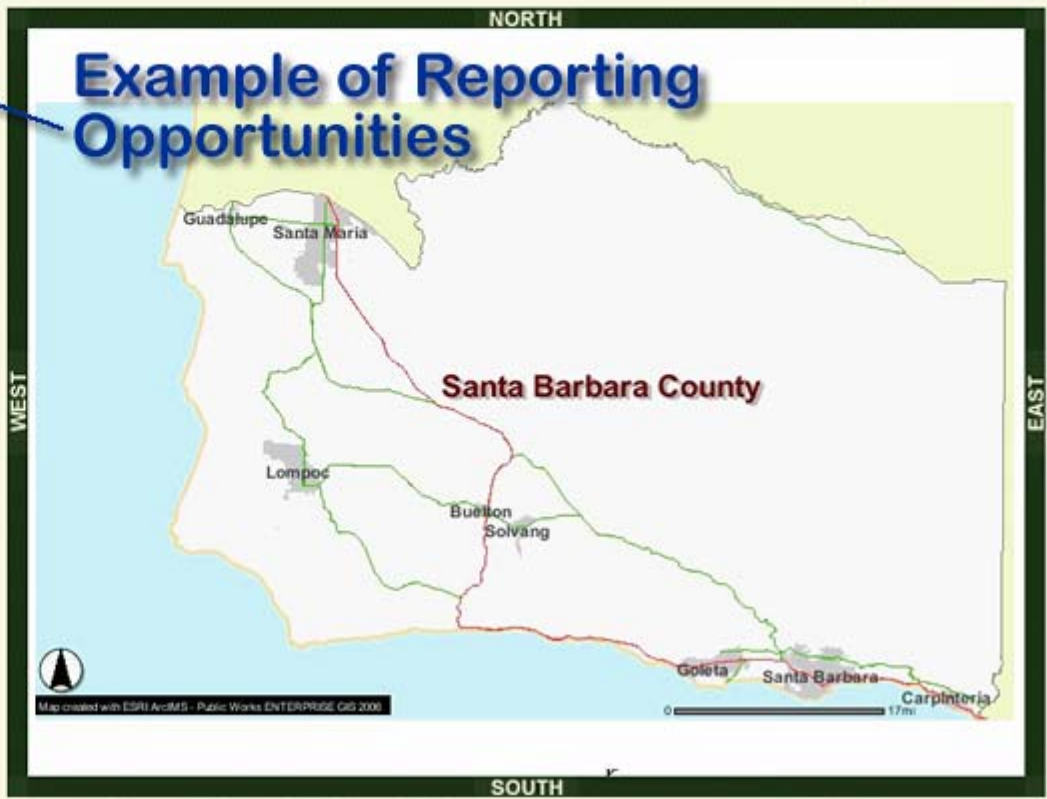
Click a letter to list all streets beginning with that letter

A B C D E F G H I J K L M  
N O P Q R S T U V W X Y Z

Example addresses:

12000 GOVERNMENT CENTER PKWY

## Example of Reporting Opportunities



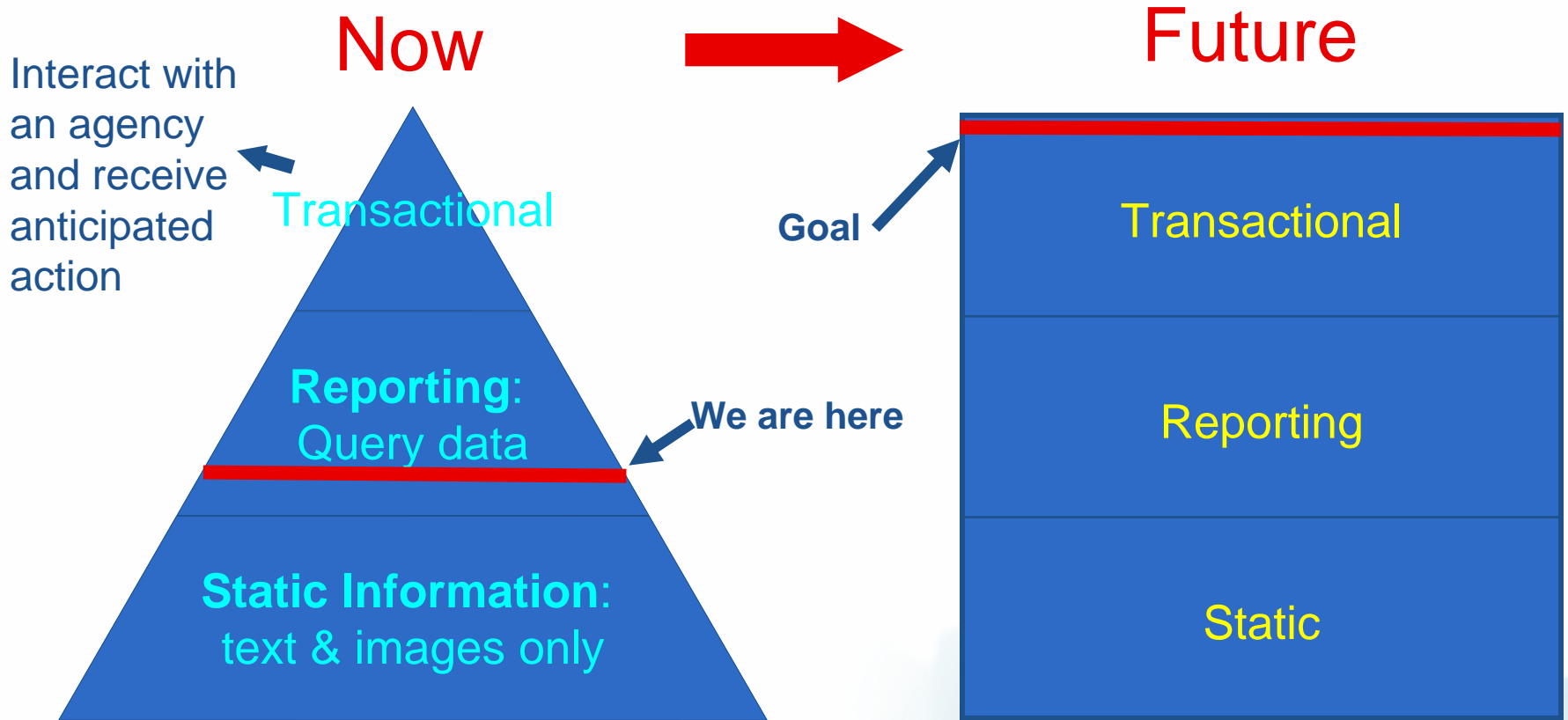






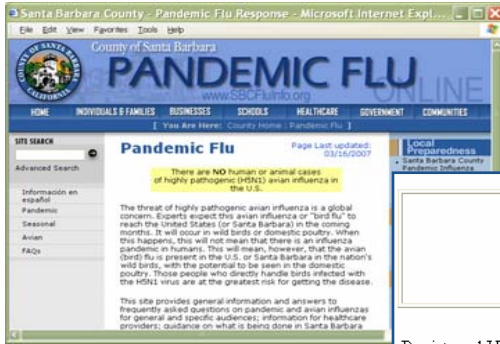


# Customer Self Service Web Site



## Web Site Evolution

# How do we reach the goal? Web Site Evolution



Static:  
Information  
Only

<b>Consolidated General Election</b>		11/30/06
<b>November 7, 2006</b>		15:49:29
<b>Certified Results</b>		

Registered Voters 183890 - Cards Cast 125428    Num. Report Precinct 351 - Num. Reporting 351  
68.21%    100.00%

GOVERNOR		Polling	Absentee	Total
Number of Precincts		351	0	351
Precincts Reporting		351	0	351 100.0 %
Vote For		1		
Total Votes		54915	6	
A. SCHWARZENEGGER	REP	31011	4	
PHIL ANGELIDES	DEM	20592	2	
PETER MIGUEL CAMEJO	GRN	1723		
ART OLIVIER	LIB	629		
JANICE JORDAN	PFP	521		
EDWARD C. NOONAN	AIP	316		

Reporting: Ask  
a question and  
get information

View	Parcel Type	Parcel	Parcel Address	Tools	Total Due
<a href="#">Bills</a>	Unsecured	CF4734PE 001	5225 CORUNA CT SANTA BARBARA CA	None	\$0.00
<a href="#">Bills</a>	Secured	06557032	5225 CORUNA CT SANTA BARBARA CA 93111	Supplemental Estimator	\$0.00

Transactional: Submit a  
request for action



# How will we find information? New Information Architecture

**County of Santa Barbara**  
WWW.COUNTYOFSB.ORG

Living | Working | Doing Business | Visiting | Emergencies | County Government

[ You Are Here: County of Santa Barbara Homepage ]

**SITE SEARCH**  
Advanced Search

**EMPLOYMENT**  
CONTACT US

Permits & Licenses  
Businesses  
Community Assistance  
Services Directory  
Departments  
Boards & Commissions  
Forms  
Employee Resources

**Elected Officials**

- Auditor-Controller
- Board of Supervisors
- Clerk Recorder Assessor Elections
- District Attorney

**Get it Done Online**

@SBC Find

How Do I? [v]  
Select an Online Service ..... [v]

**Service Category Descriptions**

- Living Here**  
Lost a pet? Need to pay your property taxes? Getting married? Click here for services most sought by residents of Santa Barbara County.
- Working Here**  
Resources for looking for work or those already employed in Santa Barbara County.
- Visiting**  
Planning to visit Southern California? Park reservations, beaches, camping and all sorts of recreation information is located here.
- Doing Business**  
Permits, Taxes, Certificates and RFPs. Everything you need to know to do business within or with Santa Barbara County.
- Government**  
County Administration, ordinances, e-Government Services, forms and public notices are available here
- Emergency Services**  
Need to teach school children about Fire Safety? Disaster preparedness, assistance and education resources can be found here for all age groups.

**Quick Links**

Foster Care And Adoption | HR Human Resources | Community Links | Services Directory

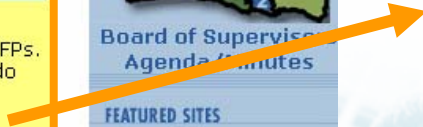
**BOARD OF SUPERVISORS**

Board of Supervisors Agenda Minutes

**FEATURED SITES**

- Press Releases
- Bid Opportunities
- Clerk-Recorder-Assessor
- Community Links
- County Budget
- County Codes
- Elections
- Energy Division
- Foster Care
- Property Taxes
- Regional Conservation

1



User friendly interface centered around life-events. Adopted by over 20 counties.

# New Information Architecture

Living | Working | Doing Business | Visiting | Emergencies | County Government

[ You Are Here: Home : Living in Santa Barbara County ]

## Living

Everything you need to know for day to day living. Jobs, Volunteerism, Pets, Birth, Death, Marriage, Divorce, Housing, Environment, Transportation.

- 2 > [Animal Care and Adoption](#)  
Look for your lost pet, tips, training and resources for your existing pet or find a new addition for your family.
- > [Child and Family Services](#)  
Need help? Resources for children, families and senior citizens can be found here.
- > [Education and Training](#)  
All sorts of links to resources available in County of Santa Barbara for education. From kindergarten through professional certifications and training.
- > [Senior Citizen Central](#)  
Retired or have a family member that needs assistance? Resources for Seniors in County of Santa Barbara including health insurance, medical, nutrition, and assistance.
- > [Getting Around](#)  
From Point A to Point B - by foot, bus, car, plane, boat, or bike.
- > [Housing and Community](#)

- > [Certified Records](#)  
Public records, deeds, and death records.
- > [Consumer Complaints](#)  
Learn about complaint inspection.
- > [Eminent Domain](#)  
Looking for local business paths, etc.
- > [Health Resources](#)  
Santa Barbara Department of Mental Health.
- > [Laws](#)  
Where to get assistance with all that involves law enforcement and justice. Traffic tickets, jury service, juvenile justice, abuse prevention, most wanted.

Living | Working | Doing Business | Visiting | Emergencies | County Government

[ You Are Here: Home : Living in Santa Barbara County ]

## Child and Family Services

- 3 > [Child and teen health services available in the County](#)
- > [Health Care for Our Children Under 5 Years of Age](#)
- > [Where you can find support and assistance for caregivers of elderly relatives](#)
- > [How to become a foster parent](#)
- > [Request a Birth Certificate](#)
- > [Where to go for Immunizations for your family](#)
- > [Adolescent to Adult - Emancipation for County youth](#)
- > [Be a family - Adoptions](#)
- > [Protecting our children - Preventing child abuse](#)
- > [Children's Mental Health](#)
- > [Where to go for immunizations if you are traveling outside the United States](#)



# Online Services



County of Santa Barbara Online - Microsoft Internet Explorer provided by County of Santa Barbara

File Edit View Favorites Tools Help

**County of Santa Barbara**  
WWW.COUNTYOFSB.ORG

NEIGHBORHOODS & HOUSING HEALTH & ENVIRONMENT PUBLIC SAFETY & JUSTICE TRAFFIC & TRANSPORTATION RECREATION COUNTY GOVERNMENT

[ You Are Here: County of Santa Barbara Homepage ]

**SITE SEARCH**

Advanced Search

EMPLOYMENT CONTACT US

Permits & Licenses Businesses Community Assistance Services Directory Departments Boards & Commissions Forms Employee Resources

**Elected Officials**

- Auditor-Controller
- Board of Supervisors
- Clerk Recorder Assessor Elections
- District Attorney
- Sheriff
- Treasurer & Tax Collector

Site Information

**Get it Done Online**

How Do I? Select an Online Service ...

**What's New**

- View or pay my property taxes
- Apply for a county job
- Lookup permit application status
- Subscribe to email notifications on new construction permits

**Live Broadcasts Video Archives**

- Search for and adopt a pet
- How do I view Board of Supervisor Hearings?

**Drug Resistant TB**

Santa Barbara County Health Officials are monitoring a case of extensively drug-resistant tuberculosis (XDR TB) in a U.S. citizen who undertook international travel. The Centers for Disease Control (CDC) is working to identify, notify, and follow-up with passengers and crew who might have been exposed. To date, Santa Barbara County health officials have not been notified by CDC of any local residents believed to be on the flights involved.

**2007-08 OPERATING PLAN**

The Fiscal Year 2007-08 Operating Plan, which includes the recommended budget, major issues and challenges facing the County, key initiatives and the economic environment in which the budget was developed. The Plan incorporates the Board's Goals and Organizational Values and addresses identified critical issues. The County budget is balanced in accordance with the definition of a balanced budget adopted by the Board of Supervisors.

**medical reserve corps**

Consider volunteering as a way to help our medical community and support the quality of life we have here in Santa Barbara County. If you have a medical background, no primary responsibility to another employer or agency and the time and interest in becoming a member of our team, we want you!

**DSS helps. Here's how.**

The Santa Barbara County Department of Social Services (DSS) protects children and elders, expands health coverage, provides resources to keep our workforce strong, and much more. Learn more about our services, and the thousands we've helped, in our Report to the Community.

**The SBCFluInfo.org** site provides information on pandemic and avian influenzas, including information for healthcare providers; guidance on what is being done in Santa Barbara County and links to the local, state, and federal Pandemic Influenza Response Plans.

**Quick Links**

- Foster Care And Adoption
- Human Resources
- Community Links
- Service Directory
- NOTLINES
- Volunteer Opportunities
- New Development
- CSBT 20 Program Schedule
- 211
- Employees
- Road Info
- Local Weather Info

**BOARD OF SUPERVISORS**

Board of Supervisors Agenda/Minutes

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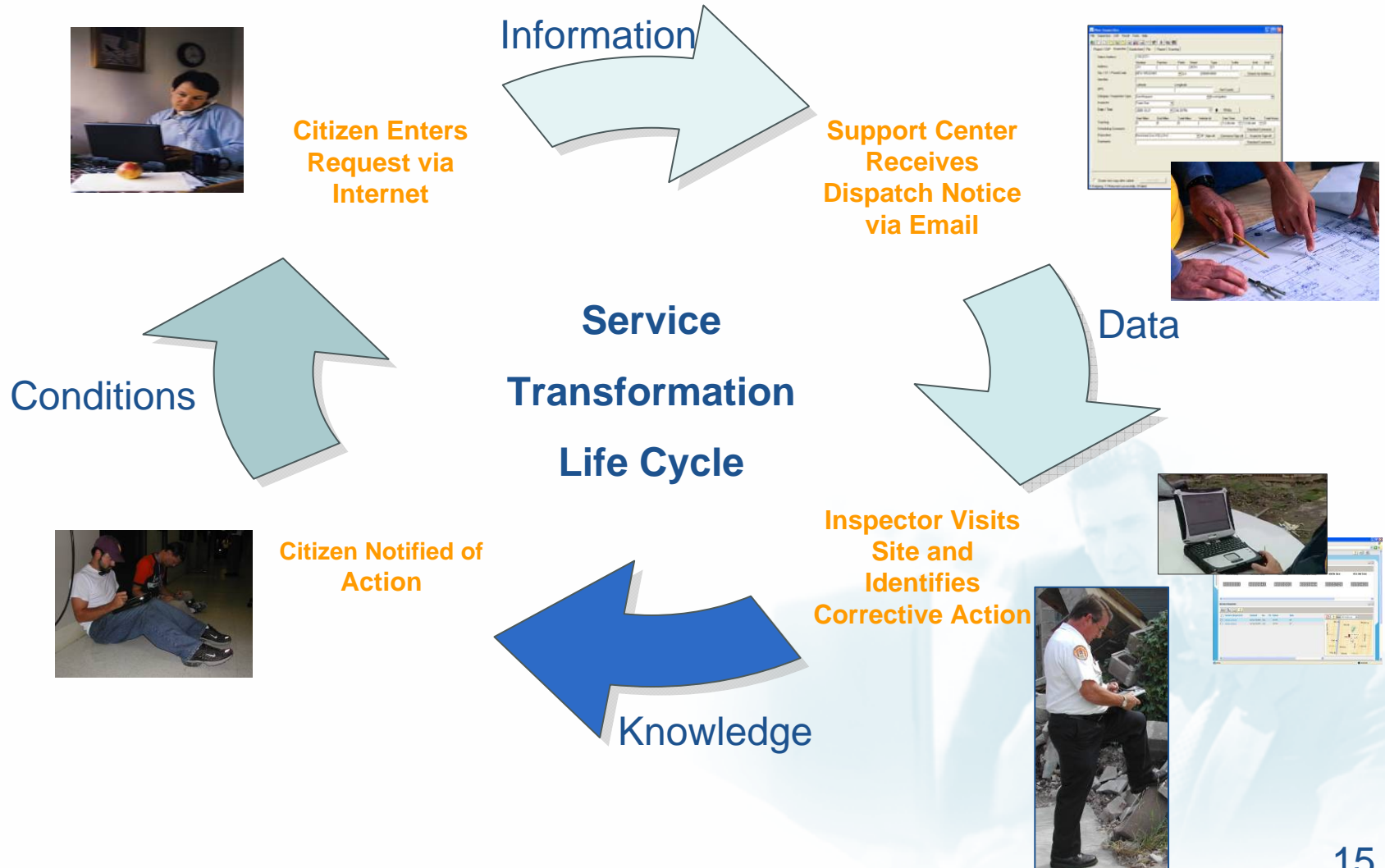
**FEATURED DEPARTMENT**

- Housing and Community Development Department
- This month's Employee of the Month is from the Housing and Community Development Department



# How will it work?

## Imagine This in Real Life





# Information Technology Today

## Weaving it All Together

