COUNTY OF SANTA BARBARA
GENERAL SERVICES

Information Technology Governance Program

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Overview

✓ Countywide IT Decision Making in the Past

✓ Introduction of IT Governance

✓ Next Steps

✓ Summary

✓ Recommendations

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IT Decision Making in the Past

- ✓ Distributed IT Decision Making
- ✓ Multiple Variances
    - ➢ Infrastructure, systems, and data storage
    - ➢ Physical security and system monitoring
    - ➢ Applications platforms with differing levels of supportability
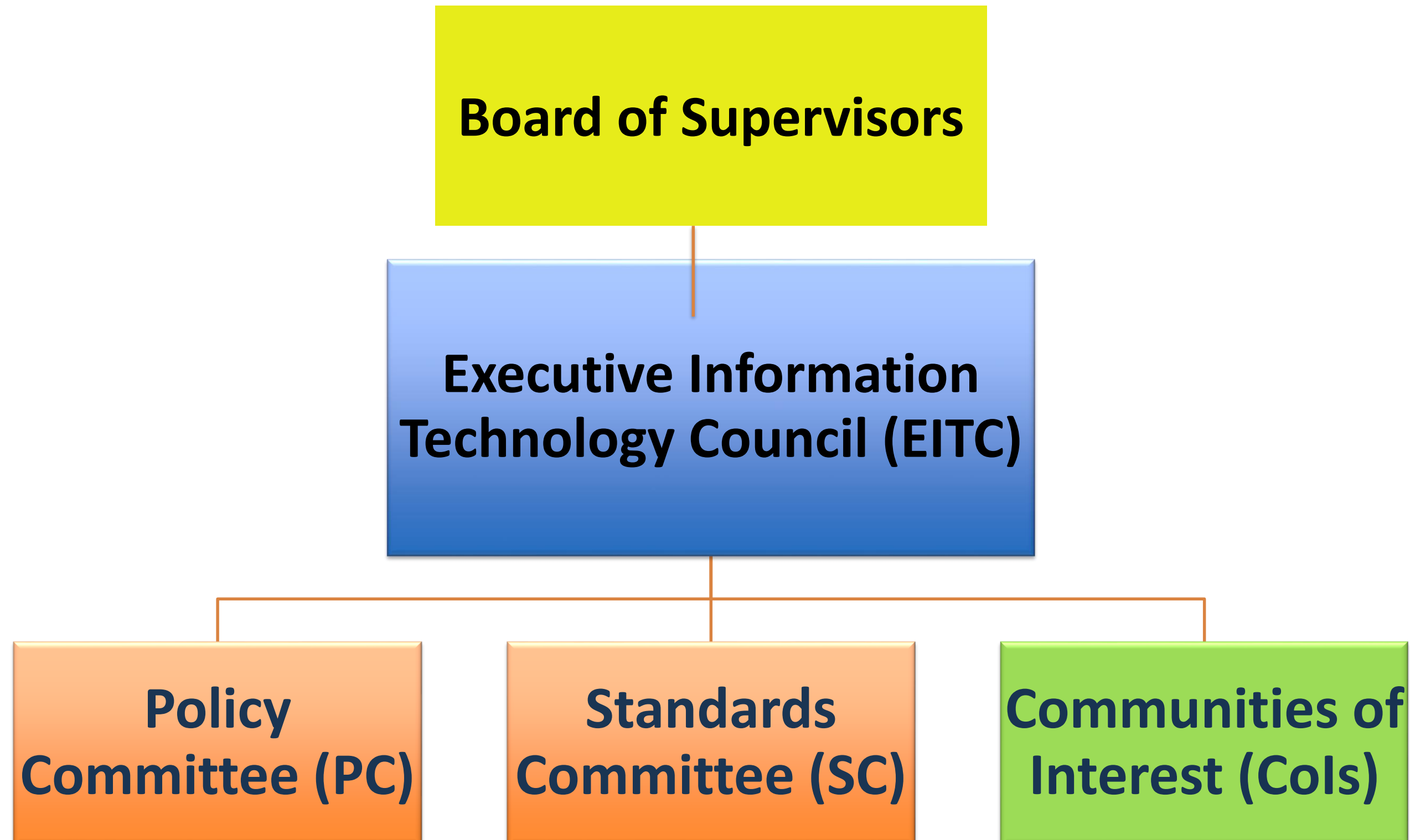   - ➢ Development methodologies
    - ➢ Application security
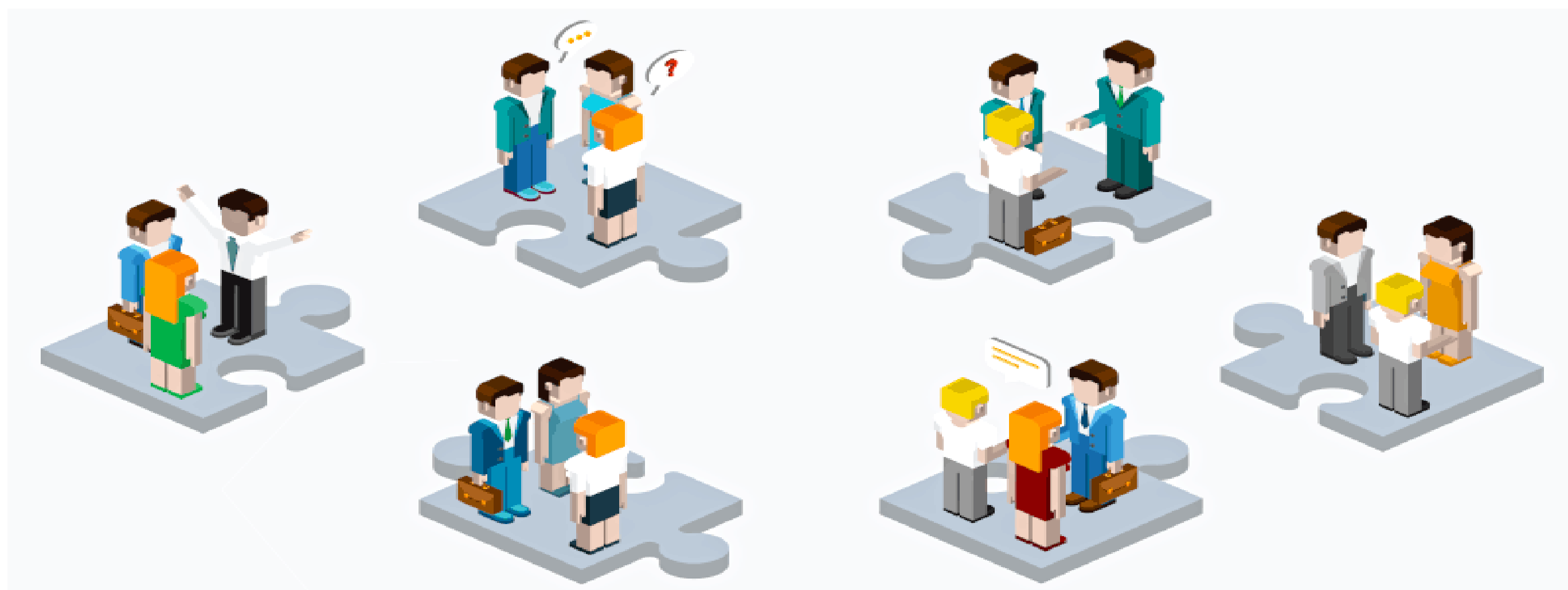
Introduction of IT Governance

✓ Launched in May, 2018, in alignment with Renew '22,

✓ The IT Governance Program provides oversight of strategic IT investments, policies and standards.

✓ Departments are collaborating on IT decisions from a Countywide perspective, considering what is good for the whole.

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Introduction of IT Governance – Continued

✓ The IT Governance Program is comprised of three governing bodies, with representation across County functional areas.

Board of Supervisors

Executive Information Technology Council (EITC)

Policy Committee (PC)

Standards Committee (SC)

Communities of Interest (CoIs)

Executive Information Technology Council

✓ The EITC is chaired by the CEO, Mona Miyasato

✓ The Executive Information Technology Council is comprised of five representative functional groups. These groups include:

1. Policy & Executive
2. Public Safety
3. Health & Human Services
4. Community Resources & Public Facilities
5. General Government & Support Services

✓ The EITC has 12 members

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Executive Information Technology Council

✓ Good IT Governance will be based on data driven decision making

✓ To that end, EITC has recommended and supported:

  ➢ Countywide IT Inventory and Assessment (Complete)

  ➢ Countywide IT Security Audit (In-progress)

  ➢ Business Application Needs Assessment (BANA) (In-progress)

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Approval – IT Polices

1. **IT Administrative Manual**. Establishes the Information Technology Administrative Manual (ITAM) as the authoritative repository for the cataloging of County Information Technology (IT) policies across all departments.

2. **Cybersecurity Training Awareness Policy.** Establishes the requirement that individuals who access County networks or systems must complete annual cybersecurity awareness training.

3. **Password Policy.** Sets the County of Santa Barbara standards for the creation of strong passwords, the protection of those passwords, and the frequency of change.

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Approval – IT Polices - Continued

4. **Information Security Incident Management Policy**. Establishes the requirements for activities related to responding to information security incidents at the County of Santa Barbara.

5. **Third-Party Information Security Policy.** Establishes the security requirements for the use of third-parties that handle sensitive County data, either by storing, processing, transmitting, or receiving information.

6. **Acceptable Use Policy.** Updates the permissible access and use of County Information Technology resources, ensuring consistency with County policies and any applicable compliance, regulatory, and legal requirements.

Approval – IT Standards

1. **Incident Management.** Identifies the ServiceNow platform to provide centralized IT incident management to ensure standardized IT incident response procedures, risk-based prioritization of IT incident resolution, and countywide IT incident trending.

2. **Password Manager Digital Vault.** Identifies the Keeper Security application to provide centralized password storage for the auditing, management, and protection of County credentials used to access systems and information.

Next Steps – Short Term

✓ Continue to develop and bring new Policies and Standards to BOS for approval

✓ Review IT solutions with Countywide impact in mind and make informed funding decisions

✓ Implement recommendations from the IT Inventory and Assessment

✓ Implement recommendations from the IT Security Audit

✓ Identify gaps, prioritize needs for Infrastructure for FY 2020-21 budget

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Next Steps – Long Term

✓ Incorporate finding from KPMG Operation and Performance Review – General Services into the Countywide Technology Strategic Plan

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Summary

✓ Governance is working in Santa Barbara County

✓ Improved departmental participation and collaboration

✓ All IT projects over $100,000 are reviewed by the EITC

✓ IT Investments will be recommended based on an agreed to weighting criteria and prioritization

✓ BOS will continue to have visibility into IT strategies and projects

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Recommendations

a) Receive and file the update on the IT Governance Program
b) Approve the following IT Policies
  1. IT Administrative Manual
  2. Cybersecurity Training Awareness Policy
  3. Password policy
  4. Information Security Incident Management Policy
  5. Third-Party Information Security Policy
  6. Acceptable Use Policy
c) Approve the following Standards
  1. Incident Management
  2. Password Manager Digital Vault
d) Determine that the above action are related to general policy and procedure and will not result in direct of indirect physical changes in the environment and therefore is exempt from the California Environmental Quality Act (CEQA)

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