



Countywide Information Technology
Strategic Plan
FY 2015/2016 – FY 2017/2018

July 2015

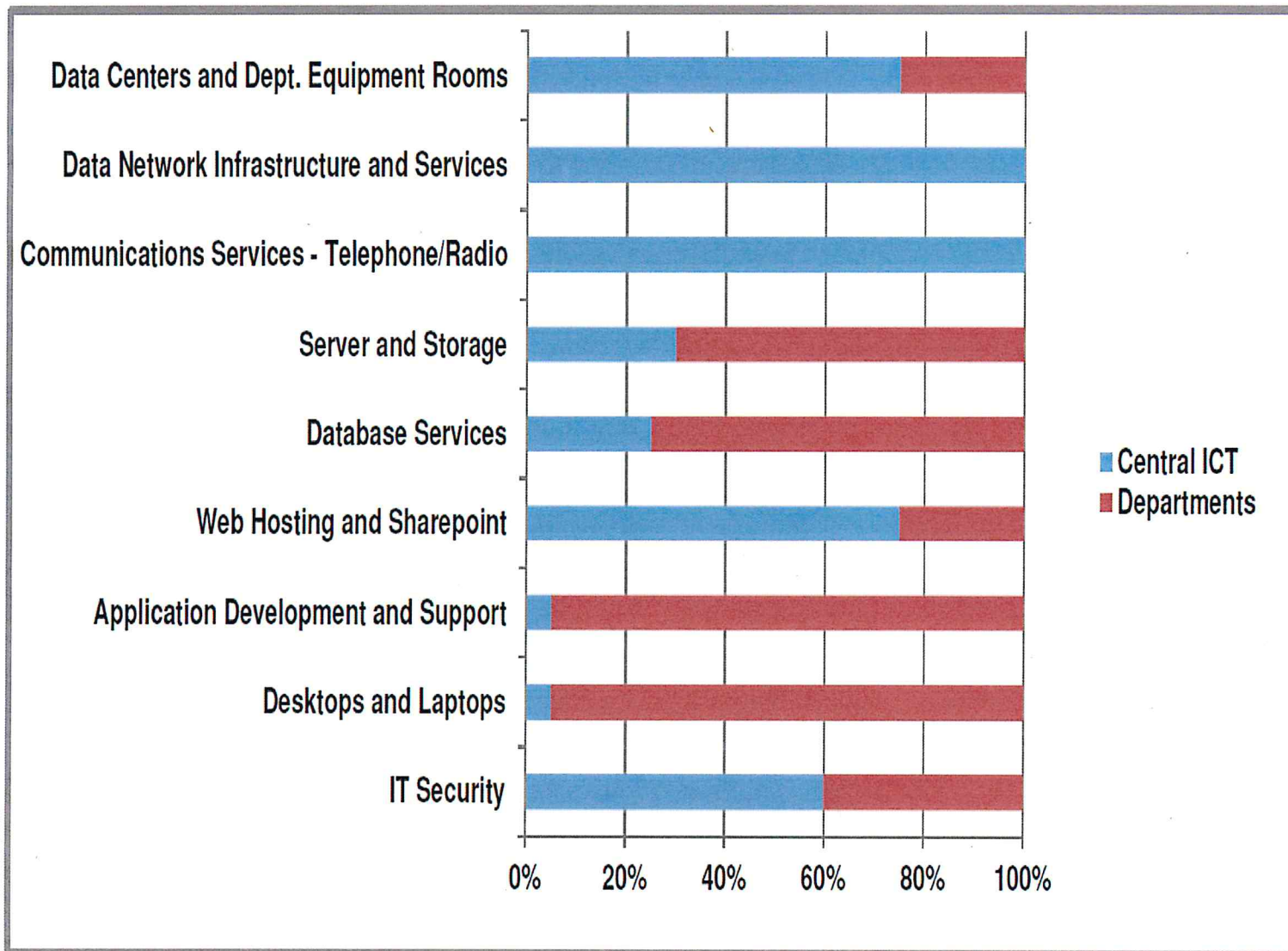
ATTACHMENT B

Participants

Amy Herron - Auditor	Darrin Eisenbarth – Public Health
Dana Fahey - ADMHS	Gus Maio – Ag. Commissioner/ Community Svcs
Gilbert Malcolm – Public Works	Linda Liu– Planning and Development
Dan Chandler – Treasurer-Tax Collector	John Kuo - Probation
Nemie Holman – Sheriff	Jere Short - Sheriff
Jose Alvarez – District Attorney	Melinda Greene – Clerk Recorder Assessor
Ramona Ramirez – Public Defender	Ken Layman - CEO
Carl Thornton – General Services	Lael Wageneck - CEO
Jennifer Slayman – General Services	Steve Boelhouwer– General Services
Gin Butterfield – General Services	



Estimated Distribution of County Technology Management



Vision

- Seamless delivery of technology supporting County business needs.

Mission

- Our mission is to deliver and support technology to improve the quality and effectiveness of government services which benefit the County and its constituents.



THE 8 GUIDING PRINCIPLES

Guiding goals, strategies and objectives



Countywide Information Technology Goals



Efficient and Reliable Infrastructure and Services



IT Professional Excellence



Collaborative decision making



Accessible government



Information is an asset



Goal 1- Efficient and Reliable Infrastructure and Services

Provide **technology** solutions and services for efficient delivery of public services.

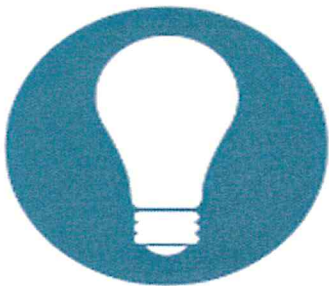
- A. Manage system lifecycles
- B. New automation projects
- C. Establish and maintain **standards and guidelines** for the acquisition and use of IT hardware, software, and network facilities



Goal 2 - Collaborative decision making

Provide a trusted environment in which all departments can share best practices, build partnerships, and participate in decision making. Acknowledge departments' unique business requirements.

- A. Develop Countywide IT Processes and Guidelines
- B. Enhance the management of projects



Goal 3 - IT Professional Excellence

Promote technical training and continuing education of IT professionals to develop processes, tools and skills, utilizing a variety of delivery options.

- A. Foster and prioritize the development of skills for IT workforce to ensure the success of automation in the County.
- B. Enhance customer service
- C. Develop consistency between departments in regards to the allocation, classification, skill development and certification standards of IT personnel
- D. Leverage external resources to meet specialized needs
- E. Encourage IT Professional Networking



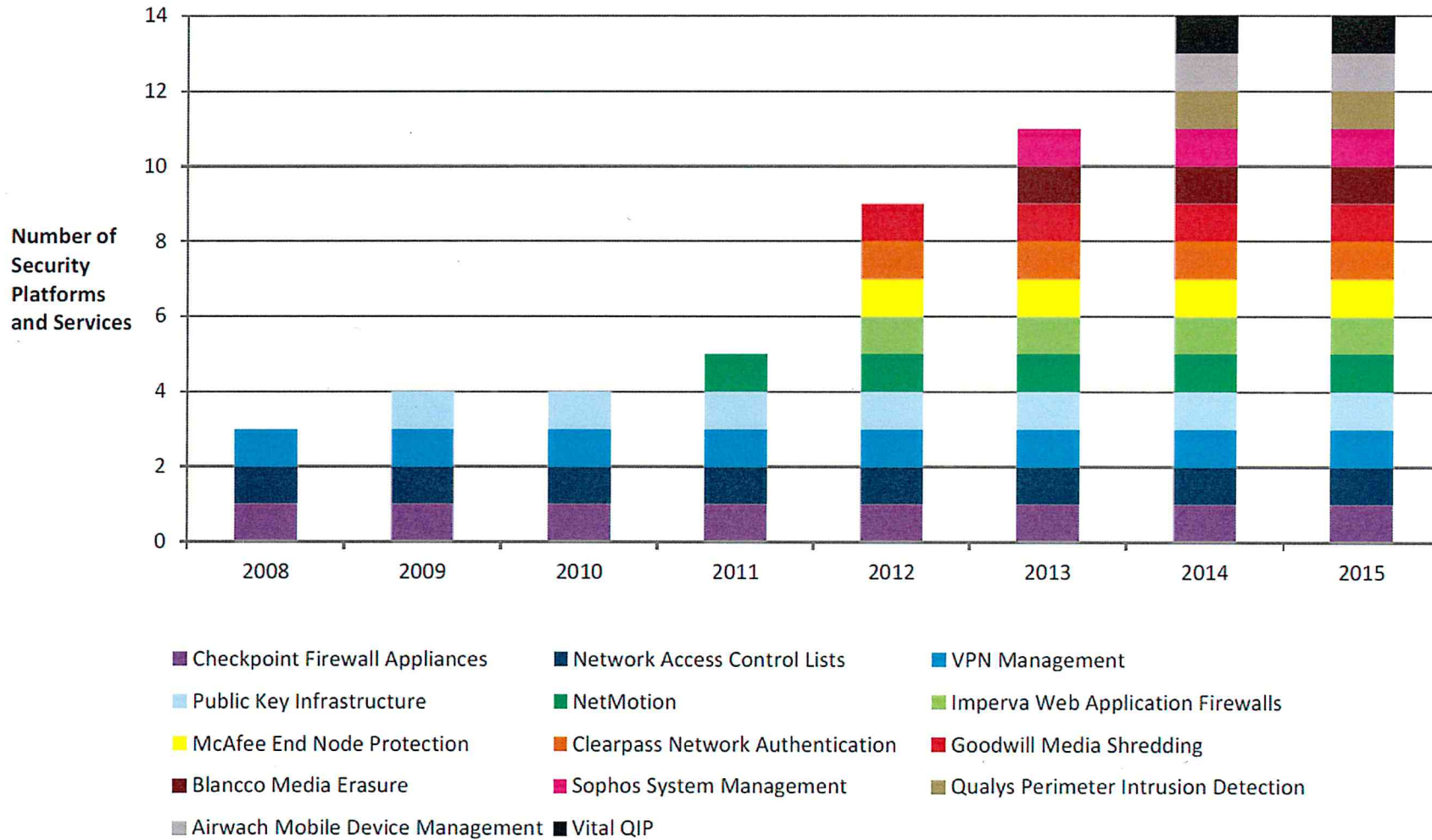
Goal 4 – Accessible Government

Citizens, customers and staff can access information and request services at their convenience (anytime, anywhere).

- A. Increase number of online services
- B. Develop countywide mobility solutions
- C. Leverage Social Media to enhance communications with constituents
- D. Enhance office communications
- E. Promote government transparency by providing constituent access to public information



Growth of Security Platforms & Services



Goal 5 – Information is an Asset

Secure and safeguard all sensitive and confidential data through strong privacy and data security practices and ensure that departments are prepared to operate during and recover from times of disruption.

- A. Classify information
- B. Maintain the security of information
- C. Develop robust disaster recovery processes



Appendix A - 2013-2015 Plan Progress

- **Infrastructure and Services**
 - Electronic Health Records Phase One
 - Network access layer refresh
 - Property Tax System Replacement
- **Collaborative decision making**
 - Develop resource library based on best practices for project management
- **IT Professional Excellence**
 - Increase use of collaborative tools
- **Accessible Government**
 - Inventory of County online services
 - Post once and automatically feed multiple platforms
 - Implement Unified Communications and Collaborations
- **Information is an Asset**
 - Continuity of Operations Plan



Countywide Information Technology Strategic Plan FY 2015/2016 – FY 2017/2018

- Questions



Guiding IT Principles

1. Our ultimate goal is to provide citizens, the business community, and County employees with timely, convenient access to appropriate information and services through the use of technology.
2. Business needs drive information technology solutions.
3. Evaluate business processes for redesign opportunities before automating them.



Guiding IT Principles

4. Dedicate resources to information technology in order to support the lifecycle of the systems that run the business.
5. Implement contemporary, but proven, technologies.
6. Hardware and software will adhere to open (vendor-independent) standards and minimize proprietary solutions.



Guiding IT Principles

7. Manage the enterprise network as a fundamental building block of the County's IT architecture.
8. Approach IT undertakings as a partnership of County Departments providing for a combination of centralized and distributed implementation.

