BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

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

Department Name:	General Services
Department No.:	063
For Agenda Of:	July 21, 2015
Placement:	Departmental
Estimated Tme:	
Continued Item:	No
If Yes, date from:	
Vote Required:	Majority

TO: Board of Supervisors

FROM: General Services   Matthew P. Pontes, Director (560-1011)

               Contact Info: Jennifer Slayman, Assistant Director (568-2606)

SUBJECT: **Countywide Information Technology Strategic Plan**

County Counsel Concurrence	**Auditor-Controller Concurrence**
As to form: N/A	As to form: N/A

Recommended Actions:

That the Board of Supervisors:

a) Consider and adopt the Countywide Information Technology Strategic Plan FY 2015-2018;
b) Direct the CEO and Department Directors to begin implementation of the Plan; and
c) Determine that the proposed actions are not a project subject to CEQA pursuant to State CEQA Guidelines Section 15378, as they involve administrative and organizational activities that will not result in direct or indirect changes to the environment.

Summary Text:

In 2012, a Countywide Information Technology Plan (Plan) was developed by General Services and Countywide departmental business and Information Technology (IT) leaders. This is the first update to the Plan and it covers the next three fiscal years from FY 2015/16 to FY 2017/18. This update provides status on the original objectives of the Plan and adds several new components. Of note, fundamental guiding principles for IT were added to the Plan. An integral component to the Plan recommends that the County clarify and strengthen its IT governance to allow projects and processes to be implemented across departments in a coordinated fashion to provide improved services both within the organization and to external customers. Another important component recommends methods to maintain the security of information. And finally, the Plan added a strategy to address the County Geographic Information System (GIS) needs.

Background:

The Planning Process

In 2012, as a result of organizational changes that transferred the County IT department to General Services, a new Strategic Plan was developed by General Services and coordinated with Countywide departmental business and IT leaders. Broad participation from all functional areas in the County was encouraged. The planning committee attempted to create a common vision for IT's role in the County's future and developed specific objectives to achieve the vision and mission.

In 2014, the planning committee reconvened and updated the Plan with status on the original objectives from 2012 and added several new strategies and objectives. Of note, fundamental guiding principles were added to the updated Plan, specific steps to enhance both governance and security were developed and a strategy to address the County Geographic Information System (GIS) needs was created.

The Updated Plan

The updated Countywide Information Technology Strategic Plan for FY 2015/16 – FY 2017/18 represents the results of the planning process. It provides a Vision of IT within County government, defines the Mission of the IT organizations, and identifies key Principles, Goals, and Objectives to be addressed over the next three years. A brief summary follows:

Vision for Information Technology

Seamless delivery of technology supporting County business needs.

Mission for Countywide Information Technology

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

Information Technology 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. Use new technologies to make new business methods a reality. Exploit functional commonality across organizational boundaries.

4. Dedicate resources to IT in order to support the lifecycle of the systems that run the business.

   - Address project and infrastructure requirements through a multi-year planning and funding strategy. Annually allocate resources to support systems during their lifecycle (implementation, maintenance and upgrades/replacement).

   - Invest in education and training to ensure the technical staffs understand and can apply current and future technologies.

5. Implement contemporary, but proven, technologies.

6. Hardware and software will adhere to open (vendor-independent) standards and minimize proprietary solutions. This approach will promote flexibility, inter-operability, cost effectiveness, and mitigate the risk of dependence on individual vendors.

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.

Information Technology Goals

Goal 1 - Efficient and reliable infrastructure and services - Provide technology solutions and services for efficient delivery of public services.

Goal 2 - Collaborative decision making - Provide a trusted environment in which all departments can share ideas, information, and best practices; build partnerships; and participate in decision making. Acknowledge departments' unique business requirements.

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.

Goal 4 - Accessible Government - Citizens, customers, and staff can access information and request services at their convenience (anytime, anywhere).

Goal 5 - Information is an asset - Secure and safeguard all sensitive and confidential data through strong privacy and data security practices. Ensure that departments are prepared to operate during and recover from times of disruption.

Performance Measure:

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Narrative:

General Services sponsored the development of the plan. Some of the departmental projects included in the Plan are already underway having been funded through the annual budget process. Projects for future years will be submitted through the normal budget process by each responsible department.

Special Instructions:

Please send one duplicate of the minute order to Jennifer Slayman, Information and Communications Technology Division, General Services Department.

Attachments:

Attachment A: Countywide Information Technology Strategic Plan FY 2015/16 – FY 2017/18
Attachment B: Countywide Information Technology Strategic Plan Presentation

<u>Authored by:</u>

Jennifer Slayman General Services, Assistant Director