OFFICE OF INFORMATION TECHNOLOGY

FY 2021

The Future is here!

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CIO

THEMES

- **High demand** for technology across the board to support agencies' missions, operational efficiency (*digitizing documents, portals, contact management, data analysis, work order management, GIS*), etc.

- Accelerating '*Virtual Government*'

- IT Agency
  - Internal processes
  - Resources - **Effective Utilization and Skills**

- **Infrastructure** (security, operating environment and platforms)

- User Messaging Environment – disparate to **Unified**

- **SAP:** stabilized and standardized system, updates, completion of core deliverables, improved analytics and hired new SAP Manager and new business model for support

- **3-1-1**: fixed mobile app glitch; determined new platform and started new 3-1-1 project with OCR and partners and other **CRM** specialized contact tracking

- **Office Productivity Suite** (*email, calendaring, collaboration*): evaluated value of cloud platform against market; moved all agencies to 'cloud", and implemented more security and management features

- **Permits/Inspections:** w/ DPIE, transitioned legacy implementation and rationalized OIT and 3rd party expert resources, and, integration w/ SAP

- Assessment of **Work Order Management platform** to serve sister agencies

- **Standardized** Data Analytics tools

- Major app enhancements for **SYEP**

- **WEBsite:** preliminary work including, technical best practices research and hosting

- Accelerating "Virtual Government"

Anti-Malware

Endpoint Security Platform

BYOD/Mobility

Endpoint Hygiene
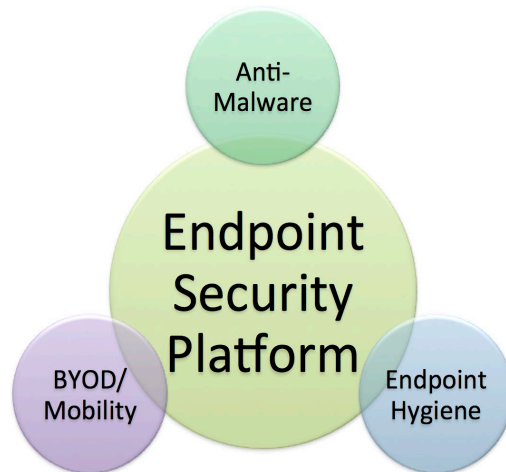
- Updated cyber tools in cloud

- Transitioned secure mobile device management functionality

- Refreshed county network distribution site switch equipment

- Updated communications cadence

- Developed new cyber awareness training

- Strengthened accountability awareness for IT firms and workers

OIT

- Senior leadership in the trench with large-scale systems integration experience to projects for not just for oversight, but also hands-on review and evaluation of plans, risks, resource planning and execution;

- Work to revamp positions and hired technically broad staff

- Review of contemporary IT practices, not only among governments, but in commercial sector experience similar to how people work and transact business in today's world

- Outreach with Agencies

- Energized Innovation

- Multi-experience
- Data Science
- Artificial Intelligence (AI)
- Virtual Assistants
- Digitization
- IoT and Smart Ops
- Broadband

CHALLENGES

- Cyber Security a persistent threat
- Approach to IT infrastructure health and modernization
- IT expert skills talent pool and competition in hot market
- Agency silos
- Legacy process impediments
- *Subterranean* projects and requests (i.e. *Shadow IT*)
- Queue Prioritization and Readiness

- ✓ Cyber Security
- ✓ User Experience/Public Engagement & e-Commerce:
  - WEBsite & Enterprise Social Media
  - Mobility
  - CRM 3-1-1
- ✓ Tax Billing System
- ✓ e-Procurement
- ✓ Data Driven Decisions
  - Performance Data Dashboard
- ✓ Consolidation of duplicative systems supporting common Ops Roadmap
- ✓ Hosting/Cloud evolution
- ✓ Transformation – business model, culture, alignment

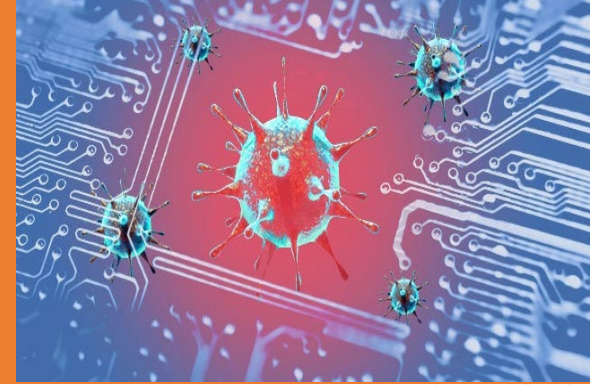**4-Step Process to Identify Opportunities for Smarter Spending**

| Step 1: Analyze IT Costs | Step 2: Identify Opportunities | Step 3: Prioritize Opportunities | Step 4: Plan, Implement and Monitor |

Source: Gartner (2019)

- Dedicated technician to EOC

- Moved thousands of County Employees to telework almost overnight

- Expanded secure virtual network gateway

- Remote 3-1-1 call centers

- Refocused PC replacement inventory to COVID response for agencies and partners

- Advanced our place in laptop marketplace queues

- Developed WEB based apps supporting: HCD, DSS, CRS, EDC, Health, OCR

- Provisioned COVID-19 WEB pages for agencies

- Tele-Town Halls platforms

- e-Signature platform

- Text to Speech, Softphone on laptops

- COVID -19 grant and expenses reporting and dashboard

- GIS Mapping for testing, cases by zip, food distro sites, CEX and Health Dept. daily report, and other

- Accelerating "Virtual Government"

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COVID-19
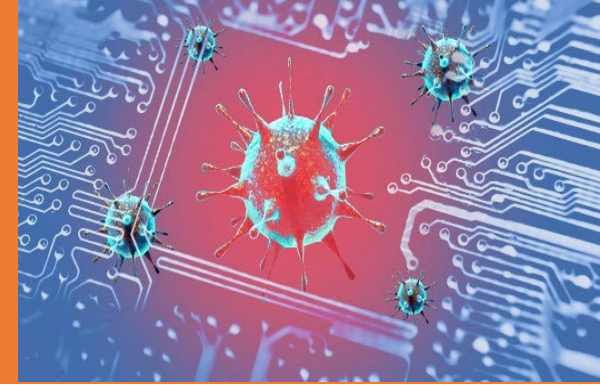
New 'Normal'

Virtual Business Culture and Technical Footprint