

Key Accomplishments

Fiscal Year 2011-12

COUNTY EXECUTIVE OFFICE INFORMATION TECHNOLOGY



Prepared by:

Mahesh Patel Chief Information Officer

CEO/IT FY 2011-12 KEY ACCOMPLISHMENTS

Assessor Assessment Tax System (ATS) Re-Engineering Project Hardware Platform: 8/2010 – 8/2011

The ATS project was initiated in 2007 by the Assessor to update and move the legacy Assessment Tax System (ATS) off of the mainframe. The legacy mainframe ATS was developed over 25 years ago using the IDEAL programming language for which the vendor began phasing out support in the mid 2000's. The ATS II Re-Engineering project objective was to re-engineer the legacy ATS on a Microsoft .NET application platform.

While the Assessor contracted resources to develop the new system, CEO/IT was contracted by the Assessor to provide the design and implementation of the new ATS hardware and network platform. Key deliverables for this project included platform design, provision of hardware platforms, networking, security, performance testing, Control M configuration and print output. CEO/IT also provided change and release management support for the new ATS II. CEO/IT completed these deliverables on time and met the Assessor's requirements.

HCA Data Center Re-Location Project: January – July 2011

The Health Care Agency (HCA) Data Center located at 515 N. Sycamore Street needed to be moved due to their building lease expiration. Rather than create another Data Center in the County, HCA decided to review the possibility of moving all of their equipment into the Orange County Enterprise Data Center located on Grand Avenue within a six-month time period. The move would include approximately 190 devices (servers, switches, SANs & VoIP system) housed in 20 plus racks in the current HCA data center, connected to approximately 70 locations throughout Orange County via T1s, DS3s, and fiber connections.

CEO/IT and HCA performed an assessment and determined the move into the County Data Center was feasible. One of the primary project goals was to successfully transition the HCA Data Center with minimal impact or disruption of services to the 3200 HCA users.

Collaborating effectively, a dedicated HCA and CEO/IT team met the project objectives and completed the move on schedule and within budget. By using weekend maintenance windows, the project was also completed with minimal downtime for HCA users.

CEO/IT Service Catalogue: July 2011 – January 2012

In order to better serve County customers, CEO/IT established an IT Service Catalog that provides a complete description of all Enterprise IT service offerings. Data Center services are provided in accordance with the ITIL and PMI methodologies. Some key services include: Server hosting, backup, SAN storage, enterprise email services, WAN connectivity and

security, Web filtering, Remote Access, Document Management, Disaster Recovery, Publishing Services, Project Management and Service Desk.

The initial CEO/IT Service Catalogue was published in January 2012 and is available on the County website.

Information Technology (IT) Sourcing Request for Proposal: March 2011 – December 2012

In March, 2011, the Board of Supervisors authorized CEO/IT to release the IT Sourcing Request for Proposal (RFP). The objective of this process is to replace the ACS IT Staff Augmentation contract, which originally expired in June 2011 and has been extended, with an IT Managed Services contract(s) suited to the meet the County's current business needs.

CEO/IT is leading this effort with participation from County Agency and Department representatives. Given the complexity and criticality of the RFP, the proposal evaluation process has been extensive. The evaluation teams were comprised of over 40 County stakeholders from Agencies/Departments and CEO/IT, and non-County entities. These teams were staffed with individuals possessing technical expertise in specific service areas. Additionally, a Source Selection Committee was established, consisting of County and non-County participants, to view the consolidated scoring and recommendations from each technical evaluation team. An IT Sourcing Executive Committee, comprised of County Executive Management and led by the County Executive Officer, also provided oversight of the evaluation processes.

CEO/IT presented the results and recommendation for negotiating contracts with the top vendors to the Board of Supervisors in October 2012. The Board is in the process of the reviewing the recommendation. It is anticipated that award of the new IT Managed Service contract(s) will be completed early 2013.

AIX Consolidation Initiative: July – December 2012

The transition of the County CAPS+ Human Resource and Financial systems from the IBM Mainframe to an IBM AIX midrange platform was completed in 2011. The Financial Systems (FS) was completed first to a IBM P595 midrange server. Following the FS system, the HR system was transitioned to a second P595 server.

After several months of successful processing of these, a feasibility study was performed and it was determined that these systems could be consolidated onto one P595. The consolidation would provide significant hardware and software cost savings, as well as reduce energy and cooling.

CEO/IT and Auditor-Controller IT technical teams worked together to plan a consolidation plan which included moving hardware components from one p595 processor to the other. Over the course of several weeks, all FS and HR systems were migrated to a single processor with no unscheduled user downtime.

Enterprise Data Center Chiller Upgrade: January - May 2011

The Orange County Data Center was built in 1992 and at that time primarily housed two large IBM mainframes. Over the years, the mainframe computers have been replaced with new servers and hardware. Although these are smaller, these servers generate more heat and require more cooling capacity than the Data Center was initially designed to deliver.

To address this need, CEO/IT, OCPW and various contract vendors embarked on a project to add additional cooling capacity to the Data Center, while keeping the Data Center systems operational. Contractors added new chilled water and piping. An additional chilled water system with its own backup emergency generator were also installed at the back of the Data Center and connected to the infrastructure. In the event temperatures outside rise during the summer months, the backup chilled water system can be engaged as needed to provide additional relief.

The system was installed, tested and prepared for activation on time and with no interruption to any critical IT systems.