



Key Accomplishments

Fiscal Year 2010-11

COUNTY EXECUTIVE OFFICE
INFORMATION TECHNOLOGY



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CEO/IT FY 2010-11 KEY ACCOMPLISHMENTS

IT Governance

CEO/IT, collaborating with Agency/Department business and IT leaders, developed a new Countywide Information Technology Mission Statement, Goals and Governance Model that clearly defines how IT decisions will be made in the County going forward. The Governance Model identifies the governing bodies and clearly defines the roles and responsibilities. The new IT Governance was approved by the Board of Supervisors on March 1, 2011.

IT Service Management

CEO/IT implemented an industry standard IT Service Management (ITSM) program which resulted in significant enhancements to service delivery, including a 25% improvement in resolution time, 38% reduction in incidents, and 16% improvement in customer service based on a survey of clients. CEO/IT deployed a Network Operations Center to provide for automated monitoring of critical systems.

IT Sourcing Initiative

CEO/IT developed a model for the sourcing strategy of Information Technology and Telephony Services for the County. This strategy will institute an IT service delivery model that is cost effective and flexible enough to meet changing business demands, both in terms of staffing and technology. This new model should also meet the appropriate need by Agencies and Departments for autonomy in acquiring and managing these services.

CEO/IT led a cross-functional, Countywide team to identify the IT services that would be in-scope for this new service model and created a comprehensive Request for Proposal (RFP). The RFP was reviewed by Countywide stakeholders and approved by the Board of Supervisors in March 2011. The Sourcing RFP will be released to proposers in April 2011.

Major County System Replacements - Technical Support

CEO/IT worked with sponsoring Agencies to design and implement the new platform architectures and databases to support the next generation of major County applications, including CAPS+ HR/Payroll, ATS and PTMS. The CIO's Office also provided Independent Verification & Validation Services for the ATS and PTMS projects, helping to identify project risks and recommend mitigating strategies for project success.

Re-districting Support

CEO/IT worked with Board offices to deploy workstations and software at public facilities Countywide to allow constituents to provide input into the decennial redistricting process.

Data Center Services

CEO/IT increased floor space leases at the County's Data Center, resulting in approximately \$176K in additional revenues to the County, helping to offset the Data Center's operating costs. This included leasing space to external entities as well as the transition of County Agencies to the Data Center.

AlertOC

In conjunction with the County's participation in the California Great Shake Out, the County and 18 cities joined forces on October 21, 2010 to perform a test of the County's Emergency Notification System, AlertOC. The test was coordinated to assess the system's capability, capacity and readiness to deliver emergency notifications to the public during a wide-spread disaster. Collectively, the system placed 546,288 phone calls within a forty-minute timeframe and sent 24,204 e-mails and 5,245 text messages. Overall, the system responded well under the high-load. Currently the system has a total of 32 cities participating.

Storage

CEO/IT converted existing storage solution to a managed storage solution including conversion of 38,000 tapes to a virtual tape solution. This solution allows Agencies to add or remove storage as needed.

Security

CEO/IT significantly enhanced the County's Internal and external IT security by consolidating firewall rules; implementing Intrusion Detection System (IDS) and Intrusion Prevention Systems (IPS) monitoring and web filtering.

Disaster Recovery

A plan for ongoing operations and maintenance of the Solano County "warm site" was implemented. Recovery procedures have been updated and a mock recovery exercise is scheduled for the 4th quarter of FY 2011. Design of a disaster recovery solution for the CAPS+ Financial and HR/Payroll systems is in progress.

eGovernment

The County has improved its overall capability to deliver information and services to the public online by completing its two-year migration of 45 departmental websites into a common County web presence. With a consistent web presence and standard system in place across County Departments, the County has positioned itself to be more responsive to the public's desire to transact more business online. The County is currently in the process of researching eGovernment cost reductions and enhancement options with the eGovernment Working Group.

Contract Savings

CEO/IT achieved over \$526K in savings by re-negotiating CEO/IT contracts for reduced costs without impacting service levels.

Operating Cost Reductions

CEO/IT continues on the path of continuous improvement by consolidating applications /databases and decommissioning databases/servers to reduce licensing and other operating costs without impacting service levels. To date at least eight servers and hundreds of

databases have been decommissioned and many more are targeted for consolidation/decommissioning by the end of this fiscal year.