



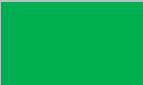











Sacramento County  
2013 - 14 Countywide Information Technology Plan  
Progress Report – June 30, 2014




**Focus Area 1: Expand Electronic Access to County Services**

**Goal 1: Enhance information and community access to County services via the Internet**

<i>Objective</i>	<i>Due Date</i>	<i>Division Chief</i>	<i>% Done</i>	<i>Status description</i>
1. Complete Implementation of the Hazardous Materials Business Plan data entry web portal	1/31/14	Debbie N.		<b>Successfully Completed</b>
2. Create Utility Bill Demand Letters for Title Companies		Steve B.		<i>Carry over to 2014 – 15 IT Plan</i>
3. Implement Open Data Portal	3/31/14	Rami		<b>Successfully Completed</b>
4. Implement 311 Website, Mobile App, and CRM	12/1/13	Steve B.		<b>Successfully Completed</b>
5. Implement Touch Screen Kiosk @ 700 H St.	9/2/13	Debbie N.		<b>Successfully Completed</b>
6. Consolidate web CMS	12/31/13	Debbie N.		<b>Successfully Completed</b>
7. Implement countywide Internet website common user interface	8/1/13	Debbie N.		<b>Successfully Completed</b>
8. Implement Online Tree Permits	8/15/13	Debbie N.		<b>Successfully Completed</b>
9. Implement Electronic Plan Review	9/1/13	Debbie N.		<b>Successfully Completed</b>
10. Enhance recently completed Cross Connection data entry web portal	10/1/13	Debbie N.		<b>Successfully Completed</b>
11. Update Human Assistance Website	10/18/13	Rob S.		<b>Successfully Completed</b>
12. Launch MyBenefits Portal	9/6/13	Rob S.		<b>Successfully Completed</b>
13. Launch 311 Call Center	10/1/13	Steve B.		<b>Successfully Completed</b>
14. Launch the SacCounty News Portal	8/15/13	Debbie N.		<b>Successfully Completed</b>

**(13 out of 14 projects completed, May, 2014)**

**Goal 2: Support major business projects to promote growth**

15. Publish Recording system replacement RFP.	8/27/14	Debbie N.		<i>Carry over to 2014 – 15 IT Plan</i>
16. Publish Property Tax system replacement RFP	1/31/15	Debbie N.		<i>Carry over to 2014 – 15 IT Plan</i>
17. Implement Avatar Electronic	6/30/14	Ray R.		<i>Carry over to 2014 – 15 IT Plan</i>

Health Record for Alcohol and Drug Services and Mental Health Treatment Center				
18. Implement in-field inspections on tablets for the CUPA program	1/31/14	Debbie N.		<b>Successfully Completed</b>
19. Produce and link short training/informational videos to the field-issued inspection reports via QR code	1/31/14	Debbie N.		<b>Successfully Completed</b>
20. Develop a department-wide implementation plan for document imaging	1/24/14	Ray R.		<b>Successfully Completed</b>
21. Complete feasibility study of the analysis of unstructured case data for improving DHHS program decision support	1/24/14	Ray R.		<b>Successfully Completed</b>
22. Implement SMART task based system	1/10/14	Rob S.		<b>Successfully Completed</b>
23. Conduct a Sacramento County Retirement system replacement feasibility study	12/15/13	Debbie N.		<b>Successfully Completed</b>
24. Upgrade Maximo Computerized Maintenance Management System (CMMS) to Version 7.5 and add spatial capabilities	2/14/14	Steve B.		<b>Successfully Completed</b>
25. Upgrade Board of Supervisors Chamber technology	12/30/13	Debbie N.		<b>Successfully Completed</b>
26. Implement service kiosks and Suzie Gains and Bowling Green	1/10/14	Rob S.		<b>Successfully Completed</b>
27. Upgrade Airlines shared use software	8/15/13	Steve B.		<b>Successfully Completed</b>
28. Implement technology solutions for business centers	8/1/13	Steve B.		<b>Successfully Completed</b>
29. Implement CMID microfilm conversion	8/30/13	Debbie N.		<b>Successfully Completed</b>
30. Implement IHSS case file EDM	1/10/14	Ray R.		<b>Successfully Completed</b>
31. Implement Vital Records EDM	1/10/14	Ray R.		<b>Successfully Completed</b>
32. Implement Affordable Care Act systems	1/10/14	Rob S.		<b>Successfully Completed</b>

33. Launch a web-based CALWIN system	1/10/14	Rob S.		Successfully Completed
34. Provide Low Income Health Program	1/10/14	Rob S.		Successfully Completed
35. Implement KOFAX KTM Phase II	1/10/14	Rob S.		Successfully Completed
36. Implement Benefits CALWIN and inter-County transfers direct to FileNet	1/10/14	Rob S.		Successfully Completed
37. Implement 311 Call Center	10/1/13	Steve B.		Successfully Completed
38. Improve accuracy and standardization of address data in the County	9/30/13	Debbie N.		Successfully Completed
39. Implement code enforcement case file EDM system	1/31/14	Debbie N.		Successfully Completed
40. Expand RFID program for tracking precinct equipment	1/10/14	Chuck P.		Successfully Completed
41. Implement management reporting automation	1/10/14	Rob S.		Successfully Completed
42. Make CPS policies available to CPS staff, business partners and the public on the County internet and mobile devices	1/10/14	Ray R.		Successfully Completed
43. Implement the Parks Watch Report	1/10/14	Debbie N.		Successfully Completed
44. Automate data entry process for Small Water systems lab data	3/30/14	Debbie N.		<b>Cancelled.</b> The State is updating the system that this data is entered into. The data formats will change so this project will be reconsidered when the upgrade is complete.

## Focus Area 2: Enhance the County IT Infrastructure

### Goal 1: Improve the capabilities of the voice and data networks

Objective	Due Date	Owner	Pct Done	Status description
45. Implement mobile device management system to secure and track smartphones and tablet PCs	6/30/14	Debbie N.		<i>Carry over to 2014 – 15 IT Plan</i>
46. Implement video conferencing system to allow conferencing between County and external agencies	6/30/14	Debbie N.		Successfully Completed

47. Maintain working relationship with Regional Fiber Team to identify infrastructure sharing opportunities	ongoing	Chuck P.		<b>Successfully Completed</b>
48. Upgrade the County VoIP telephone system end of life hardware and install latest versions	3/31/14	Chuck P.		<b>Successfully Completed</b>
49. Implement countywide new network security systems	7/15/13	Chuck P.		<b>Successfully Completed</b>
50. Upgrade branch center Data Center Edge Network equipment	3/31/14	Chuck P.		<b>Successfully Completed</b>
51. Convert Sheriff and Courts to VoIP	6/30/14	Debbie N.		<b>Successfully Completed</b>

### Goal 2: Improve the cost effectiveness and utilization of IT resources and services

52. Initiate countywide Information Security Program		Rami Z.		<i>Carry over to 2014 – 15 IT Plan</i>
53. Upgrade SharePoint from 2007 to 2010.	4/30/14	Debbie N.		<i>Carry over to 2014 – 15 IT Plan</i>
54. Replace aging NetApp storage infrastructure	10/1/14	Debbie N.		<b>Successfully Completed</b>
55. Implement ERP/SAP 2013 updates for COMPASS		Steve B.		<b>Successfully Completed</b>
56. Consolidate IT staff & services: Agriculture Commission, Airports, Child Support Services, Environmental Management, Health and Human Services, Human Assistance, Public Defender, Technology, Voter Registration & Elections		Rami Z.		<b>Successfully Completed</b>
57. Implement telecommunication management system		Chuck P.		<b>Successfully Completed</b>
58. Update SAP/ERP hardware infrastructure	8/4/13	Steve B.		<b>Successfully Completed</b>
59. Upgrade utility billing system to enable e-Services		Steve B.		<b>Successfully Completed</b>
60. Implement personal computers power management system	12/31/13	Steve B.		<b>Successfully Completed</b>

### Goal 3: Upgrade Countywide Radio Communications Infrastructure

61. Complete plans and construction design for new radio sites in the Sacramento Delta Area	12/31/14	Debbie N.		<b>Successfully Completed</b>
62. Complete plans and construction design for new radio sites in the City	12/31/14	Debbie N.		<b>Cancelled</b> due to lack of funding.

of Rancho Cordova				
63. Purchase new radio and console equipment	7/31/19	Debbie N.		<b>Successfully Completed</b>
64. Replace the current radio system used by SRRCS with a new standards based digital system over the next 5 years – Phase I Upgrade Core to P25	3/31/14	Debbie N.		<b>Successfully Completed</b>
65. Upgrade the County shared FileNet to the latest version	12/31/13	Debbie N.		<b>Successfully Completed</b>
66. Organize the Data Center to lessen energy consumption	6/1/14	Debbie N.		<b>Successfully Completed</b>

### **Focus Area 3: Manage internal IT service delivery from a countywide perspective**

#### **Goal 1: Deliver IT services in a consistent manner countywide**

67. Implement countywide IT change management process		Steve B.		Expected to wrap up first two weeks of July, 2014.
68. Implement countywide IT service standards	9/30/14	Steve B.		In discussion with Service Now for cloud based ITSM solution
69. Complete MySacCounty rollout – Eliminate manual timesheet processing	9/30/13	Steve B.		<b>Successfully Completed</b>
70. Expand shared IT services to include consolidated departments and the Assessor	12/20/13	Debbie N.		<b>Successfully Completed</b>
71. Implement SAP/ERP Performance evaluations	9/16/13	Steve B.		<b>Successfully Completed</b>
72. Redesign the County intranet to be more organized and improve user experience and usability	12/31/13	Debbie N.		<b>Successfully Completed</b>
73. Present Capital Information Technology Plan to the BOS	9/30/13	Rami Z.		<b>Successfully Completed</b>
74. Implement SAP/ERP electronic personnel files	10/30/13	Steve B.		<b>Successfully Completed</b>
75. Expand department use of countywide NetApp storage	3/31/14	Debbie N.		<b>Successfully Completed</b>

**Completed Projects as of June 30, 2014: 67 out of 75 or 89%**

**Projects continued to 2014 – 15 IT Plan: 8**