Information Technology

Paul LaValley – Chief Information Officer

101-1900	FY 18/19 Adopted Budget	FY 19/20 CAO Recommended	Change
EXPENDITURES			
Salaries and Benefits	$2,290,117	$2,374,007	$83,890
Services and Supplies	$1,373,016	$1,305,759	($67,257)
Other Charges	($3,106,169)	($2,902,584)	$203,585
Fixed Assets	$0	$0	$0
TOTAL EXPENDITURES	**$556,964**	**$777,182**	**$220,218**
REVENUE			
Fed/State	$0	$0	$0
Grant	$0	$0	$0
Realignment	$0	$0	$0
Fees/Misc	$25,150	$144,254	$119,104
TOTAL REVENUE	**$25,150**	**$144,254**	**$119,104**
FUND BALANCE	**$0**		**$0**
NET COUNTY COST	**$531,814**	**$632,928**	**$101,114**

Program Description

The Information Technology department continually works to fulfill its mission to provide highly available, innovative, secure, cost-effective, and compliant services for Yuba County and related agencies by partnering with business leaders, implementing appropriate technology and enabling best practices for all government functions.

The Information Technology department plays an important role in helping the county plan for the future. There are multiple trends that will support the future vision of electronic government.

1. Cloud based services
2. Mobility
3. Using the web to better access information and communicate

While supporting programs to move the county toward these trends, we need to make sure that we are compliant with increasingly strict security requirements. We need to minimize the county's exposure to cyber security risks.

We also need to plan to migrate off expensive and difficult-to-maintain legacy platforms and move all departments to more efficient business processes for core public administration and public safety functions.

Even with the ongoing changes in technology, we need to continually look to decrease costs for equipment and services used across the county. We will always look for other ways to minimize our cost structure and still meet required levels of service.

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Accomplishments
FY 2018-2019

The Information Technology Department completed several projects that improved overall availability and security as well as provided new capabilities. Some of the significant ones are below.

- The county negotiated an agreement with Comcast to lease the fiber optic cabling used to provide high-speed communication between major county facilities.
- Updated county website
  - Worked with all county departments to migrate to new web content management system
  - Trained users across the county to manage their own content in the new system
  - Site will be a foundation for information sharing
- Negotiated Microsoft Enterprise agreement for software and cloud services
- Enabled WiFi for Packard, Sheriff Office, and Jail
- Completed Virtual Desktop Infrastructure (VDI) upgrade for HHSD Call Center
- Completed video surveillance project for Juvenile Hall
- Completed phone system controller upgrade for all major facilities

Performance Measures
FY 2018-2019

The ultimate purpose for Information Technology in any organization is to increase the efficiency and effectiveness of business operations. Achieving this purpose requires both the implementation of technology and users who are trained and motivated to use it. This ultimately means that many goals must be shared between IT and customer departments and are shown below.

For metrics on processes the IT department more fully controls, we will use the following.
- Availability for key services
- Security (Lack of critical security incidents)
- IT spending Metrics (Benchmarked against Gartner Local Government with less than $250 budget)
  - IT Spending as a Percent of Operating Expense
  - IT Spending per Employee
  - IT Full-Time Equivalents as a Percent of Employees

Goals and Objectives
FY 2019-2020

The IT Department has the following goals and objectives to meet the increasing needs for automation across the county.

Expand Public Web Presence
- Extend use of new county website
- Update GIS (Geographical Information System) infrastructure
- Migrate other websites to new content management system (Sheriff)

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Cloud/Mobility
• Evaluate fully controlled mobile devices (for example: iPads for secure applications)
• Evaluate security capabilities of Office 365 and Azure
• Consider deployment of additional Office 365 and Azure services

Modernize
• Migrate off Windows 7 (extended support is ending in January 2020)
• Plan for updating Public Safety and Public Administration systems (moving off legacy hardware that is expensive to support)
• Expand broadband for county facilities not covered with Comcast dark fiber
• Work with Community Development on information sharing to support broadband investment within the county

Business Continuity and Disaster Recovery
• Store critical backups to the cloud
• Enable on-premise and cloud recovery for critical services
• Continue to work with Water Agency for potential Disaster Recovery site

Look for service improvements and cost reductions
• Evaluate FirstNet first responder communication services for better reliability and coverage for Public Safety departments
• Evaluate discounted pre-purchase of support

Pending Issues/Policy Considerations
FY 2019-2020

Department of Justice is increasing focus on information security requirements for mobile computers/devices that can access CJIS data from outside the counties internal network and physical facilities. The requirements include multiple factor authentication, location identification and remote wipe. Since the DOJ security requirements are typically the standard that is eventually adopted for other types of protected information (for example: Personal Health Information and Federal Tax Information), we will need to be able to implement these controls in our infrastructure.