

# Information Technology

Perminder Bains – Director of Administrative Services

Information Technology	FY 21/22 Adopted Budget	FY 22/23 CAO Recommended	Change
<b>101-1900</b>			
<b>EXPENDITURES</b>			
Salaries and Benefits	\$2,369,725	\$2,484,710	\$114,985
Services and Supplies	\$1,856,902	\$1,050,515	(\$806,387)
Other Charges	(\$2,733,548)	(\$3,192,590)	(\$459,042)
Fixed Assets		\$844,756	\$844,756
<b>TOTAL EXPENDITURES</b>	<b>\$1,493,079</b>	<b>\$1,187,391</b>	<b>(\$305,688)</b>
<b>REVENUE</b>			
Fed/State			\$0
Grant			\$0
Realignment			\$0
Fees/Misc	\$144,254	\$1,039,010	\$894,756
<b>TOTAL REVENUE</b>	<b>\$144,254</b>	<b>\$1,039,010</b>	<b>\$894,756</b>
<b>FUND BALANCE</b>			<b>\$0</b>
<b>NET COUNTY COST</b>	<b>\$1,348,825</b>	<b>\$148,381</b>	<b>(\$1,200,444)</b>

## Program Description

The Information Technology Division of the Administrative Services 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 collaborating with County leadership and business partners, implementing appropriate technology and enabling best practices for all government functions.

Over the past few years, Yuba County has been dealing with ever-changing requirements to meet the safety and wellbeing of staff and clients, as well as changes in how the County interacts, supports, and does business with the public, businesses, and surrounding area agencies. Information Technology supported these efforts by adapting to the changing environment with the implementation of collaboration tools, supporting a fluid work-from-home customer base and implementing the tools to provide a secure network for daily County business.

Even as additional security measures are implemented and collaboration tools are deployed, the IT Division must be vigilant with understanding future threats by outside sources to undermine and disrupt services and gain access to protected data. Staying current with the latest security tools and best practices for administration and provisioning of services will be paramount for the security and health of County data, applications, and services.

The IT Division is dedicated to providing the best services to the County by working with departments to meet their technology needs in a timely and efficient manner, with an emphasis on security and innovation. Even with the ongoing changes in technology, we continually look to decrease costs for

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equipment and services used across the county. We seek ways to minimize our cost structure and still meet required levels of service.

## Accomplishments

### FY 2021-2022

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

- Implemented active endpoint/device security threat monitoring.
- Implemented network threat protection.
- Migrated users off of Skype for Business to Microsoft Teams for Chat and Meet functionality.
- Migrated county users to new VPN Services.
- Upgraded all firewalls to latest software version.
- Implemented 2FA to all county users for increased security.
- Implemented wireless infrastructure at the Government Center, Packard Building, Courthouse, Juvenile Hall and Sheriff Building.
- Deployed Microsoft Teams for Collaboration tools, including Sharepoint Online, Teams, and One Drive for Business.
- Assist with implementation and deployment of Sheriff's Civil Case Management System (Replaces Legacy SIRRON Application).
- Migrated County GIS Dataset from File Based Layers to a Parcel Fabric Layer Dataset for ease of maintenance and data continuity between layers.
- Supported the County Redistricting efforts for County Supervisor Districts and Election Precincts, and also assisted Yuba Water Agency and Yuba County Office of Education with redistricting.
- Implemented new Perimeter Network Infrastructure.
- Implemented new Virtual Desktop Infrastructure (VDI).
- Implemented new AVPN infrastructure for Sheriff Department Mobile Data Terminals (MDTs).
- Updated technology equipment and infrastructure in the Mobile Command Vehicle, including new camera system, new recorder, radios, computers, phone system, server, and television displays.

## Performance Measures

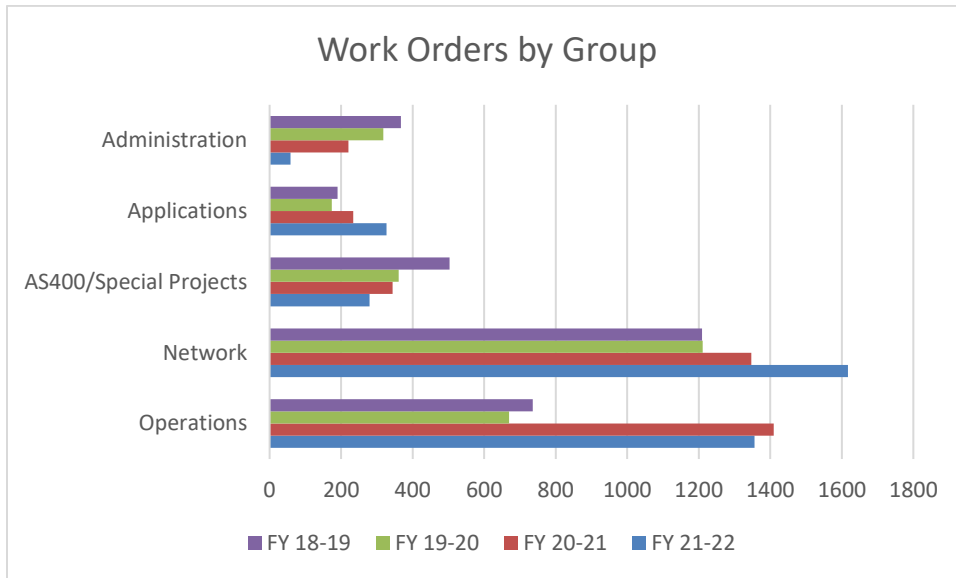
### FY 2021-2022

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, as shown below.

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## Work Orders



- FY 21-22 Operations and Network approx. 82% of Work Orders
- FY 20-21 Operations and Network approx. 78% of Work Orders
- FY 19-20 Operations and Network approx. 69% of Work Orders
- FY 18-19 Operations and Network approx. 65% of Work Orders

## Goals and Objectives

### FY 2022-2023

Continued expansion of collaboration tools to increase overall efficiency of County Departments, workflow, and services and the security of those services and backend data will need to be current to meet the needs of day-to-day County business.

#### Collaboration and Workflow

- Explore and expand online functionality of Microsoft 365 services within the county infrastructure.
- Replace aging technology for the County Intranet with Microsoft 365 Solutions.
- Champion Microsoft Teams and Channels for increased communication and workflow efficiency across departments.
- Improve endpoint patching process and vulnerability assessment and remediation.

#### Modernization

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- Support departmental and countywide efforts to migrate off of Legacy Public Safety and Public Administration systems on IBM AS-400 Platform.
- Implement new network infrastructure in the Packard Building.
- Implement new Public Safety radio repeater infrastructure at three tower sites.
- Implement public safety radio encryption to meet DOJ Directive.

## **Pending Issues/Policy Considerations FY 2022-2023**

In an ever-changing environment, Information Technology will continue to support County staff as needed at each site and in a hybrid on-site/remote work environment. Security of User Identification and authorization, as well as security of remote access devices to prevent unauthorized access and sharing of protected data, continues to be a high priority of the IT Division.

The Information Technology Division has decreased in staffing largely due to retirements. It has been difficult recruiting qualified experienced employees. With additional staffing, IT will be able to better support county plans – primarily organizational excellence strategic priorities. Bringing new employees into the division and growing them into roles of more responsibility will also help with the succession plans as staff retires. Additional IT staff will help the department support future county plans.