

Information Technology

Perminder Bains – Director

Information Technology	FY 22/23 Adopted Budget	FY 23/24 CAO Recommended	Change
101-1900			
EXPENDITURES			
Salaries and Benefits	\$2,587,928	\$2,954,524	\$366,596
Services and Supplies	\$1,050,515	\$771,529	(\$278,986)
Other Charges	(\$3,192,590)	(\$3,192,590)	\$0
Fixed Assets	\$894,756	\$313,706	(\$581,050)
TOTAL EXPENDITURES	\$1,340,609	\$847,169	(\$493,440)
REVENUE			
Fed/State			\$0
Grant			\$0
Realignment			\$0
Fees/Misc	\$1,089,010	\$595,570	(\$493,440)
TOTAL REVENUE	\$1,089,010	\$595,570	(\$493,440)
FUND BALANCE			\$0
NET COUNTY COST	\$251,599	\$251,599	\$0

Program Description

The Information Technology Division of the Administrative Services Department works to fulfill its mission to provide highly available, innovative, secure, cost-effective, and compliant Information Technology for Yuba County and related agencies by collaborating with County leadership and business partners, implementing technology, and enabling best practices in Information Technology for all government functions.

The Information Technology Division provides services to the County by working with departments to meet their technology needs in a timely, efficient and innovative manner with an emphasis on security and best practices. Even with the ongoing changes in technology, we continually look for efficiencies in information technology equipment and services. We use best practices to provide quality service and seek ways to minimize cost.

Even as additional cybersecurity measures are implemented and collaboration tools are deployed, the Information Technology 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 cybersecurity tools, and staying current or one version behind (N-1) is paramount for the security and health of County data, applications, and services.

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There are four core strategies across the enterprise moving forward into the 2023/2024 budget year that Information Technology Division will use:

1. Cloud 1st – where it makes sense
2. N-1 – Staying current or one version back in software, hardware, and firmware
3. See Something Say Something
4. Lifecycle of Technology Equipment

Accomplishments

FY 2022-2023

The Information Technology Division completed several projects that improved overall availability and security, as well as provided new capabilities. Some of the significant accomplishments this year include:

- Supported the implementation of the Tyler Energov Application Suite with data cleanup and data mapping for migration off the Trakit Permit System used by Community Development and Services Agency.
- Geographic Information Systems (GIS) - Implemented ArcGIS Enterprise 10.9.1 five server environment (Server 2019).
- Facilitated the training of 25 new Website Content Managers for maintenance of County departments website presence.
- Supported the County Redistricting efforts for County Supervisor Districts and Election Precincts, and assisted Yuba Water Agency and Yuba County Office of Education with redistricting.
- Implemented new Public Safety radio repeater infrastructure at three tower sites.
- Implemented Internet redundancy.
- Supported new technologies at polling sites for the Elections Department during the General Election.
- Upgraded SecureCheck system to current version running on a new server (Server 2019).
- Moved Megabyte Property Tax System to new servers (Server 2019).
- Upgraded Sheriff's Department Vantage Points system onto a new server (Server 2019).
- Deployed 150 new PC's as part of a technology refresh for Health and Human Services Department (HHSD).
- Implemented new cabling infrastructure for new Sheriff Jail Management Offices.
- Implemented new 10GB Microwave Link to Sheriff Yuba Street facility.

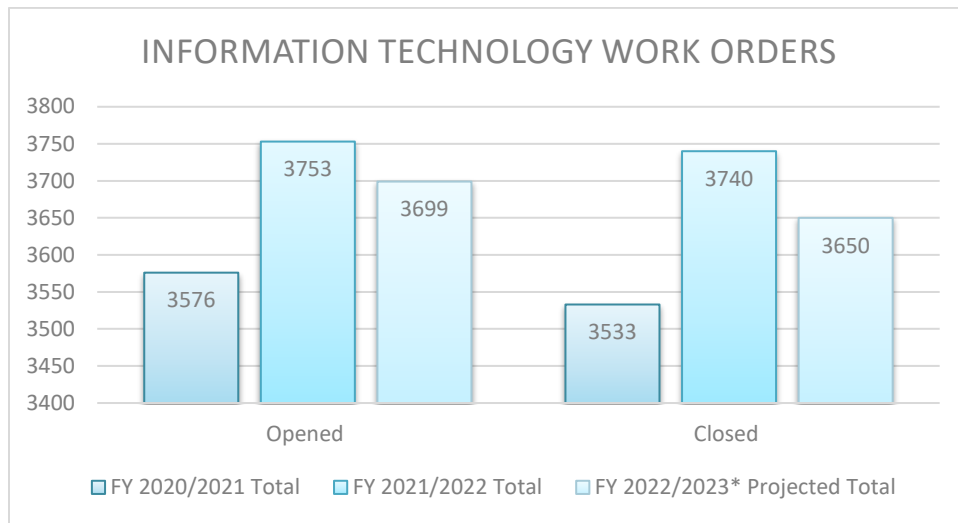
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Performance Measures FY 2022-2023

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. Below are some stats showing how Information Technology is assisting in meeting the needs of the customer departments.

Work Orders



- *Fiscal Year 2022-2023 is projected to June 30, 2023
- Total Work Order Requests Opened/Closed
 - *FY 2022-2023 3,699/3,650 – 99% Completed
 - FY 2021-2022 3,753/3,740 – 99% Completed
 - FY 2020-2021 3,576/3,533 – 99% Completed

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Goals and Objectives FY 2023-2024

The sunset of computer environments that are no longer supported:

- Server 2003
- Server 2008
- AS400

The deployment of standard best practices to promote a mobile modern workforce across the enterprise such as:

- QoS – Quality of Service
- Employee Wireless
- 64 bit applications
- Improve Remote Work Experience for Accessing County Applications

Cybersecurity

Assessing deployment of all security tools that have been purchased:

- Carbon Black
- Cisco Umbrella
- Cisco DNA
- Penetration Test
- Cyber Risk Assessment
- Expansion of Kroll services
- Disaster Recovery Plan development
- Disaster Recovery testing
- Movement from copper cable to fiber
- Phishing Training and deployment of Phishing Email button

Collaboration and Workflow

The full deployment of M365 and continued expansion of collaboration tools to increase overall efficiency of County departments, workflow, services, and the security of those services, and backend data will need to be ongoing to meet the needs of day-to-day County business.

- 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.

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Modernization

- Continue to support departmental and countywide efforts to migrate off of Legacy Public Safety and Public Administration systems on IBM AS-400 Platform
- Finish Implementing new network infrastructure in the Packard Building
- Implement public safety radio encryption to meet Department of Justice (DOJ) Directive
- Express Route – Direct path to Azure Government Cloud
- EBIT Card redundancy
- WASP Upgrade
- Memory upgrade on viable PCs
- Move to one computer device per person
- Windows 11 upgrade
- M365 Office Suite from 2016
- Cisco Hyperflex server infrastructure replacement
- Utilize TEAMS for communications

Pending Issues/Policy Considerations FY 2023-2024

In an ever-changing environment, Information Technology Division will continue to support County staff as needed at each site and in a hybrid onsite/remote work environment.

Ransomware and cyber extortion will remain among the top cyber threats facing state and local governments. As cybercriminals tactics continue to evolve, they will increasingly favor exfiltrating data over encrypting it for cyber extortion. It is important that the County continue to invest in cyber security tools, services, and staff training as part of its strategy to strengthen the County's cybersecurity posture.

The security maintenance of User Identification, User Authorization, and security of remote access devices to prevent unauthorized access and sharing of protected data continues to be a high priority of the Information Technology Division.