

### 3 - Information Technology Strategic Planning Tactical Goals

**1. Program Area:**

CAPITAL IMPROVEMENTS

**2. Identify agencies and departments involved.**

Countywide

Program Area: Information Technology, Program # 5

**3. Is the Strategic Priority new or previously identified in earlier Strategic Financial Plan; if previously identified, what has changed and why.**

New

**4. Provide a description of the project/program - what it is and what it will achieve.**

The Information Technology Working Group was established in the beginning of 2006 to focus on improving the County's Information Technology (IT) operations. The IT Working Group created the IT Strategic Planning Project in April 2006. The major focuses of this effort are:

- Increase staff productivity
- Review cost saving opportunities
- Measure the effectiveness of services provided to the public, and the effectiveness of the IT operation
- Respond rapidly to public/governmental service requests or mandates, and assess their impact on existing IT environments
- Obtain information quickly for strategic decision making, tactical and operational planning, and budgeting
- Utilize technology to improve the quality of public services
- Meet information needs that cross County agency and departmental boundaries
- Implement IT applications that are on time, within budget and that meet customer expectations
- Effectively manage technology complexity and associated costs

Based on County Business Drivers of service leadership to its constituents, operational effectiveness, fiscal responsibility and resource optimization, the IT strategic goals to accomplish during this Strategic Planning process include:

- To align technology with business needs, "Business Drives IT"

- Prioritize business driven IT plans and funding
- Improve and streamline IT processes
- Develop Countywide technology architecture, "Building Blocks"
- Streamline processes for creating and implementing Countywide standards, guidelines and IT best practices
- Create an IT strategic vision to support the Agencies/Departments' strategic missions
- Develop a plan that will enable County to transition to a "Digital County of Orange" via transformed and re-engineered procedures; increased availability of management decision making information; and more global use of supporting technology, tools, and skills training that will optimize County resources

The Countywide IT Strategic Planning Project will result in a five-year strategic plan and a three-year tactical project plan driven by business needs. The tactical projects (not including current and approved initiatives) are anticipated to center on the following:

#### eGovernment

Develop new applications to support delivery of County Services on-line; this includes expanding the County's Content Management System.

#### Enterprise Document Management System

Conduct a study of current and potential document imaging and management by County agencies and departments to ascertain where file and document storage space and costs can be reduced and develop cost-effective standards, recommendations and priorities for Countywide document management.

#### Build out existing Geographical Information Services Applications from 2006 Needs Assessment

Improve Countywide management of location based information by leveraging internet and intranet access to meet the needs of the County's agencies and departments through data sharing of regional base map programs and expansion of the GIS repository with Public Safety.

#### Enterprise Information Security Program

To ensure that the County's information systems and infrastructure are secure and that privacy and confidentiality regulations are maintained, an overall Countywide IT Security Program will be developed and maintained. This ongoing effort will require continued awareness training, hardware and software design, and implementation and maintenance, along with the labor required to support such a program.

CEO/IT Continued Virtual Server Consolidation

Leverage the County's server consolidation opportunities for cost savings.

Roll-out Enterprise Business Management Process Automation

Continued automation of the County's enterprise business processes. Business process automation will support the transition from manual processing to an automated workflow process (form, electronic storage, and document/image processing, etc.) at all levels of the organization.

Business Process Modeling

Tools to support Business Process Modeling

Decision Support Systems implementation

Implement data repository for Decision Support System and tools to support.

Data Center Co-Location Model Implementation

Leverage the County's Data Center (space and services) for cost savings.

Mainframe applications/modules migration

Ensure applications and modules (above and beyond the financial and HR applications) are transitioned appropriately from the mainframe to a new environment.

County Service Center (311)

Build out the County's Service Center (311).

Electronic Records Management and Archiving System

Archival automation of the County's electronic records such as email and electronic documents in accordance with the County's records retention schedule.

Enterprise Project Portfolio Management (Project Management Application)

Integration of additional modules; Interface modules that will allow Countywide time tracking integration for both County and Contracted labor to track real costs of projects and initiatives; additional modules to include resource demand analysis and strategic initiative planning/alignment.

Enterprise Architecture

Start to implement the County's shared components across the County as delineated from the County's IT Strategic Plan.

eLearning

Many areas within the County provide training and class scheduling. Enterprise eLearning tools will greatly benefit the County by meeting departments'

administrative, scheduling and reporting needs.

**5. Identify personnel - will the program/project require additional staffing? If so, estimate number of positions by classification.**

Some existing staff will be dedicated to various initiatives, and the positions identified below will be requested in the FY 06-07 First Quarter Budget Report for addition to Agency 017. Other staffing will be provided through contract staffing. Preliminary estimates for staffing are as follows:

Position Number	FY Covered
2 Program Managers (Admin Mgr. III)	2007-2012
1 Enterprise Architect (Admin Mgr. III)	2007-2012
1 Project Manager (Admin Mgr. II)	2007-2012

**6. Identify one-time costs (e.g. equipment purchase).**

Please refer to the attached spreadsheet for cost information.

**7. Identify potential funding sources (e.g., State, Federal, General Fund, fees).**

General Fund and recovered as specific customer needs are identified.

Please refer to the attached spreadsheet for funding information.

**8. Identify community awareness (stakeholders).**

Taxpayers, Cities, County & Special Districts.

**9. Is this program/project mandated or discretionary?**

Discretionary.

**10. Identify implementation period if funding were available.**

This is multi-phase and multi-year project that is estimated to go through fiscal year 2007-2012.

<b>3 - Information Technology Strategic Planning Tactical Goals</b>											
	<b>FY 06-07</b>	<b>FY 07-08</b>	<b>FY 08-09</b>	<b>FY 09-10</b>	<b>FY 10-11</b>	<b>FY 11-12</b>	<b>FY 12-13</b>	<b>FY 13-14</b>	<b>FY 14-15</b>	<b>FY 15-16</b>	<b>FY 16-17</b>
<b>I. Cost</b>											
One-Time Costs											
IT Strategic Planning Tactical Projects	3,050,000	6,640,500	4,560,000	2,635,000	2,035,000	1,535,000	0	0	0	0	0
<b>Agency One-Time Cost Total</b>	<b>3,050,000</b>	<b>6,640,500</b>	<b>4,560,000</b>	<b>2,635,000</b>	<b>2,035,000</b>	<b>1,535,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Total Cost											
Services & Supplies	0	5,770,500	3,615,000	2,225,000	1,710,000	1,260,000	0	0	0	0	0
Fixed Assets	0	870,000	945,000	410,000	325,000	275,000	0	0	0	0	0
<b>Agency Ongoing Cost Total</b>	<b>0</b>	<b>6,640,500</b>	<b>4,560,000</b>	<b>2,635,000</b>	<b>2,035,000</b>	<b>1,535,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Agency Cost Total</b>	<b>0</b>	<b>6,640,500</b>	<b>4,560,000</b>	<b>2,635,000</b>	<b>2,035,000</b>	<b>1,535,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>II. Non-General Fund Revenue</b>											
No Revenue	0	0	0	0	0	0	0	0	0	0	0
<b>Agency Revenue Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>III. General Fund Requirement</b>	<b>0</b>	<b>6,640,500</b>	<b>4,560,000</b>	<b>2,635,000</b>	<b>2,035,000</b>	<b>1,535,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>IV. Staffing</b>											
No Positions	0	0	0	0	0	0	0	0	0	0	0

**Recommend \$2 million NCC per year beginning FY 08/09 through FY 11/12 for a total of \$8 million.**