



Five-Year Information Technology Plan

Introduction

The proposed five-year Information Technology (IT) Plan for Fiscal Years 2021-22 through 2025-26 is the County's compilation of significant IT projects. The projects include both those requesting General Funds from Data Systems Development Projects, Budget Control 038, as well as those proposing funding from non-General Fund sources. This document is updated annually to reflect the changing needs and fiscal outlook of the County.

Departments were requested to identify planned IT projects costing more than \$150,000 over the five-year financial planning period. Identification of projects in the IT Plan allows each request to be reviewed and five-year funding requirements to be assessed. IT projects exceeding \$1,000,000 in a single year and requiring General Funds will continue to be reported in the Strategic Priority section of the SFP.

The IT Plan serves as an assessment tool to assist in the evaluation of funding commitments, as well as potential project overlap. Moreover, the plan provides a roadmap for future IT projects while maintaining long-term financial stability. The assessment is an ongoing process influenced by many changing factors such as service needs, available resources, Board priorities, legal mandates, age and condition of existing IT infrastructure, and considerations for changes in technology and IT data security.

The IT plan is not a budget document, but rather a planning tool to be used in conjunction with the budget development process for FY 2021-22 through FY 2025-26. The reported IT projects (and those subsequently identified) will be evaluated for funding during the FY 2021-22 annual budget development process. Project needs and related costs will be reviewed again during the next SFP cycle which will begin in August 2021.

IT projects will be reviewed by the Information Technology Investment Review Committee (IT IRC) in preparation of the following year's budget requests. Departments will continue to submit detailed IT project requests on an annual basis in order to secure approval and appropriations as part of the budget development process.



IT Projects General Fund 100-038 and Non-General Fund 15I

Effective FY 2020-21 countywide IT projects are budgeted and accounted for in Countywide IT Projects Fund 15I. As of October 31, 2020, appropriations in Fund 15I total \$12.2 million, funded by \$4 million Net County Cost transferred in from Data Systems Development Projects, Budget Control 038 and \$8.2 million carryover fund balance. The NCC Limit for Data Systems Development Projects, Budget Control 038 is set at \$4 million for each fiscal year of the five-year plan, which provides potential funding for the IT project requests included in this SFP. The total five-year net IT projects costs summarized in this SFP are \$16.3 million, excluding General Fund Strategic Priorities requested by OCIT Countywide Services and Departments.

INFORMATION TECHNOLOGY (IT) PROJECT PROPOSAL SUMMARY

C/N IT Project Title	5-Year Cost Funded by Dept	5-Year NCC Request	ANNUAL NCC REQUEST (COST LESS REVENUES OR OTHER SOURCES)				
			FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Program IV - General Government Services							
<u>054 - Human Resource Services</u>							
C Cornerstone OnDemand (Eureka) - Engage Module	470,000	0	0	0	0	0	0
Program IV Subtotal	470,000	0	0	0	0	0	0
Program V - Capital Improvements							
<u>15I - Countywide IT Projects Non-General Fund</u>							
C System of Care Data Integration System	0	13,127,542	2,918,696	2,580,323	2,595,155	2,516,684	2,516,684
N County Network Lab	0	375,000	0	375,000	0	0	0
N Badge and MIM	0	150,000	0	150,000	0	0	0
N Application Code Scanning	0	456,000	0	456,000	0	0	0
N Automated Patching Tool	0	474,000	0	474,000	0	0	0
N Centralized Data Loss Prevention	0	426,000	0	426,000	0	0	0
N Cloud Security Controls	0	387,000	0	387,000	0	0	0
N Automated E-Discovery Tool	0	474,000	0	474,000	0	0	0
N Network Segmentation & Network Access Control	0	390,000	0	390,000	0	0	0
Program V Subtotal	0	16,259,542	2,918,696	5,712,323	2,595,155	2,516,684	2,516,684
Program VII - Insurance, Reserves & Miscellaneous							
<u>289 - OCIT Countywide Services</u>							
N Inventory Management	950,000	0	0	0	0	0	0
Program VII Subtotal	950,000	0	0	0	0	0	0
Total NCC Request	0	16,259,542	2,918,696	5,712,323	2,595,155	2,516,684	2,516,684

Legend: C = Continuing IT Project, N = New IT Project

Notes:

- 1) The above SFP requests do not commit the County to funding. The funding is committed through the annual budget process and the above information is subject to change at that time.
- 2) The NCC Limit for the Data Systems Development Projects, Budget Control 038, is set at \$4 million for each fiscal year of the five-year plan.

Program: **General Government Services**
 Budget Control: **054 - Human Resource Services**

Fund: **100**

IT Project Description:		Unit Number: 054IZ01			PB Req: 7015
Cornerstone OnDemand (Eureka) - Engage Module					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Expense:	110,000	90,000	90,000	90,000	90,000
Revenue:	110,000	90,000	90,000	90,000	90,000
Balance:	0	0	0	0	0
Funding Source:	State	Federal	General Fund	Other	Total
	0%	0%	0%	100%	100%
Proposal:					
<p>Human Resources (HR) proposes contracting for a third module to the Eureka learning and development resource to measure employee engagement and satisfaction throughout the County. The data provided by this module would enhance data-driven, human capital decisions and could support talent retention and employee performance. Additionally, data provided by the "Engage" module could serve as a critical measure for Recruitment Services to understand the fit and success of new hires. Subsequently, the data may be used to guide decisions related to recruitment and hiring processes. The module could provide access to research-based engagement tools to measure employee engagement, satisfaction, and commitment, which are all key drivers of retention and performance. Additionally, Engage would provide the County with the ability to implement and administer a new hire survey as part of a new onboarding process. Costs for the project would be funded by Charges for Services; HR would charge implementation and annual ongoing costs to users beginning in FY 2021-22.</p>					

Total Budget Control: 054 - Human Resource Services					
Sources and Uses	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Total Expense:	110,000	90,000	90,000	90,000	90,000
Total Revenue:	110,000	90,000	90,000	90,000	90,000
Balance*:	0	0	0	0	0

*Note: Balance is funded by Net County Cost (NCC) or Fund Balance

Program: **Capital Improvements**
 Budget Control: **15I - Countywide IT Projects Non-General Fund**

Fund: **15I**

IT Project Description:		Unit Number: 15III16			PB Req: 6582
System of Care Data Integration System					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Expense:	3,648,370	3,225,404	3,243,944	3,145,855	3,145,855
Revenue:	729,674	645,081	648,789	629,171	629,171
Balance:	2,918,696	2,580,323	2,595,155	2,516,684	2,516,684
Funding Source:	State	Federal	General Fund	Other	Total
	20%	0%	80%	0%	100%
Proposal:					
<p>The System of Care Data Integration system was established as a coordinated data-sharing platform to serve both internal and external stakeholders to improve care coordination and delivery of services to the County's most vulnerable residents. The system will benefit multiple departments (Health Care Agency, OC Sheriff's Department, Social Services Agency, OC Community Resources and the Probation Department) by providing access to information, reduced barriers to services, a streamlined referral process and more efficient and effective utilization of resources.</p>					

Program: **Capital Improvements**
 Budget Control: **15I - Countywide IT Projects Non-General Fund**

Fund: **15I**

IT Project Description:		Unit Number: 15IIZ06			PB Req: 7043
County Network Lab					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Expense:	0	375,000	50,000	50,000	50,000
Revenue:	0	0	50,000	50,000	50,000
Balance:	0	375,000	0	0	0
Funding Source:	State	Federal	General Fund	Other	Total
	0%	0%	100%	0%	100%
Proposal:					
<p>A lab environment is requested by OCIT for testing configurations, patches and upgrades before applying to the production environment. This may assist with keeping network devices updated with current software and patches, improve network reliability, and reduce outages. OCIT would build a network lab with the same model and type of routers, switches and firewalls currently implemented on the County network. Because the patches, upgrades and solutions would be suitably tested before deployment, OCIT may be able to provide even more reliable services to County departments. The project could be completed in FY 2022-23 if funding were available. The implementation cost of \$375,000 NCC would be requested in FY 2022-23 and OCIT Countywide Services, Fund 289, would charge \$50,000 annual ongoing costs to users beginning in FY 2023-24.</p>					

Program: **Capital Improvements**
 Budget Control: **15I - Countywide IT Projects Non-General Fund**

Fund: **15I**

IT Project Description:		Unit Number: 15IIZ09			PB Req: 7044
Badge and MIM					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Expense:	0	150,000	4,000	4,000	4,000
Revenue:	0	0	4,000	4,000	4,000
Balance:	0	150,000	0	0	0
Funding Source:	State	Federal	General Fund	Other	Total
	0%	0%	100%	0%	100%
Proposal:					
<p>OCIT requests a proposal to implement an Identify and Badge Data Integration project that would improve the flow between digital identities and the badge access system, enhance security and increase efficiencies while providing physical access to County facilities. The project would provide data integration between digital identity management and physical access management. The project could be completed in FY 2022-23 if funding were available. Implementation cost of \$150,000 NCC would be requested in FY 2022-23 and OCIT Countywide Services, Fund 289, would charge \$4,000 annual ongoing costs to users beginning in FY 2023-24.</p>					

Program: **Capital Improvements**
 Budget Control: **15I - Countywide IT Projects Non-General Fund**

Fund: **15I**

IT Project Description:		Unit Number: 15IIZ01			PB Req: 7045
Application Code Scanning Tool					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Expense:	0	456,000	0	0	140,000
Revenue:	0	0	0	0	140,000
Balance:	0	456,000	0	0	0
Funding Source:	State	Federal	General Fund	Other	Total
	0%	0%	100%	0%	100%
Proposal:					
<p>The County website, OCGov.com is a business application used by external entities and the public for various reasons. OCIT requests a proposed application security tool to increase protection against web application exploitation by scanning the code and addressing possible vulnerabilities. OCIT proposes to implement a tool and provide a mechanism to identify potential flaws in the County's applications code design. The project could be completed in FY 2024-25 if funding were available. Implementation cost of \$456,000 NCC would be requested in FY 2022-23 and OCIT, Fund 289, would charge \$140,000 annual ongoing costs to users beginning in FY 2025-26.</p>					

Program: **Capital Improvements**
 Budget Control: **15I - Countywide IT Projects Non-General Fund**

Fund: **15I**

IT Project Description:		Unit Number: 15IIZ02			PB Req: 7046
Automated Patching Tool					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Expense:	0	474,000	0	0	90,000
Revenue:	0	0			90,000
Balance:	0	474,000	0	0	0
Funding Source:	State	Federal	General Fund	Other	Total
	0%	0%	100%	0%	100%
Proposal:					
<p>Vulnerability management is a process requiring ongoing remediation of identified risks. OCIT requests a project to compare commercially available automated patching solutions and implement the most suitable tool based on a set of criteria for identifying vulnerability management and patching. The project could be completed in FY 2024-25 if funding were available. Implementation cost of \$474,000 NCC would be requested in FY 2022-23 and OCIT, Fund 289, would charge \$90,000 ongoing annual costs to users beginning in FY 2025-26.</p>					

Program: **Capital Improvements**
 Budget Control: **15I - Countywide IT Projects Non-General Fund**

Fund: **15I**

IT Project Description:		Unit Number: 15IIZ03			PB Req: 7047
Centralized Data Loss Prevention					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Expense:	0	426,000	0	0	134,000
Revenue:	0	0			134,000
Balance:	0	426,000	0	0	0
Funding Source:	State	Federal	General Fund	Other	Total
	0%	0%	100%	0%	100%
Proposal:					
<p>OCIT requests a proposed Centralized Data Loss Prevention project that would protect the County from unintended data disclosure. Data loss can occur in several different areas where data is handled. These include data in motion (internet, email, cloud), data in use (servers, laptops, desktops, mobile devices) and at rest (stored). The project could be completed in FY 2024-25 if funding were available. Implementation cost of \$426,000 NCC would be requested in FY 2022-23 and OCIT, Fund 289, would charge \$134,000 ongoing annual costs to users beginning in FY 2025-26.</p>					

Program: **Capital Improvements**
 Budget Control: **15I - Countywide IT Projects Non-General Fund**

Fund: **15I**

IT Project Description:		Unit Number: 15IIZ04			PB Req: 7048
Cloud Security Controls					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Expense:	0	387,000	117,000	117,000	117,000
Revenue:	0	0	117,000	117,000	117,000
Balance:	0	387,000	0	0	0
Funding Source:	State	Federal	General Fund	Other	Total
	0%	0%	100%	0%	100%
Proposal:					
<p>The proposed Cloud Security Controls project, requested by OCIT, would provide necessary measures to protect County applications and data stored in the cloud environment. OCIT's solution would implement effective authentication and authorization processes to safeguard the applications and data. The project could be completed in FY 2022-23 if funding were available. Implementation cost of \$387,000 NCC would be requested in FY 2022-23 and OCIT, Fund 289, would charge \$117,000 annual ongoing costs to users beginning in FY 2023-24.</p>					

Program: **Capital Improvements**
 Budget Control: **15I - Countywide IT Projects Non-General Fund**

Fund: **15I**

IT Project Description:		Unit Number: 15IIZ05			PB Req: 7049
Automated E-Discovery Tool					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Expense:	0	474,000	0	0	90,000
Revenue:	0	0			90,000
Balance:	0	474,000	0	0	0
Funding Source:	State	Federal	General Fund	Other	Total
	0%	0%	100%	0%	100%
Proposal:					
<p>County departments, including Human Resource Services and County Counsel, have expressed a need for electronic discovery (e-discovery) information. OCIT's proposed solution would be designed to enhance the accuracy of searches of electronically stored information. The project could be completed in FY 2024-25 if funding were available. Implementation cost of \$474,000 NCC would be requested in FY 2022-23 and OCIT, Fund 289, would charge \$90,000 annual ongoing costs to users beginning in FY 2025-26.</p>					

Program: **Capital Improvements**
 Budget Control: **15I - Countywide IT Projects Non-General Fund**

Fund: **151**

IT Project Description:		Unit Number: 15IIZ07			PB Req: 7050
Network Segmentation & Network Access Control					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Expense:	0	390,000	0	0	0
Revenue:	0	0	0	0	0
Balance:	0	390,000	0	0	0
Funding Source:	State	Federal	General Fund	Other	Total
	0%	0%	100%	0%	100%
Proposal:					
<p>OCIT requests a proposed Network Segmentation and Network Access Control project that would safeguard access to the County network and prevent data exfiltration and unintended data loss. The project would establish network segmentation to prevent unauthorized users from accessing the network and enhance the ability to contain malware. The project could be implemented in FY 2022-23 if funding were available. Implementation costs of \$390,000 NCC would be requested in FY 2022-23.</p>					

Total Budget Control: 15I - Countywide IT Projects Non-General Fund					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Total Expense:	3,648,370	6,357,404	3,414,944	3,316,855	3,770,855
Total Revenue:	729,674	645,081	819,789	800,171	1,254,171
Balance*:	2,918,696	5,712,323	2,595,155	2,516,684	2,516,684

*Note: Balance is funded by Net County Cost (NCC) or Fund Balance

Program: Insurance, Reserves & Miscellaneous
 Budget Control: 289 - OCIT Countywide Services

Fund: 289

IT Project Description:		Unit Number: 289IZ08			PB Req: 6519
Inventory Management					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Expense:	250,000	175,000	175,000	175,000	175,000
Revenue:	250,000	175,000	175,000	175,000	175,000
Balance:	0	0	0	0	0
Funding Source:	State	Federal	General Fund	Other	Total
	0%	0%	0%	100%	100%
Proposal:					
<p>OCIT is responsible for tracking assets ranging in cost from a few dollars to some in excess of \$1 million. The existing system only provides tracking once the asset is installed into the production environment. OCIT seeks to deploy a new system which will track the assets through their complete lifecycle (from delivery to the production environment and through the time the assets are sent to surplus). The proposed solution is to use the Asset/Inventory tracking modules within the ServiceNow (SMS) application hosted by SAIC. Costs for the project would be funded by Fund 289, OCIT Countywide Services.</p>					

Total Budget Control: 289 - OCIT Countywide Services					
Sources and Uses	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
Total Expense:	250,000	175,000	175,000	175,000	175,000
Total Funding:	250,000	175,000	175,000	175,000	175,000
Balance*:	0	0	0	0	0

*Note: Balance is funded by Net County Cost (NCC) or Fund Balance