

# INFORMATION TECHNOLOGY DEPARTMENT

2020 Annual Update

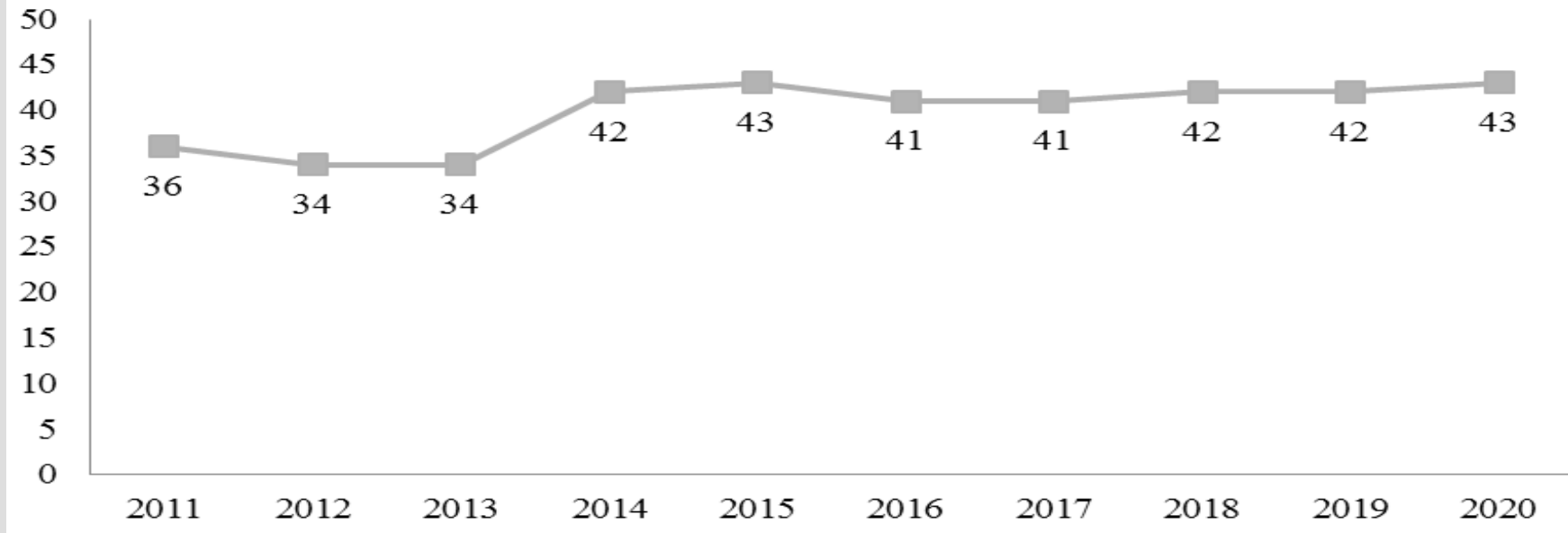


# ABOUT US

# MISSION

The Information Technology Department is committed to provide secure, reliable, sustainable, modern and flexible solutions in support of the County's business objectives.

# BUDGET/STAFFING 19/20



SUPPORT FUNCTION	APPROPRIATIONS	# of STAFF
Administrative	\$1,861,100	6.5
Application & Web Support	\$1,558,750	16.00
Technical Services/Records Mgmt	\$30,150	0.5
Network/Server/Desktop Support	\$5,923,200	19.00
Communications	\$731,500	1.00
<b>TOTAL ** rounded numbers</b>	<b>\$10,103,000</b>	<b>43.00</b>

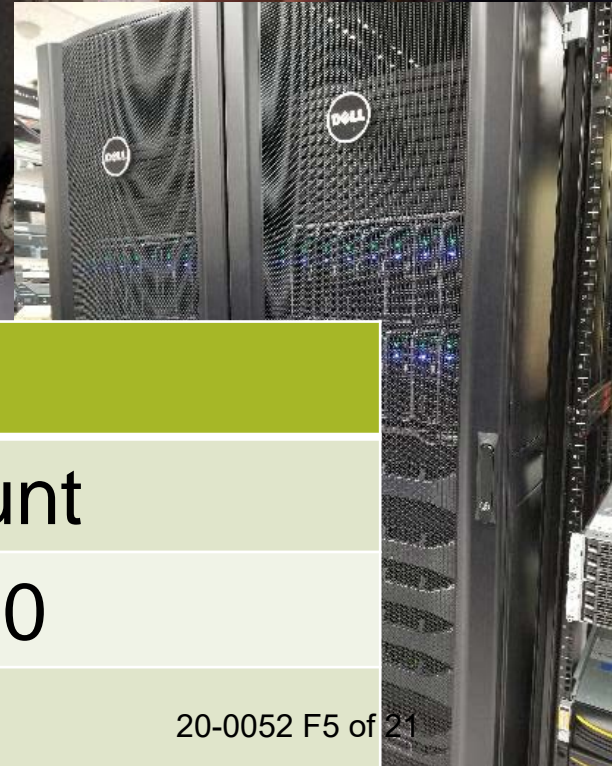
# OUR SERVICES

- Service Desk
- Telecommunications
- Project Management & Business Analysis
- Application Development and Support
- Records Management

# SERVICE DESK

Intake, Assign & Track all IT Requests

- Virtual Desktop Infrastructure (VDI), Personal Computers and Laptop Support
- Applications and Systems Support
- Administrative Services
- Telecommunications
- IT Purchase Requests



## WORKSTATIONS

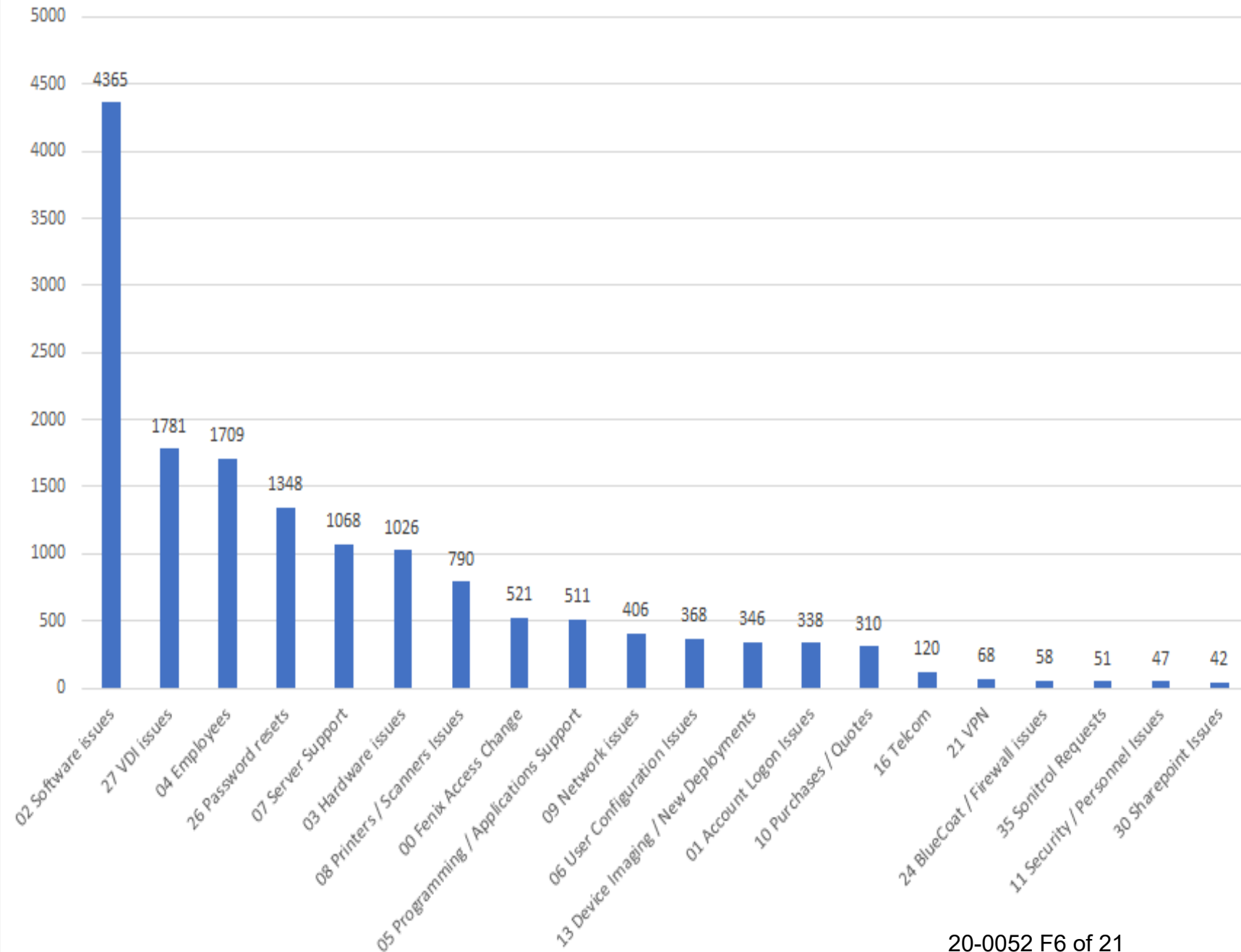
Metric	Count
Windows (PC/Laptops)	1220
VDI	470

# CUSTOMER SUPPORT

In 2019, the IT Department received 15,665 Help Desk tickets.

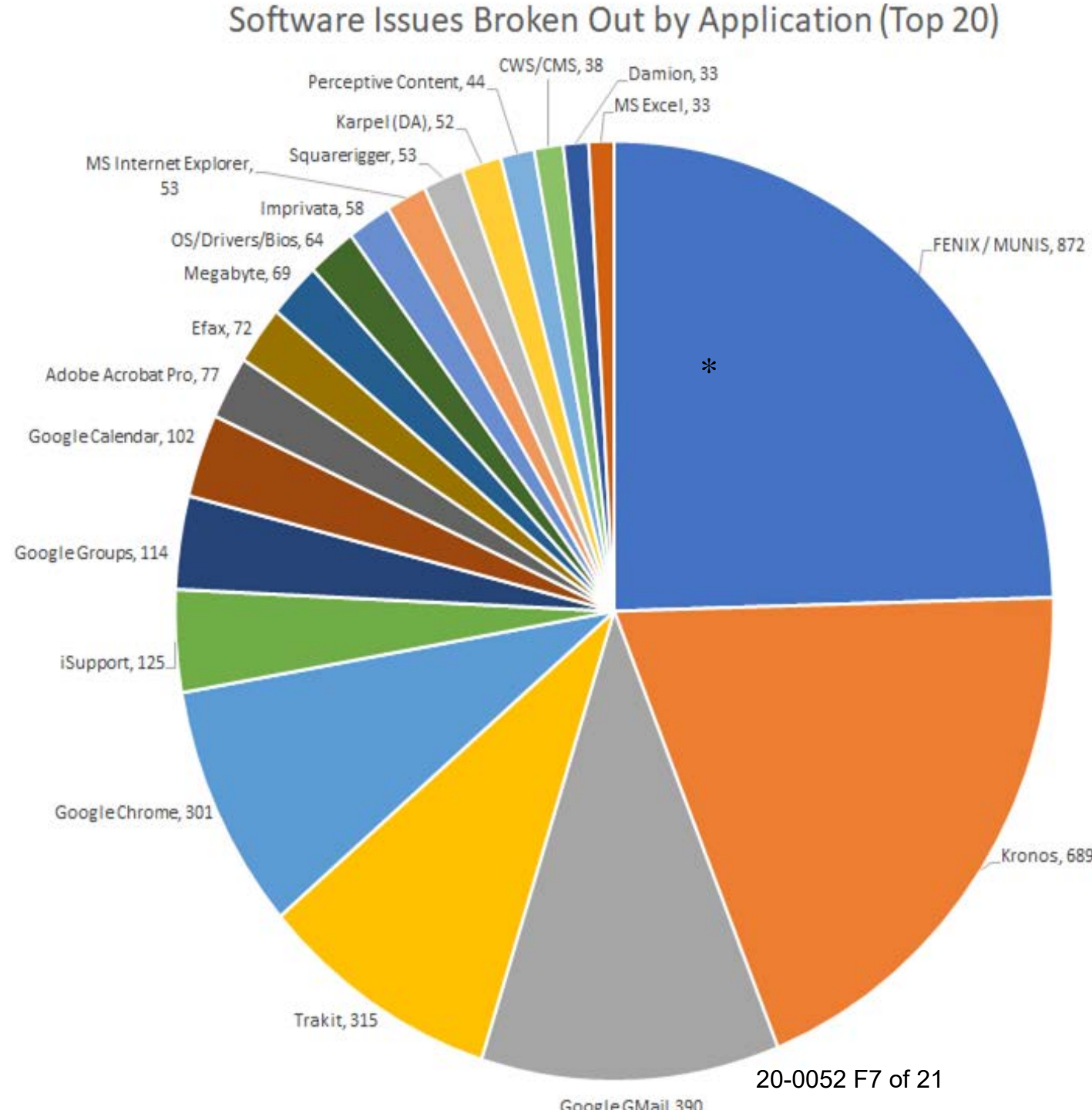
98.4% closed last year

Tickets Opened in 2019 by Category (Top 20)



# CUSTOMER SUPPORT

FENIX and Kronos were the source of more than 40% of all software service requests handled in 2019.





# TELECOMMUNICATIONS

Supports/Maintains County Phones

- Voice over Internet Protocol (VOIP)
- Interconnect Services (Outside Calls)
- Voicemail
  - Transfer to email service
- Plain Old Telephone Services (POTS)
- Desktop Device Support
- Vendor Management





# APPLICATION DEVELOPMENT & SUPPORT

- Develop applications to meet business needs
- Troubleshoot and resolve application issues



# PROJECT MANAGEMENT & BUSINESS ANALYSIS

Continue to develop the Project Management Office

- Manage and Control Project Delivery
- Prioritize/Organize IT projects



# Service Desk

## 2019 ACCOMPLISHMENTS

- 2019 Elections Support
- Karpel Case Management System
- El Dorado County Courtrooms
- Tax Collector Video Surveillance System
- Office Moves/Reconfigurations
  - Health & Human Services Agency -Spring St.
  - Recorder Clerk Office Staff Reorganization
  - Code Enforcement Office Relocation
  - Planning & Building
  - Air Quality Management Department
  - Video Surveillance installation & Support

### Computer/System Support

- Deployed 219 new computers
  - DA Investigator Upgrades
  - Women, Infant, & Children
  - Various other departments
- 500 Desktop upgrades
- CAO Monitor upgrade
- Printer Self-Service
- Mobile Device Management
- Support 470 Virtual Desktops
- Converted 40 Child Welfare Services

# Telecommunications, Server, Networking

## 2019 ACCOMPLISHMENTS

- Multi Sights
- Telephone System Upgrade & Expansion
- Edge Switch and Domain Controller Refresh
- Wide Area Network Circuit Upgrade
- Office moves
- Video Surveillance Upgrades
- Internet Circuit Upgrade - 250Mbs to 1Gb
- Elections Vote Centers
- Sheriff's Office Support
- FENIX upgrade to allow access
- Added capacity to connections
- Phone System Expansion
- Upgraded ArcGIS (Surveyor)
- Noble/LexisNexis Project
- Data Recovery Services

# Application Development & Project Management 2019 ACCOMPLISHMENTS

Mainframe Application Replacement

HERO/Parcel

Recorder Clerk Maps

Tax Collector Applications

Deposits program upgrade

Tax sales modifications

Business License modifications

Technology, Applications, & Services Catalog

Karpel Case Management System

Capital Improvement Program (CIP)

Library STAR Program

FENIX implementations

MUNIS Payroll

Kronos Timekeeping

Employee Self Service (ESS)

2019 Upgrade and HUB Dashboard



# LOOKING AHEAD TO 2020

- Right Size the IT Department
- Continuous Process Improvements/Training
- Focus on Application Delivery/Solutions Support

# RIGHT SIZE ORGANIZATION

- Fill Vacancies
- Expert Level Augmentation
- Temp Help (Students and Interns)

# CONTINUOUS PROCESS IMPROVEMENTS

## Communication

- Establish IT Governance
- Bi-Directional
- User Experience

## Project Management Office

- Continuous Delivery Model
- Reusable Templates
- Dashboard Views

## Establish/Update

- IT Policy, Practices and Procedures
- Standard IT Contract Language

## Disaster Recovery

# CONTINUOUS TRAINING

- Career Path Training within IT
- Security
- IT Policy Implementation/Socialization
- Organizational Change Management
- Risk Management
- Process Improvement Techniques
- Americans with Disability Act requirements
- User Experience/User Interface

# 2020 APPLICATION DELIVERY

## Improve User Experience

- Public Internet
- El Dorado County Intranet
- Application Development

## Recorder Clerk

- Tyler Eagle Project

## Department of Transportation and Building & Planning

- TrakIT Project

## System Integration

## Organizational Support

- Standardization on delivery methods
- Improved Budget Intake Process
- Assessment/Market Research
- Internal/External Web Development
- Replacement of Legacy & Ancillary Systems
- Reports Development

## FENIX

- Bids and Vendor Self Service
- General Billing and Accounts Receivable



# SOLUTIONS SUPPORT

- FENIX-MUNIS
- Virtual Desktops
- ROR/RCDW (public)
- TrakIT
- Intranet/Internet
- Megabyte
- Envision
- AppExtender
- Kronos
- FENIX: Kronos Interface
- FENIX: MUNIS AP interfaces
- FENIX: CIV Interface
- FENIX-EBS Interfaces
- HERO
- PATS
- PDA
- PRIMA
- Recorder Clerk Maps
- Contract/Bids (public)
- STARS (public)
- TCU
- Parcel (public)
- FENIX: CIV Interface
- FENIX: District Rpts
- CDS-Financial/Billings Systems
- Capital Improvement Program (CIP)
- DA Cold Case
- PLN/BLD Callback Log
- Online Mileage System
- CDS HR Database
- Tax Sales/Auction
- DOT Complaint Log
- CDS Contracts
- Agreement Management System (AMS)
- FENIX: District Rpts



# ACRONYMS

1. AMS - Agreement Management System
2. AQMD - Air Quality Management Division
3. CDS - Community Development Services
4. CIP - Capital Improvement Program
5. CWS - Child Welfare Services
6. DA - District Attorney
7. DOT - Department of Transportation
8. EBS - Employee Benefits System
9. ESS - Employee Self Service
10. GIS - Geographical Information Services
11. HERO - Historical Electronic Reporting Online
12. HHSA - Health and Human Services Agency
13. HR - Human Resources
14. IT - Information Technology
15. PATS - Paramedics Accreditation Training System
16. PC - Personal Computer
17. PDA - Program Disbursement Authorization
18. POTS - Plain Old Telephone Services
19. RC Maps - Recorder Clerk Maps
20. RCDW - Recorder Clerk Document Works
21. RORI - Recorder Official Record Index
22. STARS - Story Time Attendance Recording System
23. TASC - Technology, Applications, & Services Catalog
24. TCU - Tax Collector Utilities
25. VDI - Virtual Desktop Infrastructure
26. VOIP - Voice over Internet Protocol
27. WAN - Wide Area Network
28. WIC - Women, Infant, Children