



Legislation Text

File #: 18-0548, **Version:** 1

Chief Administrative Office recommending the Board

- 1) Approve a reorganization of the Information Technologies and Treasurer-Tax Collector office staffing, to centralize information technology staffing within the Information Technologies Department;
- 2) Adopt and authorize the Chair to sign Resolution **056-2018** amending the Authorized Personnel Allocation Schedule to reassign the two information technology positions currently allocated to the Treasurer-Tax Collector's Office to the Information Technologies Department, effective with the pay period beginning April 28, 2018;
- 3) Approve the related Budget Transfer (4/5 vote required to approve budget transfer document); and
- 4) Direct the Director of Information Technology to develop a service level agreement with the Treasurer-Tax Collector to reflect continued service to the Treasurer-Tax Collector's Office. (Est. Time: 15 Min.)

FUNDING: General Fund (no change).

DEPARTMENT RECOMMENDATION

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DISCUSSION / BACKGROUND

In Fiscal Year 2016-17, the Civil Grand Jury recommended the consolidation of a fully integrated, countywide IT organization. The County's response to this recommendation stated, *"The recommendation will not be implemented because it is not reasonable. Complete consolidation is not standard across California Counties, could be infeasible within a County organizational structure, and may not be advisable in all circumstances. However, partial consolidation of information technology functions has been an area identified by the County as an opportunity to gain efficiencies, and the Chief Administrative Office continues to work with the IT Director and County departments to identifying appropriate areas for consolidation under a centralized Information Technologies Department model. It is anticipated that consolidation efforts will remain focused on central service departmental functions. It is anticipated that the Sheriff's Office, which is responsible for specialized and complex information systems with expanded requirements for security, will remain responsible for information technology functions within the Sheriff's Office."*

County Charter Section 210(b)(2) states the Board may “Consolidate, segregate, assign or transfer the powers and duties of any elective office or division thereof to the extent authorized by general law and not in conflict with this charter.”

Over the past five to six years, information technology staff from the District Attorney’s Office, Health & Human Services Agency, and the Community Development Agency were reassigned to the Information Technology Department under a central services model. One information technology support position remains in HHSA due to the need for specialized support of State IT systems related to social services programs.

In Fiscal Year 2017-18 one Information Technology Department Specialist was deleted from the Elections Office and allocated to the Information Technology Department. Currently, the Information Technologies Department is responsible for coordinating, overseeing and supporting IT services for every department except the Sheriff, Probation, Treasurer-Tax Collector, Assessor, Recorder/Clerk, and Surveyor. With the exception of the Sheriff’s Office, the Information Technologies Department provides varying levels of support, such as desktop support services, for all of these departments.

Discussion

The Treasurer-Tax Collector is currently allocated one Senior Information Technology Coordinator position and one Information Technology Departmental Specialist position. Industry standards for the ratio of the number of IT support professionals to the number of end users ranges from one IT professional to 75 - 150 end users. Currently, the Information Technologies Department has six IT professionals supporting approximately 1,600 end users, for a ratio of 1:266. The Treasurer-Tax Collector’s Office has two full time IT professionals supporting approximately 20 employees a ratio of 1:10. The consolidation of these positions to the Information Technologies Department would assist with improved efficiencies county-wide and with providing cross-training to support the business needs of the Treasurer-Tax Collector’s Office.

The two positions are responsible for a variety of information technology needs within the Treasurer-Tax Collector’s Office, and currently support unique software applications, many of which are used for essential County operations such as the filing of liens, Tax Sale and Auction, Transient Occupancy Tax, and replacement tax bills. One of the incumbents recently accepted a new position in the Health & Human Services Agency, and the second incumbent has indicated a planned retirement for 2018.

The Treasurer-Tax Collector has expressed concern that if this centralization occurs, there could be a financial risk to the County if the Director of Information Technology does not prioritize the maintenance and support of the Treasurer-Tax Collector’s IT systems. To address this issue, the Chief Administrative Office is also recommending the Board direct the Director of Information Technology to develop a Service Level Agreement between the IT Department and the Treasurer-Tax Collector’s Office.

Current Recommendation

As stated above, one of the IT employees in the Treasurer-Tax Collector’s Office recently accepted a new position in the Health & Human Services Agency, and the second incumbent has announced a planned retirement for early May 2018.

Due to both IT positions in the Treasurer-Tax Collectors Office likely becoming vacant, staff’s recommendation is to continue with the county-wide centralization effort and reassign both positions

to the Information Technology Department effective April 28, 2018, and to ensure the appropriate ongoing maintenance and support of the department's information technology systems. *(It should be noted that all VDI desktop support functions for the Treasurer-Tax Collector, as well as server, network, and application support are already provided by the Information Technology Department).* If the current employees are still occupying the positions at the time of the reallocation, they will be reassigned to the Information Technology Department.

After consulting with Human Resources, the Director of Information Technology may return to the Board at a future date to reallocate one or both of the positions (once vacant) to appropriate classifications that are consistent with a centralized Information Technology Department.

Lastly, staff has met with Local 1, which represents both affected employees, and Local 1 has expressed support for this recommendation.

ALTERNATIVES

The Board could choose not to approve the recommendation; however, if it is not approved there is significant risk the County will not be able to support the IT systems within the Treasurer's Office upon the resignation/retirement of the Information Technology Departmental Specialist, potentially creating a risk to essential County operations.

OTHER DEPARTMENT/AGENCY INVOLVEMENT

Treasurer-Tax Collector, Information Technology, Human Resources

FINANCIAL IMPACT

There is no material county-wide financial impact as these costs already exist and are simply being transferred from one department to another department. It is recommended that the attached Budget Transfer, in the amount of \$39,092, be approved in order to move appropriations for the balance of FY 2017-18, related to the two positions, from the Treasurer-Tax Collector budget and into the Information Technologies budget.

STRATEGIC PLAN COMPONENT

Good Governance by ensuring the long term effectiveness of information technology support in the most cost-effective manner.

CONTACT

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