

INFORMATION TECHNOLOGY PLAN





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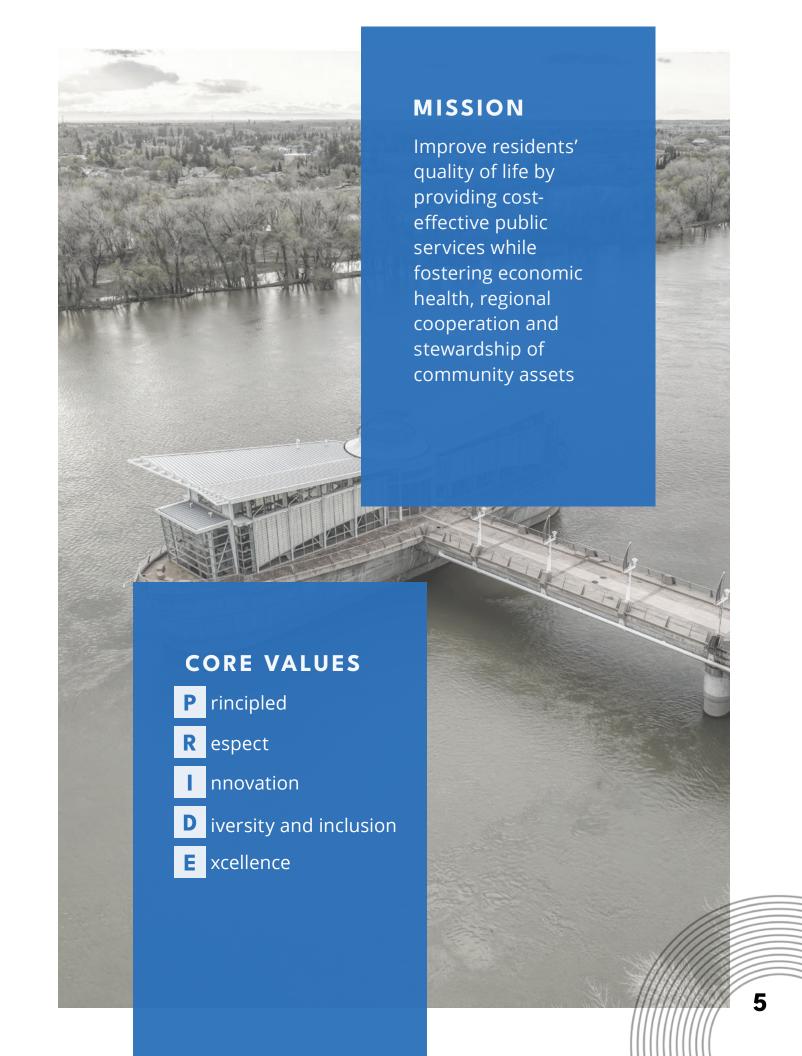
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MESSAGE FROM

THE COUNTY EXECUTIVE OFFICER

Sacramento County's Information Technology (IT) Plan for 2024-25 underscores our commitment to delivering secure access to County services and information across various devices. This plan marks a significant advancement in our mission to boost efficiency, innovation, and security within our operations.

Key objectives of the IT Plan include the Board of Supervisors Constituent Management System; the Web Content Management System-Internet Design Project; the Data Classification Project; and M365 Phase 2 Implementation. By adopting these initiatives and harnessing the latest technological advancements, we aim to foster a progressive and secure environment that streamlines business interactions with our internal departments and residents.

As we pursue these objectives, we remain guided by the County's Core Values—Principled, Respect, Innovation, Diversity and Inclusion, and Excellence—enhancing both our work environment and our engagement with the community.

I also want to express my gratitude and appreciation for the hard work demonstrated by all of you, the Department of Technology staff, in ensuring the security of our IT infrastructure. In an era where cyber threats are constantly evolving and becoming increasingly sophisticated, your commitment to safeguarding our systems and data is more crucial than ever. Your relentless efforts in maintaining and enhancing our cybersecurity measures have not only protected sensitive information but have also ensured the continuity of essential services for our community.



Our unwavering commitment to providing accessible and dependable services is at the heart of this IT Plan, which serves as a strategic guide to achieving that goal. Thank you for your dedication to your important work!

Dillano

David Villanueva

COUNTY EXECUTIVE OFFICER

MESSAGE FROM

THE CHIEF INFORMATION OFFICER

As the Chief Information Officer of Sacramento County, I am glad to introduce our detailed Information Technology (IT) Plan for Fiscal Year 2024-25.

Our Department of Technology is committed to being a crucial partner to all County departments, diligently working to develop a robust IT infrastructure that supports County services, enhances user access to information on desktop and mobile devices, and offers cost-effective technical solutions.

This year's IT Plan includes several key initiatives aimed at advancing our technological capabilities and improving service delivery to our community. Here are some highlights of our plan:

- Board of Supervisors Constituent Management System: We are working to implement a constituent case management system which would share data across all districts, allowing for cohesion, and greater transparency. This vended system should establish uniformity across all districts pertaining to how constituent data is collected, stored, and utilized.
- Web Content Management System-Internet Design Project: We are embarking on an 18-month journey to re-host our website on Adobe Experience Manager, a leading platform that will help us deliver a modern, efficient, and user-friendly experience to our end users. Our goal is to create a website that is not only visually appealing but also highly accessible and mobile-friendly.
- Data Classification Project: Our goal is to establish standardized criteria and categories for classifying data based on sensitivity,



confidentiality, and regulatory requirements; designate data owners; use automated tools to manage data consistently and accurately; and assess and update classification policies and procedures as needed.

▶ M365 Phase 2: Phase 2 will enhance collaboration and streamline productivity by migrating personal drives to OneDrive for Business, which will allow customers to access personal drive files from anywhere. SharePoint Online services will be modernized to enhance user's experience while reducing the overall cost of maintaining SharePoint sites by migrating them to the cloud.

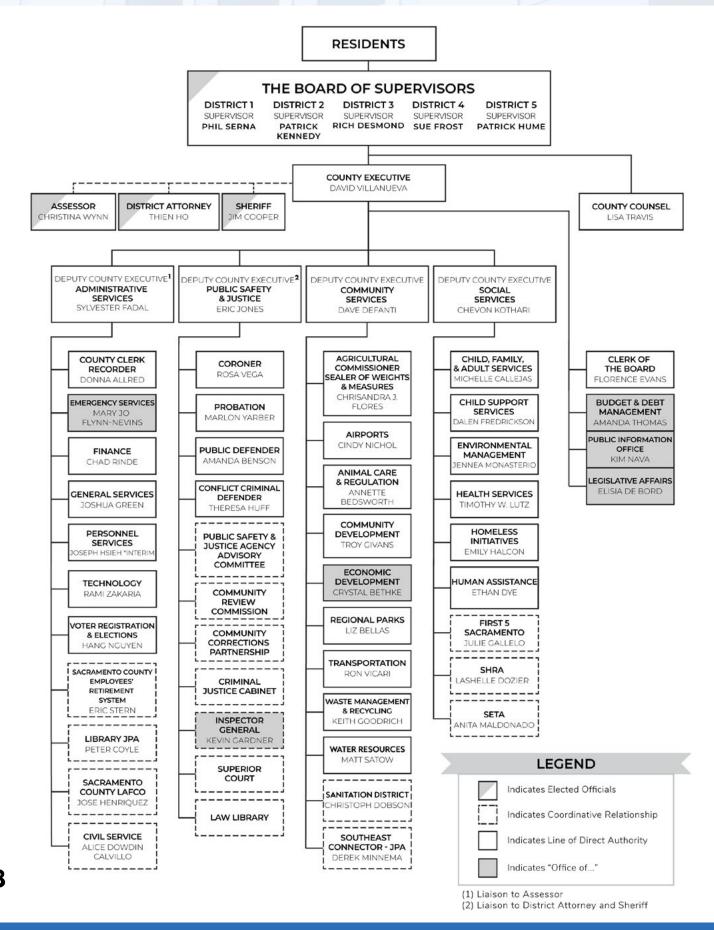
None of this would be possible without the hard work of our outstanding IT operations team and staff. Your commitment and skills are crucial in keeping our County at the leading edge of technological progress. By working together, we will consistently deliver the highest quality user experience to our departments and customers.

Lami Zaharia

Rami Zakaria

CHIEF INFORMATION OFFICER

COUNTY ORGANIZATIONAL CHART



CHIEF INFORMATION OFFICER (CIO)

The CIO is responsible for Sacramento County's strategic use of technology, managing the Department of Technology, and working closely with County departments to implement IT systems that improve business processes and enhance citizen services. The CIO reviews the acquisition of IT services, systems, and resources for consistency with established standards, and works with the County Executive's Office to secure funding for IT projects. The CIO is also the County Chief Information Security Officer (CISO).

GEOGRAPHICAL INFORMATION SYSTEM (GIS) STEERING COMMITTEE

The GIS Steering Committee recommends policies and provides guidance for the application of Geographic Information Systems technology in Sacramento County. The committee advocates for shared resources, coordinated integration, and delivery of geographic information in order to provide superior service to County departments and constituents. The GIS Steering Committee meets bi-annually and membership is open to all departments.

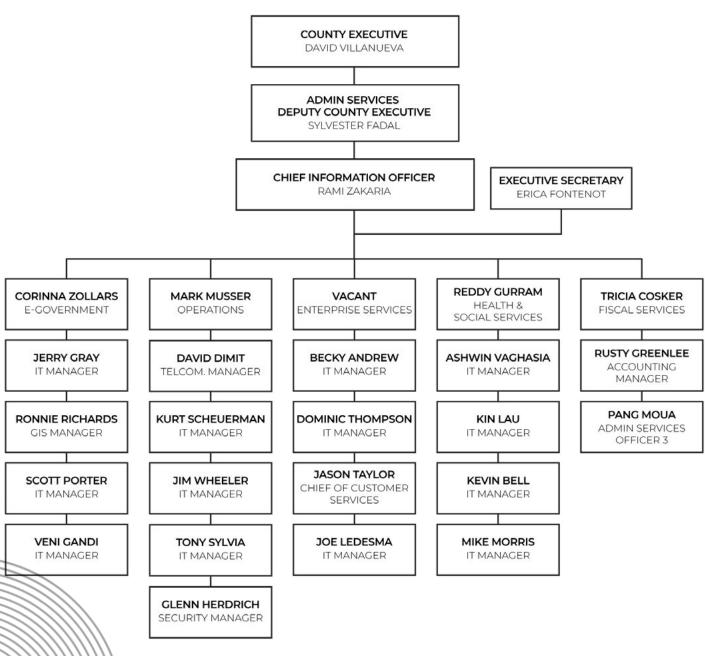
INTEGRATED JUSTICE INFORMATION SYSTEM (IJIS) STEERING COMMITTEE

The IJIS Steering Committee determines policy direction and project approval for IJIS. The committee ensures that projects are designed and implemented to meet the data sharing needs of 19 stakeholder organizations related to adult and juvenile criminal justice activities. A subcommittee of the Sacramento County Criminal Justice Cabinet, the IJIS Steering Committee is comprised of a technology committee responsible for project development and implementation of technology solutions and projects to address problems and needs identified by IJIS agencies and a security committee that provides direction for IJIS data security.

COMPASS STEERING COMMITTEE (CSC)

The Comprehensive Online Management Personnel and Accounting System (COMPASS) Steering Committee makes policy decisions regarding the use of the Enterprise Resource Planning (ERP) system, sets priorities for implementing changes, communicates policies and decisions countywide, and obtains the resources needed to accomplish the COMPASS mission. The CSC is comprised of the Deputy County Executive for Administrative Services departments and the Department Directors of Personnel Services, Finance, and General Services. The CSC meets quarterly and is chaired by the CIO.





DEPARTMENT OF TECHNOLOGY

CORE PURPOSES, CORE VALUES, VISION, & MISSION



CORE PURPOSES

To improve quality of life through collaboration, innovation and technology

CORE VALUES

Customer Satisfaction

Commitment

Integrity

Continuous Improvement and Innovation

Collaboration

Accountability



VISION

Your preferred technology partner providing premier customer service experiences and innovative solutions



VALUES

Fulfilling the customer's vision through effective use of technology





FOCUS AREA 1

EXPAND ELECTRONIC ACCESS TO COUNTY SERVICES

Goal 1

Enhancing Information & Community Access to County Services via the Internet

The Department of Technology (DTech) is committed to extending the highest level of service to our customers by providing convenient access to County information and services anytime, anywhere, and on any device.

Board of Supervisors -Constituent Management System

The Sacramento County Board of Supervisors, in partnership with County staff, work to ensure the delivery of services and programs essential to the continued prosperity of the Sacramento County region. Previously, Sacramento County's five districts managed constituent requests in separate ways, leading to a less-than-ideal approach to constituent service. This lack of uniformity lent itself to data silos, hindering collaboration and transparency. To address these concerns, the Sacramento County Board of Supervisors acquired and implemented the Indigov constituent management system. Indigov streamlines constituent service by establishing a single platform for data collection, storage, and utilization across all districts. This newfound consistency fosters a more cohesive and transparent approach to constituent service.

Cohesion: With shared data, all districts
 can approach constituent service in a
 consistent and coordinated manner. This
 ensures a smoother experience for residents

- and avoids any confusion that might arise from district-specific procedures.
- ► Greater Transparency: Consistent data collection and storage practices make it easier to track constituent issues and measure progress. This transparency can foster trust between the public and their representatives.
- Efficiency: Indigov's centralized system
 eliminates the need for maintaining multiple
 databases or processes across different districts.
 This leads to a more streamlined workflow which
 frees up resources for constituent service

Overall, Indigov has the potential to significantly improve constituent service in Sacramento County.

This year, our online objectives include:

- ► Implement a new Web Content Management

 System and internet design
- ► Implement Sacramento County Employees' Retirement System (SCERS) online portal
- Develop Homeless Engagement and Response
 Team (HEART) electronic referral form
- Create a web application for grievances information from the public for the Behavioral Health Services Division
- Increasing accessibility across Sacramento
 County's online footprint
- ► Implement virtual assistant for 311



Goal 2

Supporting Major Business Projects to Promote Growth

We aim to be a strategic partner for County departments as they evaluate business needs and implement dynamic solutions in an evolving technology environment. DTech completed an annual assessment of the County's most critical systems to determine the support required to continue business operations. Many of the projects in the upcoming year come from this assessment and aim to retire legacy systems, automate business processes, and help departments achieve their digital business strategy through application modernization.

Board of Supervisors

► Implement Constituent Management Software

Child, Family and Adult Services

- Develop a Portal for Department of Child Family and Adult Services (DCFAS)
- Develop SMILE Service Management
 & Information Link Engine
- ► Implement WISE Workforce
 Information Services Ecosystem

Child Support Services

Design and develop DECS: Delivering
 Excellent Customer Services

Clerk of the Board

- ► Initiate a records conversion project for the Clerk of the Board
- Implement Boards and CommissionsAgenda Management

Finance

- ► Upgrade OpenText to new platform
- Develop a new bulk bill printing application for the new Tax System

Health Services (DHS)

- Implement the Electronic Prescribing for Controlled Substances (EPCS)
 functionality within AthenaPractice
- Pre-Release program eligibility application for incarcerated individuals

Homeless Services and Housing (DHSH)

Develop Information System for Homeless
 Administration (ISHA) database system.

Human Assistance (DHA)

- ► Migrate Management Reports to Apache Spark
- ► Migrate Microsoft SQL server to Apache Ignite
- CalSAWS Endpoint Detection and Response (EDR) Restructure

Personnel Services (DPS)

► Implement Release 1 & 2 of the Human Resources Case Management System

Probation

- Create Hyper-V Nodes for the Youth
 Detention Facility Datacenter
- Setup Azure Gov cloud server
- ► Conduct Youth Detention Facility building refresh

Technology

- ► Collapse the COSPUB Domain Migrate into the SacCounty Domain
- Privileged Account Management for modernization of the toolset and controls

FEATURED PROJECT

Web Content Management System-Internet Design Project

The County of Sacramento is excited to announce a **significant transformation** of our official website. We are embarking on an 18-month journey to **re-host our website on Adobe Experience Manager**, a leading platform that will help us deliver a modern, efficient, and user-friendly experience to our constituents.

Our goal is to create a website that is not only visually appealing but also highly accessible and mobile-friendly. We understand the importance of ensuring that every user, regardless of their device or abilities, can easily navigate and utilize our online services.

To achieve this, we will collaborate closely with stakeholders to gather input and insights. This collaborative approach will ensure that the new design meets the needs of our diverse community.

Key features of the redesigned website will include:

- ► Modern Design: A fresh and contemporary look that reflects the dynamic spirit of Sacramento.
- ► Accessibility: Enhanced accessibility features to ensure inclusivity for all users.
- ► Mobile-Friendly: Optimized for seamless use on smartphones and tablets, providing flexibility for users on the go.
- ► User-Friendly Navigation: Intuitive and easy-to-use interface, making it simple for constituents to find the information they need.

We are committed to providing an improved digital experience that makes interacting with County services easier and more efficient. Let's build a better online experience for the County of Sacramento!



FOCUS AREA 2

ENHANCE THE COUNTY'S IT INFRASTRUCTURE

Goal 1

Improving the Capabilities of the Voice and Data Networks

County of Sacramento's Wide Area Network (CosWAN) supports fully converged network traffic and transports voice, video, and data across a single infrastructure. The County has a robust security perimeter and extranet environment, supplemented by network, infrastructure, and virtualization and is delivering enhanced technical and business services to over 160 partners.

In the last year, DTech completed an Enterprise Agreement and got appropriations to purchase Cisco equipment and associated software licensing. This gives the County network hardware at a significantly reduced price (saved an estimated \$8,000,000) to provide for the next 5-year roadmap for the County Wide Area Network. In August of 2023 the County began operationalizing this equipment with a projected completion of deployment by the beginning of the 2025 calendar year.

Voice and data network objectives include:

- Streamline and transform the storage and virtualization infrastructure
- ► Hosting Orange County Disaster Recovery Site
- Countywide phone replacement project
- Refresh the County's Wireless Access Edge
 with 500+ New Meraki, WiFi-6 Access Points
- ► Refresh all customer access networks at 200+ County facilities
- Decommission the County's S8700 and PRI
 Circuits implementing Session Implemented
- Protocol (SIP) for telephony circuits

Goal 2

Improving the Efficiency and Utilization of IT Resources and Services

DTech continuously looks to extend resources and services in a way that will provide cost efficiencies to departments across the County. In the coming fiscal year, we continue to look for cost and resource efficiencies by ensuring that the County workforce is operating in a current, supported technology environment.

Our Cost Effectiveness and Utilization objectives include:

- ► Integrate Accela with Sensus
- ▶ Upgrade FileNet to Version 5.5
- ► Migrate Accela to the Cloud
- ► Upgrade Oracle Data Appliance to Oracle Enterprise Linux 8 and Databases to 23ai
- Upgrade Kofax to Version 11.1
- ► Migrate Desktop GIS users to ArcGIS Pro





The Sacramento Regional Radio Communications System (SRRCS) is a region-wide public safety communications system resulting from a twenty five-year partnership of many governmental jurisdictions that have collaborated and shared resources to develop and operate a state-of-the- art public safety communication network.

Our radio communication upgrade objectives include:

- ► Replace antenna multi couplers at Brighton Heights
- ► Replace the receive multi couplers and antenna at Main Jail
- ► Replace generators at South Substation
- ► Battery bank replacement Main Jail site
- ► Battery bank replacement Station 21
- ► HVAC units replacement at Rancho Murieta
- ► Replace multi couplers Galt site



FOCUS AREA 3

MANAGE INTERNAL IT SERVICE DELIVERY FROM A COUNTYWIDE PERSPECTIVE



Manner Countywide

Sacramento County continually strives to deliver all aspects of IT in a uniform way across all departments, making collaboration and work efforts easier and more efficient. This year the efforts in this area include continuing Microsoft 365 (M365) implementation with Phase 2 which entails migrating personal data drives to OneDrive for all County departments. This migration will help to ensure that real-time collaboration, transparency, and sharing become an instant reality. Utilizing OneDrive for

and maintaining world-class security.

To deliver IT services in a more consistent manner across the County we will:

- ► Implement Microsoft 365 Phase 2
- ► Update the GIS viewer to the latest web mapping API
- ► Formalize the hardware asset management program
- Upgrade the ArcGIS Enterprise Platform to 11.3



FOCUS AREA 4

ENSURE THE COUNTY OPERATES IN A SECURE TECHNOLOGY ENVIRONMENT



and Consistent Manner

Ensuring secure IT service delivery is crucial for maintaining the integrity and efficiency of our operations in Sacramento County. This necessitates systematic tracking and auditing of information systems, including OS versions and devices, along with continuous monitoring for potential vulnerabilities. We are establishing a comprehensive security framework with advanced measures applicable to all County entities. This initiative will enhance our technical capabilities and extend their reach across our infrastructure.

- ► Data classification labels deployment
- ► Implementation of authenticator management controls
- ► Conduct baseline cybersecurity assessments
- Expand security awareness training
- ► Establish off hours coverage for Security Operation Center
- ► Establishment of Identity Governance
- Expanded asset and vulnerability data repository



FEATURED PROJECT

Data Classification Labels Deployment

The Department of Technology is launching a crucial new project to enhance data security across all Sacramento County departments. This year, we will implement data classification labels for both individual data items—such as documents, spreadsheets, and emails—and the repositories that store this data, including Teams and SharePoint. These labels—Public, Internal, and Confidential—will be deployed to ensure that all information is appropriately classified and protected. Automation will be used to assign these labels, but manual assignment will also be an option. This project will involve all employees and departments, aiming to improve how we handle and secure our information and ensure alignment with the county's electronic data access policy.

Data classification labels are essential for maintaining the integrity and confidentiality of our data. By categorizing information and its repositories according to sensitivity, we can better control access and ensure compliance with data protection policies. This initiative will not only enhance security but also streamline data management and improve collaboration across the County. The Department of Technology is dedicated to providing the necessary training and support to ensure a smooth transition and successful implementation of this critical project.

AWARDS & RECOGNITION



The Contact Center World Awards has announced that Sacramento County 311 took first place in it's 2024 Best Public Services Center in the Americas award. The Contact Center Worlds Awards have been recognizing the best in Contact Centers around the world for 25 years.

BEST OF THE WEB - 1ST PLACE WINNER

The Center for Digital Government announced Sacramento County's website took first place honors in its 2015 Best of the Web Award, County Portal category. For 20 years they have recognized cities, counties, and states throughout the U.S. for their outstanding portal websites.

The County won for its creation of the Sacramento County website: www.saccounty.gov.

DIGITAL COUNTIES SURVEY WINNER - 5TH PLACE

Sacramento County continues to be recognized as a national digital leader, securing fifth place in the Center for Digital Government's 2017 Digital Counties Survey. Sacramento County is leading the way in IT-related initiatives that involve citizen engagement, policy, operations, and technology/ data.

DIGITAL GOVERNMENT ACHIEVEMENT AWARDS

Two County projects received special accolades from the Center for Digital Government's 2016 Digital Government Achievement Awards. Hack4Sac, the County's first ever civic technology engagement event, won in the Driving Digital Government Local category. In the Internal Government category, the Department of Human Assistance Service Management Reporting Tool (SMART) earned recognition.

RECOGNITION FROM THE PUBLIC TECHNOLOGY INSTITUTE

Sacramento County is one of four jurisdictions nationwide to receive the 2017 Tech Savvy designation. Through this award, the Public Technology Institute recognizes local governments who represent a culture of excellence through technology governance and enterprise-wide practices.

OTHER

Sacramento County has also been designated as a 2015-2017 Citizen Engaged Community in recognition for excellence in the County's 311 Connect program.



BOARD OF SUPERVISORS





PHIL SERNA
District 1



PATRICK KENNEDY
District 2



RICH DESMONDDistrict 3



SUE FROSTDistrict 4



PAT HUME
District 5



DAVID VILLANUEVACounty Executive

