2025 - 2026

SACRAMENTO COUNTY

INFORMATION TECHNOLOGY PLAN

INNOVATION
COMMITMENT TO EXCELLENCE IN PUBLIC SERVICE

Contents

Contents 2
County Mission & Vision 3
Message from the County Executive 4
Message from the Chief Information Officer 5
County Organizational Chart 6
IT Governance 7
Department of Technology Organizational Chart 8
Department of Technology Core Purposes, Core Values, Vision, & Mission 9
Expand Electronic Access to County Services 10
Goal 1: Enhancing Information & Community Access to County Services via the Internet 10
Goal 2: Supporting Major Business Projects to Promote Growth 11
Featured Project: Property Tax System Replacement Project 12
Enhance the County's IT Infrastructure 13
Goal 1: Improving the Capabilities of the Voice and Data Networks 13
Goal 2: Improving the Efficiency and Utilization of IT Resources and Services 14
Goal 3: Enhance Countywide Radio Communications Infrastructure 14
Manage Internal IT Service Delivery from a Countywide Perspective 15
Goal: Deliver IT Services in a Consistent Manner Countywide 15
Ensure the County Operates in a Secure Technology Environment 16
Goal: Ensure Secure and Consistent IT Service Delivery 16
Featured Project: Identity Access Management (IAM) Enhancement 16
Awards & Recognition 17
Board of Supervisors 18

County Mission & Vision

Vision:

We are a premier, trusted employer and organization, serving our communities with transparency, courage, and innovation

Core Purpose:

Enriching communities to thrive

Mission:

Improve residents' quality of life by providing cost-effective public services while fostering economic health, regional cooperation, and stewardship of community assets

Core Values:

- **P**rincipled
- **R**espect
- **I**nnovation
- **D**iversity and Inclusion
- **E**xcellence

Message from the County Executive

Sacramento County's Information Technology (IT) Plan for 2025-26 reflects our commitment to providing secure access to County services and information across a range of devices. The Plan represents a major step forward in our efforts to improve efficiency, drive innovation, and strengthen security across County operations.

The Plan focuses on key initiatives, including the Property Tax System Replacement Project, Internet Redesign Project, Identity Access Management Enhancement Project, and Data Loss Prevention Initiative. By advancing these efforts and embracing the latest technology, we are creating a more modern, secure, and responsive environment that supports both internal operations and public access to services.

As we move forward, we remain guided by the County's Core Values—Principled, Respect, Innovation, Diversity and Inclusion, and Excellence—which shape how we work together and serve County residents.

I want to express my deep appreciation to the Department of Technology staff for your hard work and dedication. With the reality of advanced cyber threats looming, your role in protecting our systems and data is more important than ever. Your continued efforts are essential to maintaining the security of critical information and ensuring that vital services remain available to our residents.

This IT Plan serves as our strategic guide to delivering reliable, accessible services to the community. Thank you for the important work you do every day.

David Villanueva, County Executive Officer

Message from the Chief Information Officer

As the Chief Information Officer of the County of Sacramento, I'm pleased to introduce our Information Technology (IT) Plan for Fiscal Year 2025-26. Our Department of Technology (DTech) is committed to being a partner to all County departments, working with our robust IT infrastructure to support County services.

This year's IT Plan includes several key initiatives aimed at advancing our technological capabilities and improving service delivery. Plan highlights include:

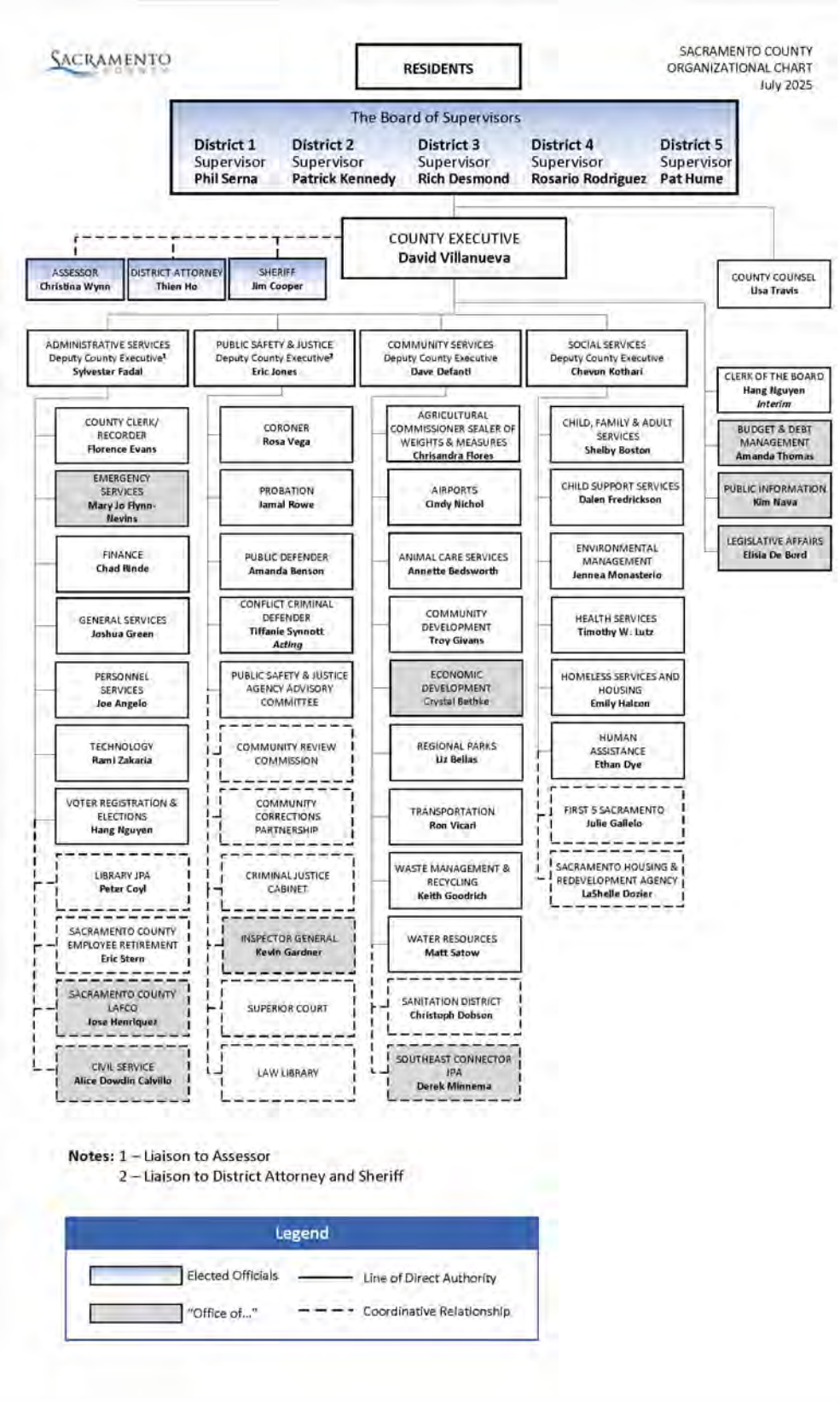
- **Property Tax System Replacement Project:** This initiative aims to replace our outdated tax system, enhancing operational efficiency, information security, and accuracy while reducing errors and constituent interactions. The project is on track to go live in September 2025.
- **Identity Access Management Enhancement (IAM):** This project focuses on strengthening how digital identities are created, managed, and retired across all departments. It aims to reduce manual errors, improve operational efficiency, and increase access security.
- **Data Loss Prevention (DLP):** This initiative is designed to protect sensitive County data through proactive monitoring, policy enforcement, and user training. It helps prevent data breaches and builds a strong culture of security awareness.

These projects are crucial in ensuring that the right people have access to the right data at the right time, that the County's data stays protected, and that users who visit our website have the best experience.

I am immensely grateful for the hard work and dedication of our staff in the County's Department of Technology. Your efforts are making a significant impact, and I appreciate your commitment to excellence. Thank you for your continued hard work and dedication.

Rami Zakaria, Chief Information Officer

County Organizational Chart



[Text version of County organizational chart]

IT Governance

Chief Information Officer (CIO):

The CIO oversees Sacramento County's strategic use of technology, manages the Department of Technology, and collaborates with County departments to implement IT systems that improve business processes and citizen services. The CIO evaluates the acquisition of IT services, systems, and resources for alignment with established standards, and works with the County Executive's Office to secure funding for IT projects. Additionally, the CIO serves as the County Chief Information Security Officer (CISO).

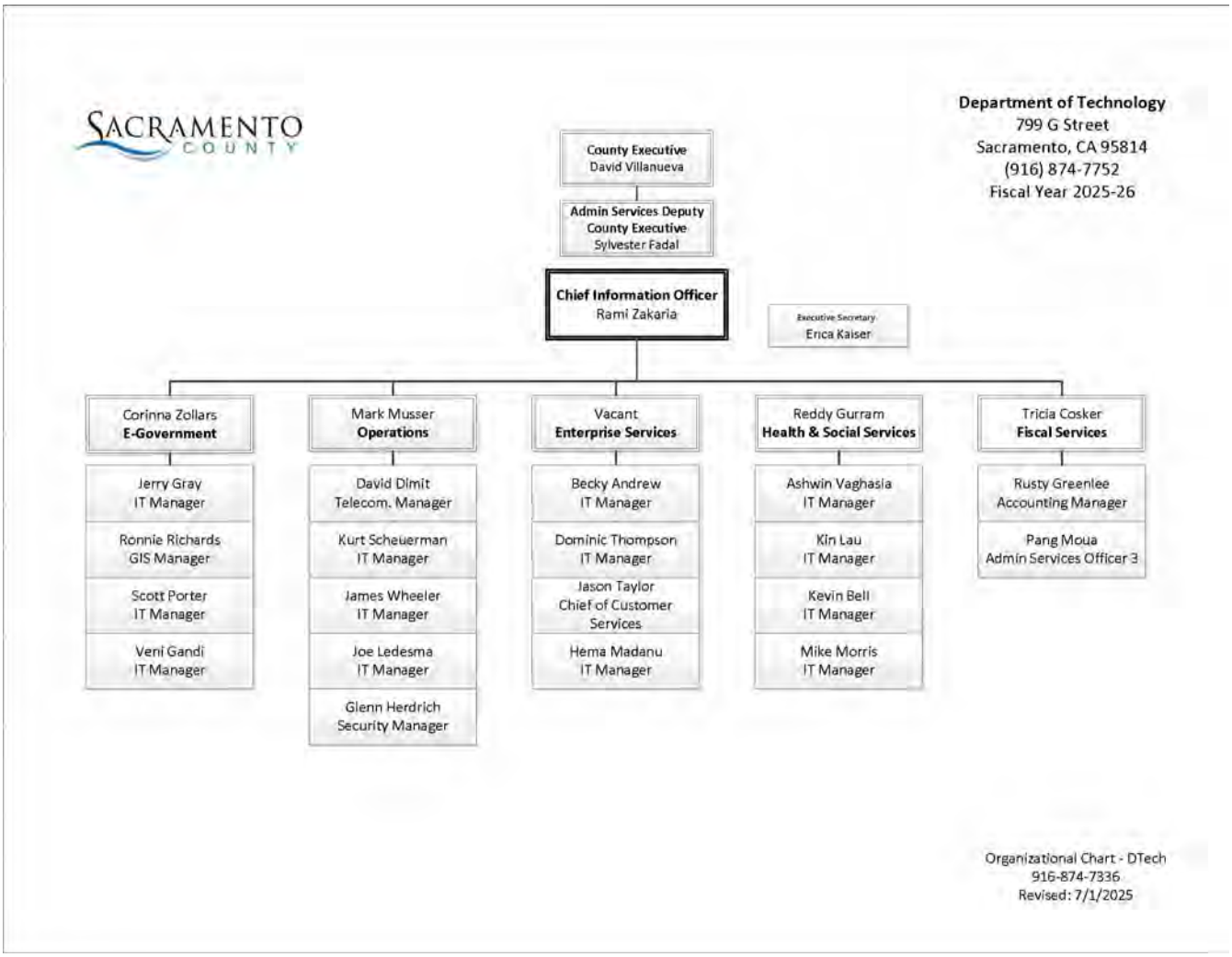
COMPASS Steering Committee (CSC):

The Comprehensive Online Management Personnel and Accounting System for Sacramento County (COMPASS) Steering Committee makes policy decisions for the Enterprise Resource Planning (ERP) system, sets implementation changes, communicates policies and decisions Countywide, and secures necessary resources to accomplish the COMPASS mission. The CSC includes the Deputy County Executive for Administrative Services and the Department Directors of Personnel Services, Finance, and General Services. Chaired by the CIO, the CSC meets quarterly.

Integrated Justice Information System (IJIS) Steering Committee:

The IJIS Steering Committee sets policies and approves projects for IJIS, catering to the data sharing needs of 19 criminal justice organizations related to adult and juvenile criminal justice activities. As part of the Sacramento County Criminal Justice Cabinet, the IJIS includes a technology committee for project development and implementation, and a security committee overseeing data security.

Department of Technology Organizational Chart



[Text version of Department of Technology Organizational Chart]

Department of Technology Core Purposes, Core Values, Vision, & Mission

Core Purposes:

To improve quality of life through collaboration, innovation, and technology

Vision:

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

Core Values:

- Customer Satisfaction
- Commitment
- Integrity
- Continuous Improvement and Innovation
- Collaboration
- Accountability

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. 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
- Increase accessibility across Sacramento County's online footprint
- Implement virtual assistant for 311

Goal 2: Supporting Major Business Projects to Promote Growth

Our goal is to serve as a strategic partner for County departments as they assess their business needs and implement innovative solutions in a constantly evolving technology landscape. DTech conducted an annual review of the County's most critical systems to identify the necessary support for maintaining business operations. Many of the projects planned for the upcoming year stem from this review and focus on retiring outdated systems, automating business processes, and assisting departments in achieving their digital business strategies through application modernization.

Key Projects:

- Airports (AP): Identity Management System (IDMS) for SMF Airport Access Control Office
- Child, Family and Adult Services (DCFAS): Implement WISE - Workforce Information Services Ecosystem, Develop a Portal for Department of Child Family and Adult Services (DCFAS), Develop SMILE – Service Management & Information Link Engine, Implement cloud-based CWS – CARES
- Child Support Services (DCSS): Implement DECS – Delivering Excellent Customer Services
- Clerk of the Board (COB): Initiate a records conversion project for the Clerk of the Board, Implement Boards and Commissions Agenda Management
- Finance (DOF): Develop a new Bulk Bill Printing Application for the new Property Tax System, Implement a new Property Tax System, Explore robotics automation for manual tasks
- Health Services (DHS): Prepare for a Social Health Information Exchange (SHIE) between the Health Services and Social Service Providers, Develop a Mental Health Diversion Referral Tracking System, Implement a new department website.
- Homeless Services and Housing (DHSH): Develop Information System for Homeless Administration (ISHA) database system.
- Human Assistance (DHA): Develop a Web API Hub Big Data and AI Services, Develop a new AI Service Platform, Migrate Microsoft SQL server to Apache Ignite, Develop & Activate CalSAWS Data Lake on AWS, CalSAWS Enterprise Data Reporting (EDR) Restructure
- Personnel Services (DPS): Implement a new Human Resources Case Management System
- Probation (PROB): Create Hyper-V Nodes for the Youth Detention Facility Datacenter, Conduct Youth Detention Facility Building Refresh
- Technology (DTech): Develop new XREF Application, Create Pilot AI search engine for select Countywide documents.
- Voter Registration and Elections (VRE): Evaluate Voting System Solutions

Featured Project: Property Tax System Replacement Project

The County of Sacramento is undertaking a significant initiative to replace our current property tax system, which currently manages over $2.8 billion dollars of critical revenue for the County, school districts, cities, and special districts. The current system was designed in 1980, consisting of 9,800 separate programs, with more than 25 ancillary systems using over 25 data sources. Outside of replacing aging technology, this project aims to enhance operational efficiency, information security, accuracy, and error reduction while also improving constituent interactions. The new property tax system software, TaxSys, is on track to go live in September 2025.

Enhance the County's IT Infrastructure

Goal 1: Improving the Capabilities of the Voice and Data Networks

The 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 enhancements, delivering technical and business services to over 160 partners.

The County is undertaking a comprehensive initiative to enhance its voice and data networks by refreshing firewall systems, replacing Countywide phones, and upgrading the wireless access edge with over 500 new Meraki WiFi-6 access points. Additionally, the projects include refreshing all customer access networks at more than 200 County facilities. These efforts aim to significantly improve the capabilities and security of the County's communication infrastructure, benefiting County employees and Department operations.

Voice and Data Network Objectives:

- Refresh Firewall Systems
- Refresh the County's Wireless Access Edge with 500+ New Meraki WiFi-6 Access Points
- Replace 9000+ CISCO VoIP phones throughout the County
- Deploy Cisco DNAC for the Entire Customer Edge
- 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 and supported technology environment.

Cost Effectiveness and Utilization Objectives:

- Upgrade FileNet to Version 5.6
- Windows 11 Upgrade
- Migrate Accela to the Cloud
- Migrate Desktop GIS Users to ArcGIS Pro
- Consolidate Active Directory domain structure
- Publish a Request for Information (RFI) for Enterprise Resource Planning (ERP) solutions

Goal 3: Enhance Countywide Radio Communications Infrastructure

The Sacramento Regional Radio Communications System (SRRCS) is a comprehensive public safety communications network developed through a twenty-five-year collaboration among various governmental jurisdictions. These entities have pooled resources to establish and manage an advanced public safety communication system.

Radio Communication Upgrade Objectives:

- Replace Generators at South Substation
- Replace Generator at Carpenter Peak site
- Replace HVAC units at Station 21 Shelter
- Replace Receiver site Multi couplers at Station 21 site
- Replace Battery Bank at Twitchell Island site

Manage Internal IT Service Delivery from a Countywide Perspective

Goal: Deliver IT Services in a Consistent Manner Countywide

Sacramento County continuously strives to deliver all aspects of IT in a uniform way across all departments, making collaboration and work efforts easier and more efficient.

The COSPUB domain collapse project focuses on streamlining domain management and enhancing overall efficiency by decommissioning the COSPUB domain, which was launched on October 12th, 2001. The project involves migrating objects to the more secure SacCounty domain, which reduces the risk of security vulnerabilities that can arise from misconfigurations or outdated practices. This initiative will help Sacramento County's Department of Technology achieve a more secure and organized IT infrastructure, ultimately benefiting all departments and users.

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

- Implement M365 OneDrive
- Migrate COSPUB Domain into SacCounty Domain
- Update the GIS Viewer to the latest web mapping API
- Formalize the Hardware Asset Management Program
- Upgrade the ArcGIS Enterprise Platform to Version 11.5

Ensure the County Operates in a Secure Technology Environment

Goal: Ensure Secure and Consistent IT Service Delivery

Protecting County systems and data is a top priority. This year, we are focusing on two key areas: improving how we manage digital identities and strengthening how we prevent data loss. These efforts will help reduce security risks, meet compliance requirements, and improve trust in County systems. By securing access and safeguarding information, we lay the foundation for more resilient and efficient digital services across all departments.

Key Objectives:

- Operationalize the County Information Technology Security Manual as required by County Information Technology Security policy #3000
- Expand Security Awareness Training to include Role-Based Training for high-risk roles
- Establish Automated Identity Management Lifecycle
- Align Office of Compliance and Security Operation policies, procedures, and plans to the County Information Technology Security Manual
- Establish data loss prevention program

Featured Project: Identity Access Management (IAM) Enhancement

This year's major project focuses on strengthening how digital identities are created, managed, and retired across all departments. These enhancements will reduce manual errors, improve operational efficiency, and

Awards & Recognition

Contact Center World Awards – 1st Place:

The Contact Center World Awards has announced that Sacramento County 311 took first place in its 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.

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 Achievements:

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 Desmond, District 3

Rosario Rodriguez, District 4

Pat Hume, District 5