

County of Mendocino

Technology Direction and Planning

December 15, 2008

Technology and its infrastructure provide external access and functionality and internal accountability and efficiency to public service operations. Successful implementation and utilization of technology in an organization result from addressing program and client needs and processes as well as technical needs and processes, and blending technical expertise with project management and communication.

The Mendocino County Executive Office provides leadership and oversight for County-wide information technology systems and interdepartmental projects, and guidance for the Information Services branch of the General Services Agency, as well as the Information Technology staff within the Sheriff's Office and the Health and Human Services Agency. The Executive Office has dedicated a Deputy County Executive Officer (DCEO) position to Technology. A Technology Council is being convened to provide guidance to technology systems and resources in Mendocino County.

Deputy County Executive Officer for Technology

Job responsibilities include:

1. Facilitating and staffing the Technology Council for the County of Mendocino
2. Leading the strategic planning effort for technology in the County, to develop a five-year plan for technology applications, policies, equipment, staffing, and facilities
3. Inventorying and tracking all County-wide or interdepartmental technology projects
4. Convening and providing leadership for all steering committees for County-wide systems or interdepartmental projects (e.g. Munis Finance and Payroll System, Justice case management system, Public Resources permitting system, etc.)
5. Overseeing the design and establishment of a system for document imaging, management, and storage
6. Overseeing the design of a media system for County internal and external communications and the implementation and maintenance of the system. The system would include: intranet, internet, websites, etc. and would allow for maximum creativity, flexibility and departmental involvement within necessary security and quality standards.
7. Leading efforts to cooperate, coordinate, and collaborate with other entities (e.g. County Schools, Mendocino College, etc).
8. Providing information, advocacy, and County representation regarding the role of technology in economic development, citizen involvement, public communications (e.g. broadband), and private infrastructure throughout the county.
9. Overseeing the development of electronic media outreach and communication strategies for the County.

Technology Council

The Technology Council will be chaired by the Chief Executive Officer, or the Assistant CEO in his/her absence. It will be facilitated and staffed by the DCEO/Technology.

The Technology Council will be made up of nine Department Head-level representatives from:

- Auditor-Controller's Office
- Human Resources
- General Services Agency
- Health and Human Services Agency
- Sheriff's Office
- Public Resources Departments
- Justice Departments
- General Government Departments (a non-internal services department)

The purpose of the Tech Council is to provide a forum for discussion and direction regarding priorities for technology efforts in the County and overall guidance of major technology projects.

County Technology Planning

The Technology Council will oversee the development of a strategic plan for information technology for the County of Mendocino for a five-year period. Each department or agency will develop a department-specific technology plan in coordination with the County-wide strategic plan. These plans will provide the basis for procurement of system applications and equipment, for deployment and training of staff, and for budgeting purposes. Policies regarding access to, and use, security, storage, and funding of IT systems will be created and refined through the Executive Office to support implementation of the strategic plan. Steering committees will be established and led by the DCEO/Technology for major interdepartmental technology projects.

Time Frames

Justin Phan, Deputy CEO for Technology, joined the Executive Office in September 2008. The Executive Office will convene the Technology Council in January 2009. A Justice System Steering Committee, to plan for replacement of Jalan, and the Munis Steering Committee, to guide ongoing development of the Payroll/Finance system, will be convened by February 2009. Work on the strategic plan will begin in 2009, for review and consideration during the 2009-2010 budget (resources willing).

Please do not hesitate to contact either Alison Glassey, ACEO, or Tom Mitchell, CEO, at 463-4441 with any questions. **Thank you.**