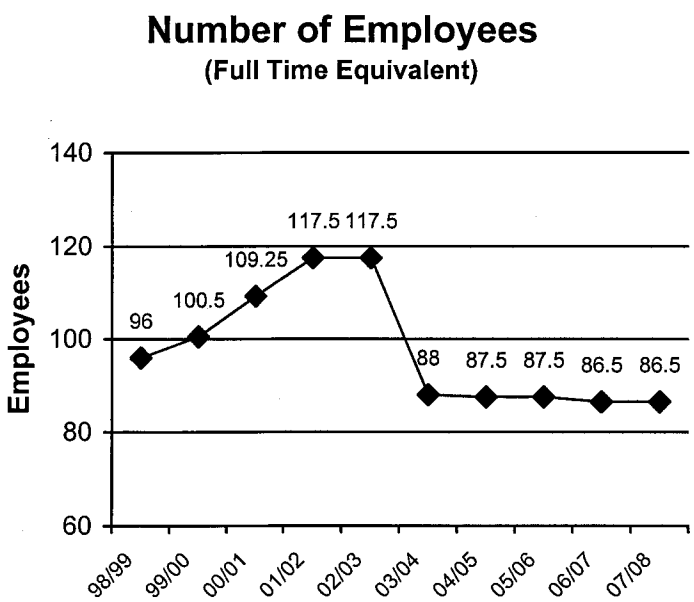
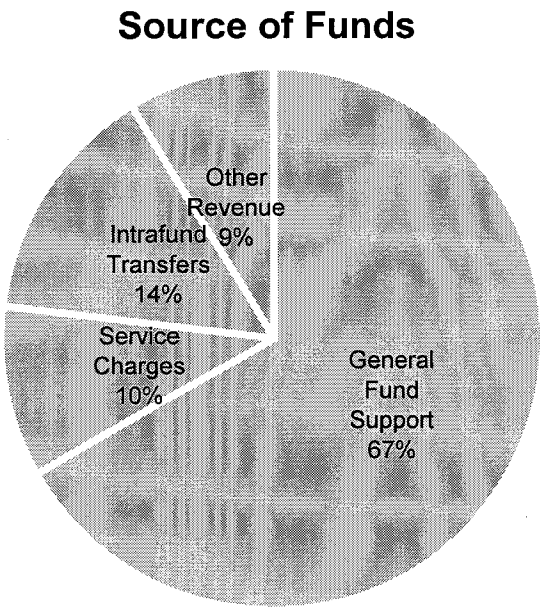
MISSION STATEMENT

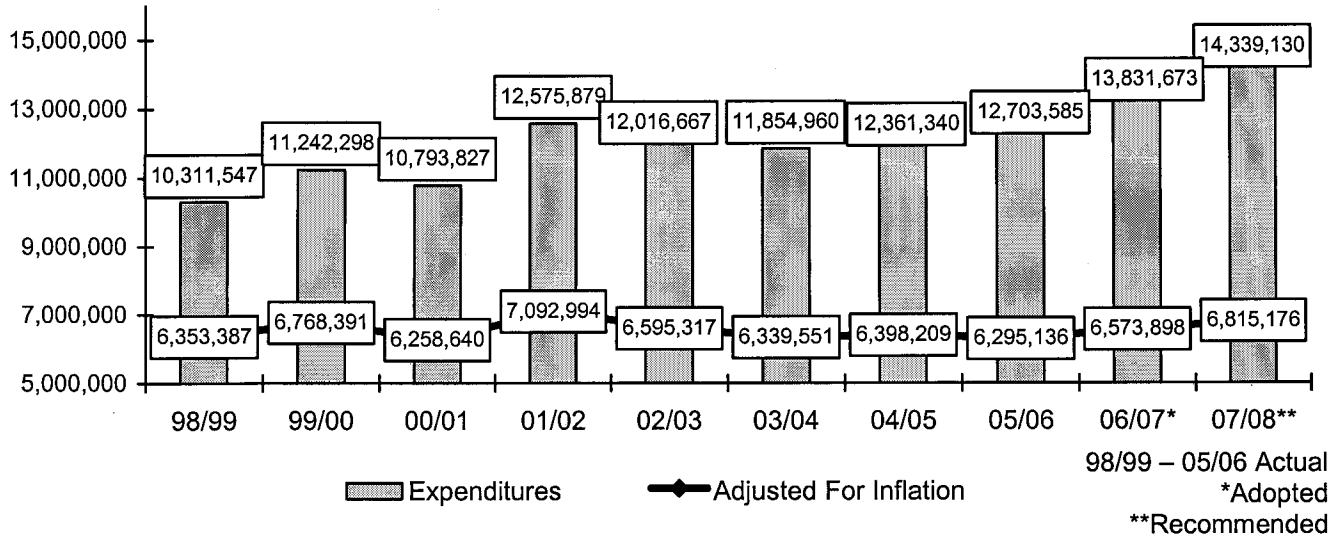
The Information Technology Department (ITD) is a professional team dedicated to delivering accurate, reliable, and timely Information Technology solutions that are valued by our customers.

Financial Summary	2006-07 Budget	2006-07 Projected	2007-08 Requested	2007-08 Recommended	Change From 2006-07
Revenues	$ 2,933,762	$ 2,750,232	$ 2,735,432	$ 2,741,464	$ (192,298)
Salary and Benefits	9,497,276	8,514,242	9,761,953	9,986,082	488,806
Services and Supplies	4,334,397	3,965,300	4,365,800	4,353,048	18,651
Fixed Assets	0	237,775	0	0	0
**Gross Expenditures	$ 13,831,673	$ 12,717,317	$ 14,127,753	$ 14,339,130	$ 507,457
Less Intrafund Transfers	2,095,711	1,963,067	2,062,002	2,052,248	(43,463)
**Net Expenditures	$ 11,735,962	$ 10,754,250	$ 12,065,751	$ 12,286,882	$ 550,920
General Fund Support (G.F.S.)	$ 8,802,200	$ 8,004,018	$ 9,330,319	$ 9,545,418	$ 743,218





10 Year Expenditures Adjusted For Inflation



SERVICE PROGRAMS

Departmental Services

Provide clear points of contact for customers to acquire ITD services by having each department assigned a Customer Advocate; provide technical support for customers; house servers and data in the controlled computer room including backup/recovery and Disaster Recovery Planning (DRP); provide business analysis and technology planning, project management; guidance and best practices, procedures and documentation standards; assist with project risk assessment by reviewing project scope, business requirements stability and resource capacity; provide printing services; provide desktop support services, including certain end-user training activities, and out stationed Departmental Automation Specialist (DAS) and provide Countywide systems and applications support.

Total Expenditures: $6,352,132 Total Staffing (FTE): 38.31

Enterprise Services

Provide a physically secure and environmentally controlled computing facility; dispatch, schedule and run mainframe jobs; provide all mainframe operation and support; provide Microsoft application environment; produce and distribute Microfiche and/or CDs; Windows applications running on Intel platforms; Enterprise Financial Services; provide database storage and administration Disaster Recovery Planning (DRP); provide system security, technical support and associated systems administration.

Total Expenditures: $3,900,985 Total Staffing (FTE): 23.53

Networked Services

E-mail, scheduling, calendar; associated systems administration; Technical support. Internet server management; Internet access, County Intranet access, VPN access; Microsoft ADS; anti-virus; security; Technical Support; associated systems administration. County-wide infrastructure; Network Operating System client support; data communications, including high speed data circuits; PC and printer support.

Total Expenditures: $1,449,838 Total Staffing (FTE): 8.75

Radio Communications

Provide two-way radio communications for public safety and County business communications. The communication system uses microwave technology and includes medical communications between the Sheriff's Office, hospitals, and ambulance service necessary to deploy County services to the public.

Total Expenditures: $2,230,520 Total Staffing (FTE): 13.46

Voice Communications

Coordinate County's contract with AT&T (adds, changes, deletes); coordinate all voice communications equipment installation with AT&T; manage County's voice communication billings; publish a County telephone directory; administer County's voice mail system (adds, changes, deletes).

Total Expenditures: $405,655 Total Staffing (FTE): 2.45

DEPARTMENT COMMENTS

The Information Technology Department's mission is to provide accurate, reliable, and timely technology solutions that are valued by our internal County customers. The County's Information Technology Executive Steering Committee is a body that provides IT governance county-wide. The Executive Steering Committee follows a process to guide how departments, individuals, and groups in the County cooperate to manage technology while consistently being mindful of the "County Good". Future efforts will continue to focus on the implementation of the County Information Technology Strategic Plan's (ITSP) planned projects and the ongoing management of systems. In 2007-08 the Information Technology Department will be following the newly created departmental Strategic Plan, as well as implementing the ITSP.

Goal 1: As Responsive as Possible - Customer Service

Results achieved in FY 06/07

- Customer service satisfaction increased to 97.5%, ITD has made multiple improvements in our customer service, including strengthening our Customer Advocate program and improving customer communication.
- Successfully implemented or supported the implementation of projects identified in the ITSP on time and within budget including eGovernment, Mainframe rightsizing, and Budget Preparation Study.
- Reorganized reporting relationships and assignments to manage the organization more effectively and deliver improved customer service.

Major efforts for FY 07/08

- Implement the IT Department Strategic Plan, including:
  - Continuously improve service to our customers
  - Become the partner of choice for County technology services and solutions
- Continue to build a redundant network infrastructure that is fault-tolerant (thus enabling our system to continue operating properly in the event of failure of some components.)
- Continue to implement and build the processes and infrastructure necessary to support our customers following unplanned outages or a disaster, including business continuity plans.

Goal 2: As Good as Possible - Internal Business Processes

Results achieved in FY 06/07

- Created an Information Technology Department (ITD) Strategic Plan which includes a detailed implementation plan.
- Implemented a communications plan and regularly published a departmental newsletter the Technology Times to foster a higher level of awareness and understanding of ITD's key initiatives and core competencies.
- Maximized the services delivered across county departments by properly and efficiently using the governance review and approval process.
- Celebrated successes as they occurred and recognized outstanding employee performance with the Employee of the Quarter program and other recognition efforts.

Major efforts for FY 07/08

- Focus on building a department that collaborates with its customers, listens to what they have to say, and considers the impact of our proposals on staff and customers.
- Update the Countywide Information Technology Strategic Plan with the assistance of the Information Technology Executive Steering Committee to ensure the County has a 5-year technology roadmap.

Goal 3: As Cost Efficient as Possible - Financial Health

Results achieved in FY 06/07

- Developed fees by looking at what it costs ITD to offer the service, evaluating the necessity for that service, and determining if there is a more cost effective means to provide that service
  - Initiated a two year phased change in the calculation of Enterprise Services to better align cost recovery with customer use.

- Delivered all services within budget and managed costs to the absorb the prevailing wage increases and revenue fluctuations within existing budget.

Major efforts for FY 07/08

- Implement the IT Department Strategic Plan
  - Spend and invest wisely
- Continue to examine how technology dollars are spent and identify cost efficient ways to deliver needed products and services to our customers.
- Develop a consistent mechanism for tracking project costs that cross fund center boundaries.
- Improve the fee structure and budgeting mechanisms to consistently account for and track all costs for the Information Technology Department.

Goal 4: As Responsible as Possible - Learning and Growth

Results achieved in FY 06/07

- Streamlined the process used by customers to request services and support from ITD.
- Began the implementation of High Performance Management (HPM) plans for every employee that provide specific goals and action items aligned with the supervisor and manager up to and including the CIO and Assistant CIO
  - Initiated quarterly meetings for review and evaluation of progress
  - Includes Learning and Growth Plans for every employee
- Planned, wrote and implemented a customized nine session training course for supervisors and managers, with an emphasis on team building.

Major efforts for FY 07/08

- Focus on clarity about ITD's mission and how each ITD employee fits into the department and provides value to their customers and the citizens of San Luis Obispo.
- Continue to improve communications and access to information for ITD staff and customers.
- Continue to emphasize personal leadership and technical prowess through mentoring and formal training
- Increase our ability to deliver results by setting and communicating realistic goals and holding each other accountable using HPM.

COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS

Overall, the Information Technology Department's (ITD) expenditures are increasing by $550,920 (4%) and revenues are decreasing by $192,298 (6%) as compared to FY 2006-2007. This results in an increase in General Fund support of $743,218 (8%). A significant cause of the decrease in revenues is the change in the mix of technology projects that ITD staff support that are budgeted in Fund Center 266 - Countywide Automation. The recommended budget reflects a decrease of $272,100 in revenue to be charged to Countywide Automation as compared to FY 2006-2007 – revenues from other sources are increasing, thus offsetting a portion of this loss. This reduction of revenue received from FC 266 therefore increases the level of General Fund support required by the department to maintain existing resources.

The salary and benefit accounts are recommended to increase by $488,806 (5%) as compared to FY 2006-2007 to fund prevailing wage increases and maintain existing staffing resources. The one exception is that compensation expenses associated with the Communications Manager position have not been included in the budget at this time, even though the position remains on the department's Position Allocation List. The department has opted not to fill this position in FY 2007-2008 while they assess the organizational structure of this division. Included in this $488,806 increase is a pension rate increase of $226,809.

Services and Supplies accounts are increasing modestly, by $18,651 (or less than 1%) reflecting the department's concerted effort to contain costs while maintaining service levels to customers. While the department plans to expand its training expenditures by approximately $58,000 to ensure continued high quality staff support of critical automation systems, savings in other accounts helped offset this increase.

The following change is recommended to the Position Allocation List:

1. Delete one Senior Communications Technician and add one Communication Technician, approved by the Board of Supervisors on March 27, 2007; and

As noted below, the department requested two additional positions that are not recommended at this time:

1. One Systems Administrator II position was requested to support new automation projects that are not ready for development/implementation at this time, including Integrated Document Management, Phase II, the Enterprise Financial System Business Intelligence system and the Property Tax replacement system. Once these projects are ready for development/implementation, the department's workload will be evaluated to determine if this position is required. If so, a request to add this position to the department's Position Allocation List will be brought to the Board for consideration mid year.
2. Department Personnel Technician – the information supplied by the department did not include measurable results or other data sufficient to justify the requested augmentation.

BUDGET AUGMENTATION REQUESTS NOT RECOMMENDED

Unit Amount	Description	Results
Gross: $83,825 General Fund support: $83,825	1.0 Systems Administrator II position to support existing and new technology systems	To improve timeliness of system support provided to customers in order to increase the customer satisfaction rating from 96% to at least the department's overall average rating of 97.5%
Gross: $54,916 General Fund support: $54,916	1.0 Department Personnel Technician	To support the Administrative Services Manager (ASM) in timely completion of personnel-related projects so that the ASM's time is freed to supervise the division and ensure effective services are delivered.

GOALS AND PERFORMANCE MEASURES

Department Goal: Provide reliable radio communications support to County departments and public safety agencies.

Communitywide Result Link: A Safe Community.

1. Performance Measure: Percentage of time the County's radio communication system is available. This is an industry standard (the four nine rule) for public safety.

02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Projected Results	07-08 Target
99.9999%	99.9999%	100%	100%	99.9999%	99.9999%	99.9999%

What: Maintain the availability of the Countywide microwave radio communication system to an outage level of no more than 32 seconds per year (the public safety interconnect industry standard is 99.9999% availability).

Why: The microwave radio communication system provides radio communication for Countywide public, safety and emergency service agencies. Full availability contributes to a safe community.

How are we doing? Information Technology continues to meet or exceed its goals and the industry standard for communication system availability.

Department Goal: Provide reliable and cost-effective telephone and voice mail services to County government offices.

Communitywide Result Link: A Well-Governed Community.

2. Performance Measure: Percentage of time the County's voice mail communication system is available.

02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Projected Results	07-08 Target
N/A	N/A	99%	99%	99%	99%	99%

What: The availability of the voice mail (voice mail boxes) system for internal or external access.

Why: Voice mail is an integral management tool for County voice communications.

How are we doing? The voicemail system is operating efficiently. Procedures to identify and correct outages are in place and have proved effective. We expect the goal for 06-07 to be met. The 07-08 goal reflects our continuing high standard.

Department Goal: Provide cost-effective, accurate, and reliable computing environment and assets for general County, departmental specific, and outside agency use.

Communitywide Result Link: A Well-Governed Community.

3. Performance Measure: Percentage of calls handled by the ITD Technical Support Call Center on first call. This is an industry standard measure.

02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Projected Results	07-08 Target
N/A	97% Security 93% Network N/A Desktop 73% Application	99% Security 95% Network 91% Desktop 96% Application	99% Security 93% Network 90% Desktop 93% Application	95% Security 95% Network 90% Desktop 90% Application	95% Security 95% Network 90% Desktop 90% Application	97% Security 95% Network 90% Desktop 90% Application

What: A measure of our efficiency in providing and/or restoring service to County departments in four critical areas.

Why: To monitor and improve delivery of service to customers of ITD. By focusing on timely resolution of acute IT problems, ITD's customers will be more effective by having less downtime.

How are we doing? ITD Technical Support has expanded its breadth of supported products and services significantly in the past year by adding eGov/Content Management System (i.e. our new internet site) for all departments, Integrated Document Management system, new equipment in the BOS Chambers, and the Kimball training facility. Technical Support also serves as the first contact and dispatch for the Health Agency. Despite this expansion, we expect to meet or exceed this goal for FY 06-07.

4. Performance Measure: Percentage of ITD managed project milestones completed within expected baseline budget and time estimates.

02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Projected Results	07-08 Target
N/A	N/A	82%	94%	90%	90%	90%

What: The percentage of ITD managed project milestones completed and budget amounts met according to Project Sponsor/Customer expectations and approved change requests.

Why: Increased focus on project management will result in improved communication, strategic focus aligned with County goals, better resource planning, and more effective and efficient expenditure of technology dollars.

How are we doing? During FY 06-07, ITD is using professional project management methods on eight projects. Through training and experience, ITD's Project Management Office (PMO) continues to mature and improve its ability to meet or exceed budget and timeline milestones. The visibility of the PMO has increased and ITD is tackling more complex projects, which involve multiple departments and partners. As the PMO has gained credibility, we have hired new project managers so there is a learning curve. We do expect to meet or exceed this goal for FY 06-07.

5. Performance Measure: Percentage of time the ITD managed Local-Area-Network (LANs) and Wide-Area-Network (WAN) are available.

02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Projected Results	07-08 Target
95%	98%	98%	98%	99%	99%	99%

What: The percentage of availability is calculated by comparing the monitored "up time" against scheduled "up time".

Why: Availability of County computing resources translates directly into County staff productivity and ultimately into their service delivery to the public.

How are we doing? The use of redundant links, providing no single point of failure, results in continued customer service even during potential outage events. In 06-07, we added a second Internet Service Provider (ISP) and replaced internet firewalls to improve network dependability. All wide area network data circuits will be migrated to a newer and more robust technology. In addition, network monitoring now provides a reliable tool to catch problems before they occur and resolve problems quicker. Our 07-08 goal reflects our expectation that these strategies will result in excellent customer service.

Department Goal: Protect the County's computing assets through the implementation of Information Security best practices.

Communitywide Result Link: A Well-Governed Community.

6. Performance Measure: Percentage of County staff that have received security training or reviewed an annual information security awareness reminder.

02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Projected Results	07-08 Target
N/A	N/A	86% of new hire staff, 52% of existing County staff	100% of new hire staff, 57% of existing County staff	100% of new hire staff, 35% of existing County staff	100% of new hire staff, 35% of existing County staff	100% of new hire staff, 35% of existing County staff

What: Staff will become aware of proper security measures and apply them to their everyday work habits. It is expected the media delivery mechanism will change from year-to-year to maintain interest, e.g., general training, an Awareness Handbook, Intranet-based information, short Web-video viewable from the desktop, etc.

Why: Industry analysis has proven that over 70% of all security breaches are internal to an organization. Education and prevention have been identified as the two most cost efficient keys to ensuring systems security. Increasing security awareness and developing solid security policy will also help County departments meet their legal requirements, such as those established in the Health Insurance Portability and Accountability Act (HIPAA) which requires that all personal health information (PHI) be protected.

How are we doing? In the first two years of the program we've been distributing Awareness Booklets to existing County staff at a rate double our 25% forecast to jump start the awareness campaign. Going forward, it is anticipated that 35% of existing staff annually (as stated above) will receive updated booklets. As for tangible results, a recent spot-check of Internet use by County employees found no evidence of misuse or security concerns. As commented by our Technical Support help desk, with few exceptions, staff is much more knowledgeable and aware in handling suspect E-mail and the potential damaging malware that might be contained within them.

Department Goal: To provide great service to our customers.

Communitywide Result Link: A Well-Governed Community.

7. Performance Measure: Percentage of responses to Customer Satisfaction Survey rating overall effectiveness as "satisfactory" or better.

02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Projected Results	07-08 Target
77%	84%	86%	97.5%	97%	97%	97%

What: The percentage of those responding to an annual survey that rate Information Technology in terms of both efficiency and quality (timeliness, accuracy, courtesy and satisfaction) as "Satisfactory" or better.

Why: ITD is dedicated to delivering accurate, reliable, and timely Information Technology solutions that are valued by our customers.

How are we doing? In July 2006, ITD published its annual survey results for FY05-06. These results slightly exceeded our adopted measure. For FY06-07, ITD expects to meet its target. ITD will continue to set its target high since this is such an important measure of the department's ability to meet our customers' needs.