

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Administration		(2) MEETING DATE February 26, 2008		(3) CONTACT/PHONE Vince Morici (805) 781-5020	
(4) SUBJECT Introduction of ordinances creating the General Services Agency and the position of General Services Agency Director and to make modifications to ordinances related to Information Technology Department, General Services Department and Unclassified Civil Service. The action introduces the proposed ordinances and sets the public hearing to be held on March 4, 2008.					
(5) SUMMARY OF REQUEST The proposed ordinances will establish the General Services Agency with the primary goal of consolidating the administrative and financial support systems within these departments to enhance collaboration and maximize revenues available for critical services. This action will combine Information Technology Department with General Services which consists of airports, parks, construction services, central mail, facilities maintenance, custodial services, purchasing, property management, energy management, reprographics, and fleet, into one General Services Agency. The ordinances also create the position of General Services Agency Director who will have overall responsibility for the organizational, fiscal and operational functions of the General Services Agency. The General Services Agency Director will be added to the Unclassified Civil Service and be an "at-will" position. The recommended actions will be transparent to the consumers of these services.					
(6) RECOMMENDED ACTION Set the following ordinances for hearing on March 4, 2008: <ul style="list-style-type: none"> • Amend Chapter 2.11 of the County Code related to the creation of the General Services Agency, and the position of General Services Agency Director • Delete Chapter 2.09 Section .010, Department Established, Information Technology Department, and delete sections .020 Appointment, .030 Qualifications of Chief Information Officer, and .040 Duties of Chief Information Officer • Amend Chapter 2.40 Section .060 of the County Code to reflect that the General Services Agency Director and Chief Information Officer duties are consolidated. 					
(7) FUNDING SOURCE(S)		(8) CURRENT YEAR COST N/A		(9) ANNUAL COST Estimated savings of \$200,000 to \$250,000	
(10) BUDGETED? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A					
(11) OTHER AGENCY/ADVISORY GROUP INVOLVEMENT (LIST): County Counsel has been involved with the preparation of the ordinances.					
(12) WILL REQUEST REQUIRE ADDITIONAL STAFF? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes, How Many? <u> 1 </u> <input checked="" type="checkbox"/> Permanent <u> 1 </u> <input type="checkbox"/> Limited Term _____ <input type="checkbox"/> Contract _____ <input type="checkbox"/> Temporary Help _____					
(13) SUPERVISOR DISTRICT(S) <input type="checkbox"/> 1st, <input type="checkbox"/> 2nd, <input type="checkbox"/> 3rd, <input type="checkbox"/> 4th, <input type="checkbox"/> 5th, <input checked="" type="checkbox"/> All			(14) LOCATION MAP <input type="checkbox"/> Attached <input checked="" type="checkbox"/> N/A		(15) Maddy Act Appointments Signed-off by Clerk of the Board N/A
(16) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Hearing (Time Est. _____) <input type="checkbox"/> Presentation <input type="checkbox"/> Board Business (Time Est. _____)			(17) EXECUTED DOCUMENTS <input checked="" type="checkbox"/> Resolutions (Orig s) <input type="checkbox"/> Contracts (Orig + 4 copies) <input checked="" type="checkbox"/> Ordinances (Orig) <input checked="" type="checkbox"/> N/A		
(18) NEED EXTRA EXECUTED COPIES? <input type="checkbox"/> Number: _____ <input type="checkbox"/> Attached <input checked="" type="checkbox"/> N/A			(19) APPROPRIATION TRANSFER REQUIRED? <input type="checkbox"/> Submitted <input type="checkbox"/> 4/5th's Vote Required <input checked="" type="checkbox"/> N/A		
(20) OUTLINE AGREEMENT REQUISITION NUMBER (OAR)			(21) W-9		(22) Agenda Item History

County of San Luis Obispo

COUNTY GOVERNMENT CENTER, RM D430 • SAN LUIS OBISPO, CALIFORNIA 93408 • (805) 781-5011



TO: BOARD OF SUPERVISORS
FROM: David Edge, County Administrator
DATE: February 26, 2008

DAVID EDGE
COUNTY ADMINISTRATOR

SUBJECT: Introduction of ordinances creating the General Services Agency and the position of General Services Agency Director and modifications to the ordinances related to Information Technology Department, General Services Department and Unclassified Civil Service.

RECOMMENDATION

It is recommended that the Board of Supervisors introduce and set the following ordinances for hearing on March 4, 2008:

- Amend Chapter 2.11 of the County Code related to the creation of the General Services Agency, and the position of General Services Agency Director
- Delete Chapter 2.09 Section .010, Department Established, and delete sections .020 Appointment, .030 Qualifications of Chief Information Officer, and .040 Duties of Chief Information Officer
- Amend Chapter 2.40 Section .060 of the County Code to reflect that the General Services Agency Director and Chief Information Officer duties are consolidated.

DISCUSSION

Given the recent retirement of the General Services Director and pending retirement of the General Services Assistant Director, we have taken the opportunity to review the advantages and disadvantages of the Agency concept by merging General Services and Information Technology departments. We are recommending that the General Services Agency be established with the primary goal of consolidating the administrative and financial support systems within these departments, reducing expenses, enhancing collaboration and communication within and between the two departments, providing internal departments with consistent, quality customer service, and unifying the positions of General Services Director and Chief Information into one position.

The ordinance will establish the position of General Services Agency Director, an "at will" position that will have overall responsibility for the fiscal and operational functions of the General Services Agency. Combining General Services and Information Technology in one agency creates the organizational structure and accountability needed to be more responsive to limited program funding and improved customer service.

The creation of the General Services Agency will reduce costs while maintaining existing service levels. In the future, through increased collaboration and organizational changes, the goal is to mitigate the need for additional service level reductions due to potential budget reductions or, ideally, enhance service levels.

The proposed organizational structure that identifies the primary functions to be incorporated into the General Services Agency is shown on the organization chart submitted with this item. Also attached are the existing organization charts for the Department of General Services and the Information Technology Department.

The Board must hold a public hearing and adopt ordinances to create the new department and director position. The new General Services Agency Director position will be part of the unclassified civil services. Upon approval of the ordinances by the Board, Janette D. Pell, the current Chief Information Officer of the Information Technology Department, will be recommended to fill the position of Agency Director.

OTHER AGENCY INVOLVEMENT

County Counsel, Human Resources, General Services, and Information Technology.

FINANCIAL CONSIDERATIONS

The creation of the General Services Agency is expected to result in a net savings. The amount of the savings will be based upon a combination of factors that include the unification of General Services Director and Chief Information Officer positions into a General Services Agency Director position and the anticipated savings resulting from the consolidation of the Information Technology and General Services functions. Preliminary estimates of the expected savings range from \$200,000 to \$250,000 annually.

RESULTS

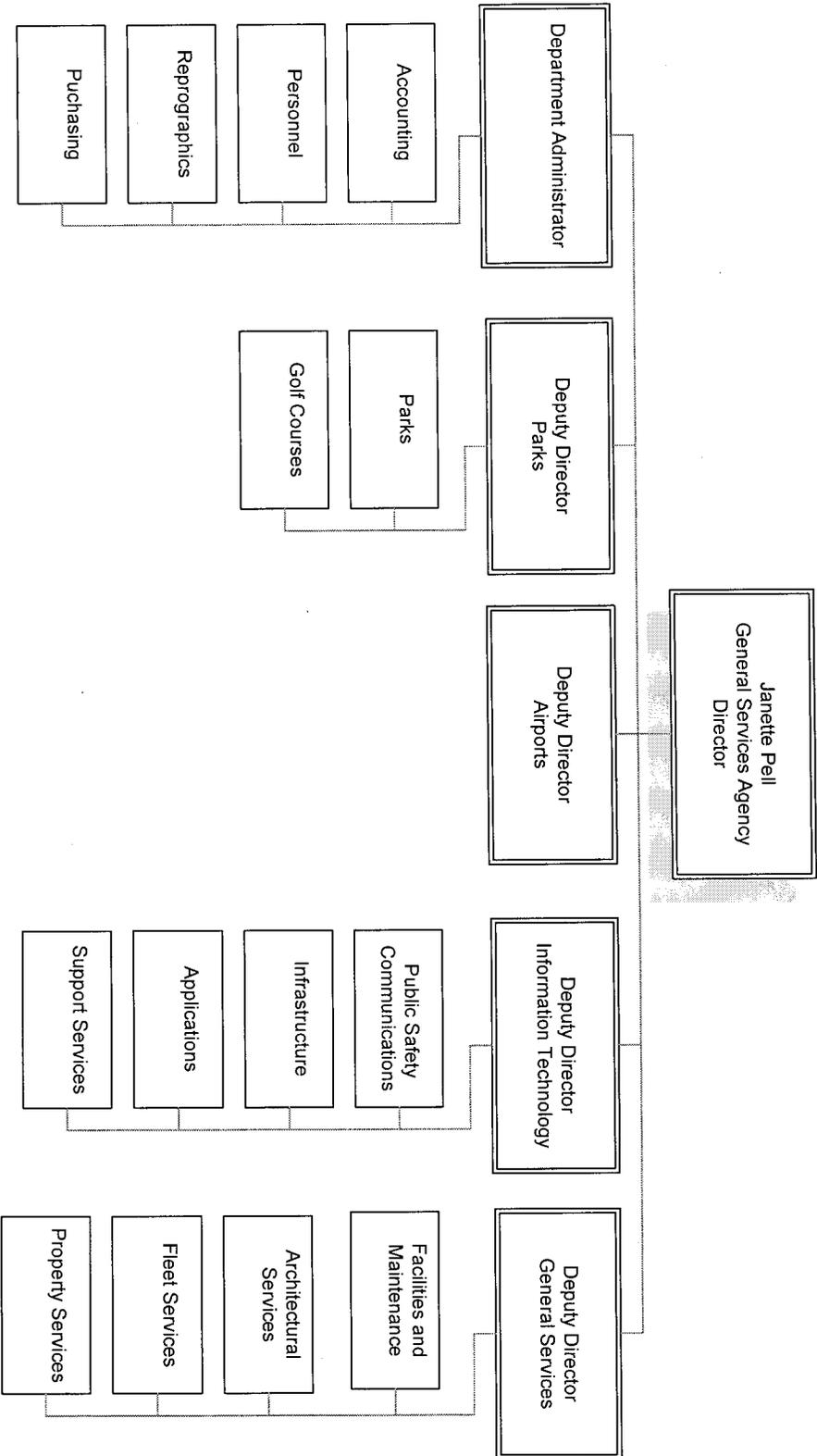
Combine General Services and Information Services departments into a single General Service Agency that delivers effective, efficient services through a single administrative structure. The General Services Agency will provide increased accountability and prioritize the use of limited dollars to deliver high quality services in a cost effective manner. It is expected that unifying the Department of General Services and the Information Technology Department will result in a reduction of approximately \$200,000, to \$250,000 in cost within the next fiscal year.

Enclosures:

1. An Ordinance Amending Chapter 2.11 of County Code
2. An Ordinance Amending Chapter 2.09 of County Code
3. An Ordinance Amending Chapter 2.40 Section .060

General Services Agency

DATE
2/15/2008

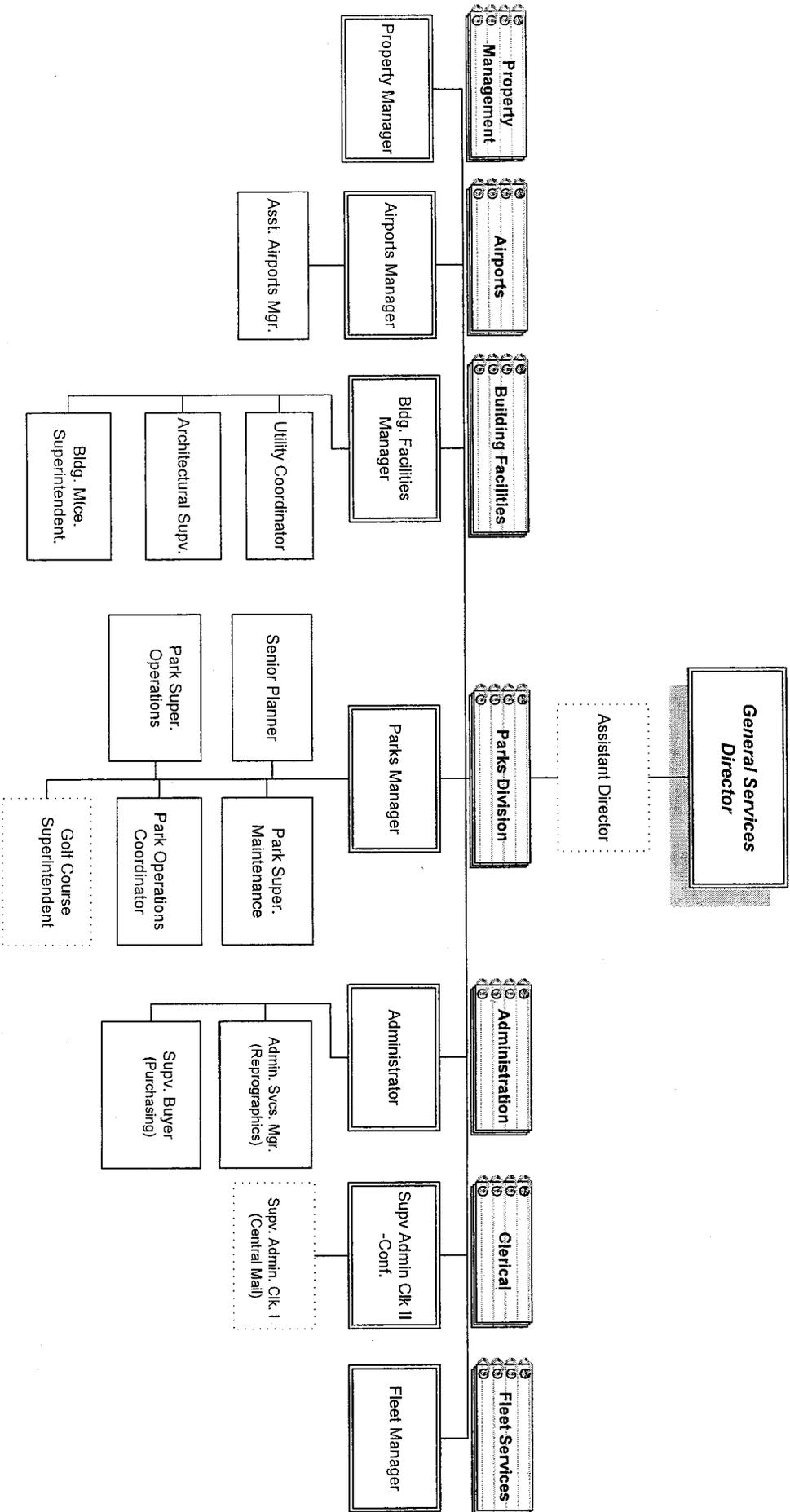


General Services Department

Organizational Chart

2/15/2008

County of San Luis Obispo

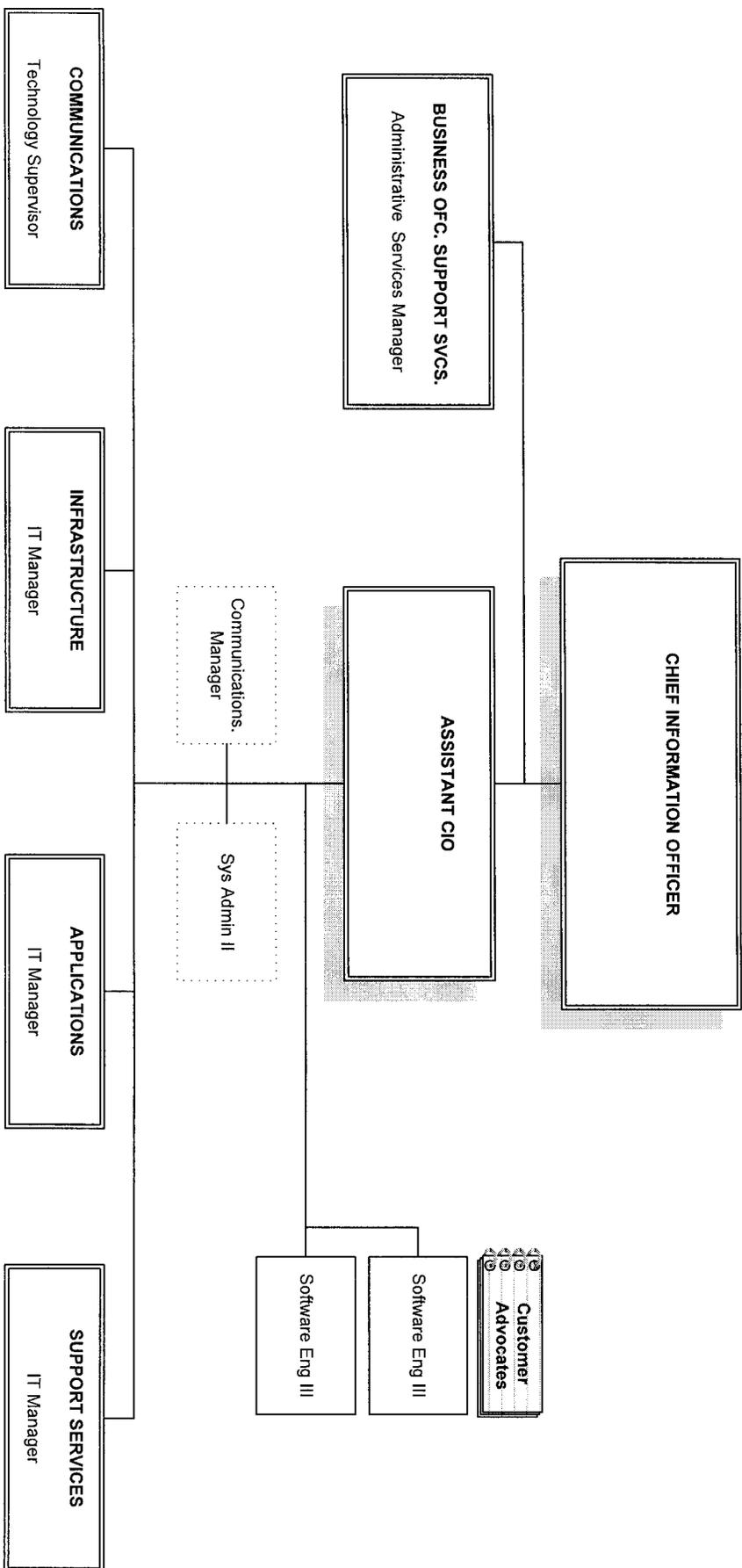


Information Technology Department

Organizational Chart

2/15/2008

County of San Luis Obispo



ORDINANCE NO. _____

AN ORDINANCE AMENDING SECTION 2.40.060
OF THE COUNTY CODE

The Board of Supervisors of the County of San Luis Obispo, State of California,
does ordain as follows:

SECTION 1: Section 2.40.060 **Classified and unclassified service** of the County Code shall be amended to read as follows:

2.40.060 Classified and unclassified service.

(a) The civil service system of the county is divided into the unclassified and classified service. The unclassified service shall comprise:

- (1) All officers elected by the people;
- (2) The assistant district attorney;
- (3) The county administrative officer;
- (4) The undersheriff;
- (5) Members of all boards and commissions;
- (6) All persons serving the county without compensation;
- (7) All persons serving the county pursuant to contracts entered into by the board of supervisors for a specified period of time or special projects;
- (8) All officers who, by reasons of state law, serve at the will and pleasure of the board of supervisors;
- (9) Legislative assistant;
- (10) Director of planning and building;
- (11) Assistant county administrative officer;
- (12) Personnel director;
- (13) Director of public works;
- (14) Behavioral health administrator;
- (15) Chief probation officer;
- (16) Director of child support services;
- (17) ~~Chief information officer~~ General services agency director;
- (18) Veterans' service officer;
- (19) Health agency director;
- (20) Public health administrator-health officer;
- (21) All persons serving as temporary help employees.

(b) The classified service shall include all other county jobs hereafter created regardless of the method or manner of payment of compensation whether monthly per diem, per folio or otherwise.

SECTION 2: This ordinance shall take effect and be in full force and effect thirty (30) days after its passage; and before the expiration of fifteen (15) days after passage of this ordinance, it shall be published once with the names of the members of the Board of Supervisors

voting for and against the ordinance in the _____, a newspaper of general circulation published in the County of San Luis Obispo, State of California.

INTRODUCED at a regular meeting of the Board of Supervisors held on the _____ day of _____, 2008, and PASSED and ADOPTED by the Board of Supervisors of the County of San Luis Obispo, State of California on the _____ day of _____, 2008, by the following roll call vote, to wit:

AYES:

NOES:

ABSENT:

ABSTAINING:

Chairperson of the Board of Supervisors
County of San Luis Obispo, State of California

ATTEST:

County Clerk and Ex-Officio Clerk
Of the Board of Supervisors, County
Of San Luis Obispo, State of California

[SEAL]

ORDINANCE CODE PROVISIONS APPROVED
AS TO FORM AND CODIFICATION:

JAMES B. LINDHOLM, JR.
County Counsel

By: _____
Deputy County Counsel

Dated: _____

9936pkord.doc

ORDINANCE NO. _____

AN ORDINANCE REPEALING SECTIONS 2.09.010, 2.09.020,
2.09.030 AND 2.09.040 OF THE
COUNTY CODE

The Board of Supervisors of the County of San Luis Obispo, State of California,
does ordain as follows:

SECTION 1: Section 2.09.010 **Department established** of the County Code shall be repealed and deleted from this section.

~~2.09.010 Department established.~~

~~The San Luis Obispo County information technology department is hereby established. Said department shall be administered by the chief information officer who shall possess the qualifications and experience required by Section 2.09.030.~~

SECTION 2: Section 2.09.020 **Appointment** of the County Code shall be repealed and deleted from this section.

~~2.09.020 Appointment.~~

~~The chief information officer shall be selected, supervised and evaluated by the county administrative officer in accordance with Section 2.08.030 of this code. The chief information officer shall serve at the will and pleasure of the county administrative officer.~~

SECTION 3: Section 2.09.030 **Qualifications of the chief information officer** of the County Code shall be repealed and deleted from this section.

~~2.09.030 Qualifications of the chief information officer.~~

~~The chief information officer shall have graduated from an accredited four year college or university with a degree in computer information systems, business information, public administration or a closely related field. In addition, eight years of experience in information technology including at least three years of experience in a senior leadership (management or supervisory) position in a complex organization where the individual was accountable for, and successful in, the development and implementation of mission critical systems. A master's degree in a closely related field can substitute for two years of non leadership experience.~~

SECTION 4: Section 2.09.040 **Duties of the chief information officer** of the County Code shall be repealed and deleted from this section.

2.09.040 Duties of the chief information officer.

The chief information officer shall generally advise, assist, and be responsible to the board of supervisors for the proper and efficient administration of the county's information services and shall:

(1) Accomplish information technology by leading staff to successful results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures;

(2) Maintain staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; and developing personal growth opportunities;

(3) Maintain organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technology based on customer satisfaction;

(4) Direct technological research by studying organizational goals, strategies, practices, user projects, and marketing the information technology operations;

(5) Complete project priority determination by coordinating resources and timetables with user departments and central information systems;

(6) Verify application results by conducting system audits of technologies once implemented;

(7) Preserve assets by approving information technology standards, enterprise architecture, implementing disaster recovery, backup procedures, and information security control;

(8) Recommend information technology strategies, policies and procedures by evaluating organizational outcome; identifying problems; evaluating trends; and anticipating requirements;

(9) Accomplish financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; and initiating corrective action;

(10) Maintain quality service by establishing and enforcing organizational standards;

(11) Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; bench marking state of the art practices; and participating in professional society;

(12) Perform such other duties as are set forth by statutes and this code, or as may be authorized by the board of supervisors.

SECTION 5: This ordinance shall take effect and be in full force and effect thirty (30) days after its passage; and before the expiration of fifteen (15) days after passage of this ordinance, it shall be published once with the names of the members of the Board of Supervisors voting for and against the ordinance in the _____, a newspaper of general circulation published in the County of San Luis Obispo, State of California.

INTRODUCED at a regular meeting of the Board of Supervisors held on the _____ day of _____, 2008, and PASSED and ADOPTED by the Board of

Supervisors of the County of San Luis Obispo, State of California on the _____ day of _____, 2008, by the following roll call vote, to wit:

AYES:

NOES:

ABSENT:

ABSTAINING:

Chairperson of the Board of Supervisors
County of San Luis Obispo, State of California

ATTEST:

County Clerk and Ex-Officio Clerk
Of the Board of Supervisors, County
Of San Luis Obispo, State of California

[SEAL]

ORDINANCE CODE PROVISIONS APPROVED
AS TO FORM AND CODIFICATION:

JAMES B. LINDHOLM, JR.
County Counsel

By: _____
Deputy County Counsel

Dated: _____

ORDINANCE NO. _____

AN ORDINANCE AMENDING SECTIONS 2.11.010, 2.11.020 AND 2.11.030
OF THE COUNTY CODE

The Board of Supervisors of the County of San Luis Obispo, State of California,
does ordain as follows:

SECTION 1: Section 2.11.010 **Department of general services** of the County Code shall be amended to read as follows:

~~2.11.010 Department of general services.~~

~~There is created a county department of general services and an office of director of general services to head that department. The director of general services shall be selected by the board of supervisors as a civil service position at a salary to be set by the board.~~

2.11.010 Office and department created.

The San Luis Obispo County general services agency is hereby established. The agency shall be administrated by the general services agency director who shall possess the qualifications and experience required by section 2.11.020. The general services agency shall include, but not be limited to airports, parks, construction services, central mail, facilities maintenance, custodial services, purchasing, property management, energy management, reprographics, fleet, communications, and information technology. The general services agency director shall also act as the purchasing agent pursuant to chapter 2.36 of this county code. The general services agency director shall be appointed by, and serve at the will and pleasure of the county administrator at a salary to be set by the board. Any section within this county code that refers to the general services director shall mean the general services agency director.

SECTION 2: Section 2.11.020 **Qualifications for director of general services** of the County Code shall be amended to read as follows:

~~2.11.020 Qualifications for director of general services.~~

~~The director of general services shall be a person meeting those qualifications set forth in the job specification for this civil service position.~~

2.11.020 Qualifications of the general services agency director.

The general services agency director shall have graduated from a four-year college or university with a bachelor's degree in business administration, public administration, engineering, industrial arts, computer information systems or a closely related field. Job related experience may substitute for the required education on a year-for-year basis. In addition, ten years of increasingly responsible management-level experience in the development and administration of varied programs and services, with at least three years in a supervisory position. Alternatively, the general services agency director shall demonstrate to the satisfaction of the county administrator that he/she has equivalent skill and abilities necessary for the

successful management of the general services agency. A post-graduate degree in the noted areas may substitute for one year of work management-level experience.

SECTION 3: Section 2.11.030 **Duties of director of general services** of the County Code shall be amended to read as follows:

~~2.11.030 Duties of director of general services.~~

~~The director of general services shall be responsible to the board of supervisors for the proper and efficient administration of the operation of the department of general services, which is a consolidation of the former departments of facility services, parks and beaches and the office of purchasing agent. Thus, any reference in this code to any one or more of those previous offices shall be interpreted to mean the director of general services.~~

~~The director of general services shall be responsible for preparing amendments to this code and setting forth the functions and responsibilities of the consolidated department of general services.~~

2.11.030 Duties of general services agency director.

The general services agency director shall generally advise, assist, and be responsible to the board of supervisors for the proper and efficient administration of the general services agency. The general services agency director shall more specifically be responsible to:

- (a) plan, organize, and direct the activities of the general services agency;
- (b) oversee all areas of the general services agency, including, but not limited to airports, parks, county construction services, central mail, facilities maintenance, custodial services, purchasing, property management, energy management, reprographics, fleet, communications, information technology, and administrative support components of the agency;
- (c) perform studies and confer with county officials to determine and implement efficient methods of providing support to county departments;
- (d) formulate and implements strategies for providing responsive customer service relative to internal support services;
- (e) participate in the capital, major maintenance, and information technology project planning and prioritization processes;
- (f) represent the county before citizen groups, advisory bodies and others concerned with county construction, operation and maintenance of county facilities, parks, and airports;
- (g) supervise the preparation and administration of the general services agency budget;
- (h) supervise and evaluate the performance of assigned staff and oversee all personnel matters, including hiring, reassignments, discipline and terminating of employees as appropriate;
- (i) maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, bench marking state of the art practices, and participating in professional organizations;
- (j) serve on agency committees and boards concerned with agency programs;
- (k) perform such other duties as are set forth by statutes and this code, or as may be authorized by the board of supervisors.

SECTION 4: This ordinance shall take effect and be in full force and effect thirty (30) days after its passage; and before the expiration of fifteen (15) days after passage of this ordinance, it shall be published once with the names of the members of the Board of Supervisors

voting for and against the ordinance in the _____, a newspaper of general circulation published in the County of San Luis Obispo, State of California.

INTRODUCED at a regular meeting of the Board of Supervisors held on the _____ day of _____, 2008, and PASSED and ADOPTED by the Board of Supervisors of the County of San Luis Obispo, State of California on the _____ day of _____, 2008, by the following roll call vote, to wit:

AYES:

NOES:

ABSENT:

ABSTAINING:

Chairperson of the Board of Supervisors
County of San Luis Obispo, State of California

ATTEST:

County Clerk and Ex-Officio Clerk
Of the Board of Supervisors, County
Of San Luis Obispo, State of California

[SEAL]

ORDINANCE CODE PROVISIONS APPROVED
AS TO FORM AND CODIFICATION:

JAMES B. LINDHOLM, JR.
County Counsel

By: _____
Deputy County Counsel

Dated: _____

9934pkord.doc