

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

351



FROM: Riverside County Information Technology (RCIT)

SUBMITTAL DATE:
March 29, 2012

SUBJECT: Chief Information Officer (CIO) 90-day Report and updates to Board Policy H-11

RECOMMENDED MOTION: Move that the Board of Supervisors:

1. Receive and file the attached CIO 90-day report;
2. Approve the revised Board Policy H-11, attached; and,
3. Rescind Board Policy A-38.

BACKGROUND: Since joining Riverside County Information Technology (RCIT) as of December 29, 2011, I have been assessing the current environment and restructuring the organization to meet technology business needs County-Wide. Attached is my 90-day report that discusses where we were, where we are now, and my vision of where we're going. *(Continued on Page 2)*

Departmental Concurrence

Kevin K Crawford
Chief Information Officer

FINANCIAL DATA	Current F.Y. Total Cost:	\$ N/A	In Current Year Budget:	N/A
	Current F.Y. Net County Cost:	\$ N/A	Budget Adjustment:	N/A
	Annual Net County Cost:	\$ N/A	For Fiscal Year:	11/12
SOURCE OF FUNDS: N/A			Positions To Be Deleted Per A-30	<input type="checkbox"/>
			Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION: APPROVE

BY:
Serena Chow

County Executive Office Signature

Department Recommendation: Consent Policy
Per Executive Office: Consent Policy

Prev. Agn. Ref.:

District:

Agenda Number:

all

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

3.35

Form 11: Chief Information Officer (CIO) 90-day Report and updates to Board Policy H-11

Date: March 29, 2012

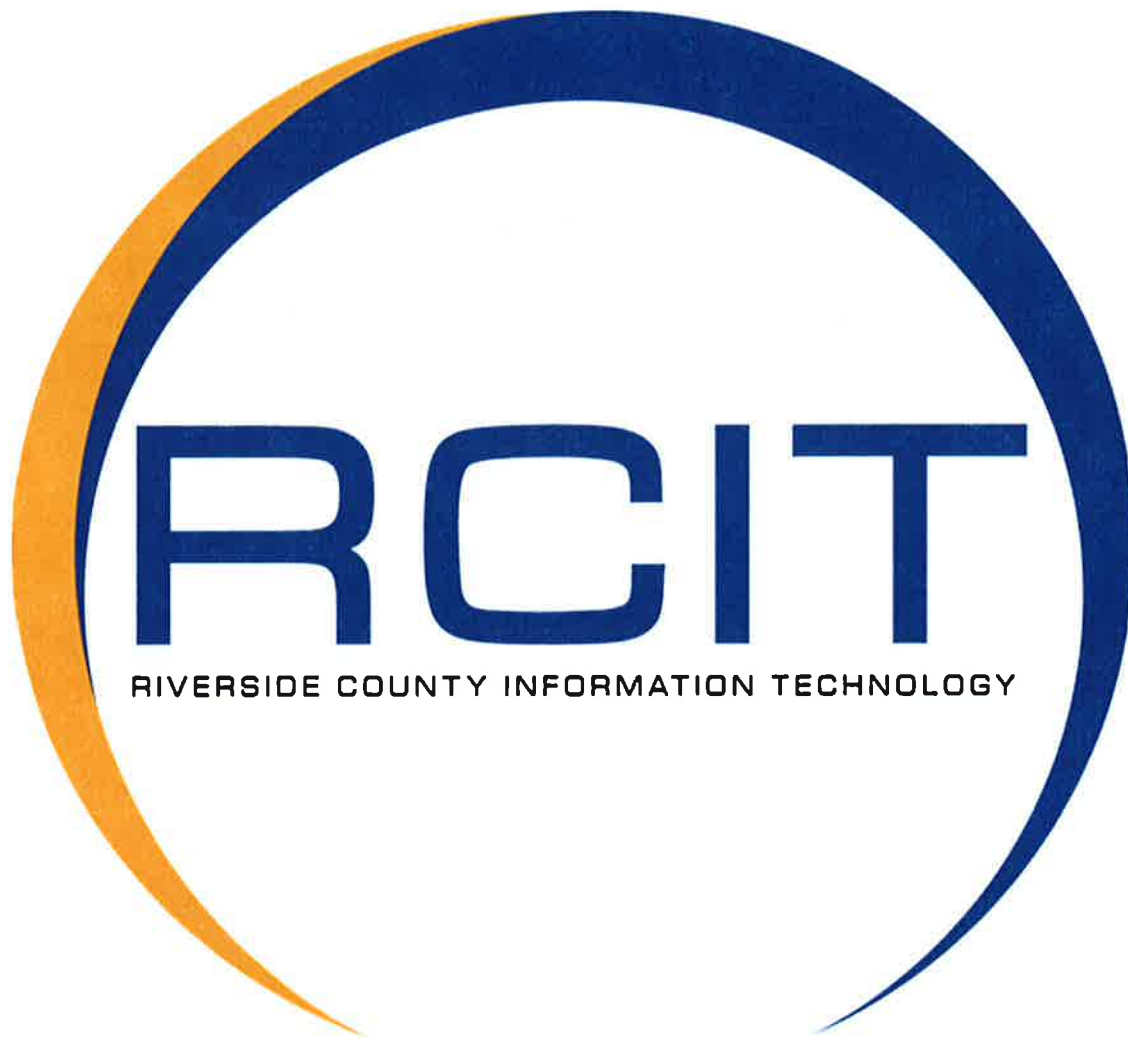
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BACKGROUND: (Continued)

Also attached is a revised Board Policy H-11, Acquisition and Management of Information Systems, Technology and Services, which encourages the use of information technology (IT) to address the business needs of the county. It identifies the roles of departments, RCIT and an executive oversight committee. It combines the former Board Policy A-38, Information Technology, and H-11 while incorporating provisions of both.

Notable revisions to Board Policy H-11 include providing authority to the Executive Officer to establish a Technical Solutions Oversight Committee (TSOC) to develop county technology standards and provide oversight of all county procurements of information systems, technology and services over \$100,000. Approval of procurements under \$100,000 will be deferred to the CIO. The policy also requires that county departments provide an annual report to the CIO of all information systems in use including the annual cost of maintenance of hardware, software, and scheduled life cycle replacement. This provision was previously in Board Policy A-38 but no reporting requirement put in place. This technology list will provide a summary of all IT systems throughout the county and will be available as a reference to all departments contemplating new or expanded information systems.

I believe the new RCIT organizational structure, new direction and revisions to policies will position the county to maximize IT resources and foster partnering to achieve cost savings and efficiencies throughout the county.



Riverside County Information Technology

90-Day Report

By: Kevin K Crawford

April 10, 2012

Since joining Riverside County Information Technology (RCIT) December 29, 2011, I have been assessing the current environment and restructuring the organization to meet technology business needs County-Wide. This report is structured to show the following:

- Where we were...
- Where we are...
- Where we want to be...

WHERE WE WERE...

I spent the first few weeks meeting with many of the constituencies around technology (both customers and providers) throughout the County.

The first constituency included meeting with County Elected Officials, the Executive Office, Department Heads, and several Technology Committee meetings. I heard the following from this group:

- "RCIT has a single focus and it's got nothing to do with our Department's needs."
- "OASIS is a 10 year failure, as it has yet to deliver on original promises."
- "Your team does a very good job of talking and not so good at listening."
- "Your services are way too expensive for what we get."
- "We asked for a quick solution and got a three-year plan."
- "I would like to ask for more services, but not sure you can deliver."
- "I do not read emails from RCIT. There are too many and do not make sense."
- "We've heard promises from former CIOs, why should we believe you?"

The second constituency included meeting members of my new team: RCIT, PSEC, OASIS (PeopleSoft Systems), and ISO (Information Security Office). In addition, I spoke with many of our Vendors and reviewed County and Departmental Documentation on the delivery of technology services. I heard the following from this group:

- "Not enough training to stay on top of technology."
- "Hardware refreshes are so far behind, that hardware is failing."
- "We control a small percent of systems, but are blamed for all failures."
- "We are being asked to do much more than we can handle."
- "Vendors sell directly to customers & then we are expected to make it work."
- "We have a good team and talented people, but customers don't see it."
- "Enterprise systems take time and we get diverted to today's emergency."

Obviously, there is a lot of frustration and consternation from our user communities on the services provided by RCIT. The same can be found internally to RCIT Groups. This leads to many problems, including: perception, communication, training and teaming. Which in turn lead to failures in deliveries, misunderstandings and general lack of trust in the products delivered by this Department.

PERCEPTION: I believe that the perception that RCIT does not, cannot and will not deliver on customer requirements has some basis in fact. We have missed deliveries, we are behind the curve in some technologies, and we are not communicating delivery issues to our customers. I also believe that the current fiscal crisis has exacerbated these issues incredibly. Losses in funding and critical staffing are being felt throughout the department and affecting the Department's ability to deliver.

COMMUNICATION: Communication is another area that we need to take ourselves to task and own our issues. I found the following areas we need to improve on:

- When a customer tells us that we are not listening, we need to take them at their word. We then need to stop and give them a chance to explain and/or express themselves.
- As I witnessed, we do have a tendency to tell the customers what we will do without giving them the time they feel is necessary to fully explain their expectations. This leads directly to a lack of trust.
- Many customers feel that they should just be able to ask for support and we will (or should) jump, since they are paying for it. This is a leadership communication issue, as it is specifically my role to inform the County on what can and cannot be accomplished by the team I have been asked to lead. We cannot be expected to do everything for everybody, no matter what. Priorities must be looked at County-wide for a group supporting County-wide systems.

TRAINING: Information Technology is the epitome of a change environment. Therefore, training for staff is of utmost importance and must be treated as such. Training has been lacking within all areas of the Department. This is a leader issue – NOT a staff issue. Having said that however, I believe that staff must be willing to engage in alternative kinds of training and education rather than merely being sent to a course when a requirement arises.

TEAMING: I strongly believe that the organization needs a change in the style of leadership. This change needs to happen at many levels, but will start with me. A culture exists that does not always require the best of the staff or may in fact punish that type of effort. There was also a silo-ing of staff (for example that everyone had or wanted their own DBA), rather than utilizing a pool of expertise that could better respond to multiple-simultaneous requirements.

I believe that all of the issues above are fixable. I also want to state emphatically, that I have joined a **GREAT TEAM!** We have work to do, but the foundation is there to succeed moving forward.

WHERE WE ARE...

In the last 90 days, we have done the following:

- *Removed silos (end-to-end staffed solutions) where ever possible.* Created functional teams of like experts that are able to attack issues en masse and handle multiple issues at once.
- *Disbanded non-functional committees and communication channels.* Did away with several committees that had lived past their usefulness or were not meeting their objectives.
- *Began change of how we speak with and listen to our customers.* Using live examples of how communications could have been handled better, we provided immediate feedback and training where necessary. This is an on-going effort.
- *Established the Information Technology Officer's Committee (ITOC).* Created a committee for County ITOs to share technology stories, ideas and requirements. The Committee will invite in vendors and afford collaboration opportunities for similar requirements at different Departments.
- *Hired new IT Leaders (2 Asst CIOs and CISO) from the County talent pool*
 - **Wesley Colvin** – Asst CIO, Infrastructure & Communications Bureau
 - **G. Brian Kovalsky** – Asst CIO, Business Systems Bureau
 - **Sebron Partridge** – Chief Information Security Officer
- *Implemented standard change rules for all groups.* RCIT, PSEC, OASIS and ISO all had different Change Management rules and processes. This resulted in miscommunications between the groups and with their customers. The new rules are standard for the entire Department.

- *Changed electronic communication strategy.* One of the specific gripes from customers was that our communications were far too numerous and rarely made sense to the end user. We have now established a common format for external global communications. All global communications will come from the RCIT Help Desk and we are working on changing the notifications from all sources to significantly reduce the overall number of notices that go out.
 - For example: a single weekly email on all changes that will take place within RCIT for the next week. Today each change is sent out individually.
- *Re-organized into a single Department and staff into functional areas.* I have reorganized RCIT, OASIS, PSEC and ISO into a single Departmental structure. RCIT will remain the name of the reorganized Department. See Attachment 1.
- *Asked Departments to give us a chance to show we can succeed.* Lastly, I have asked Departments to give us a chance to prove that we can change and be a partner with them. Sincere thanks to all Departments for allowing us the opportunity to improve and reach the success levels we are capable of.

Yes, RCIT has issues to be addressed. However there have also been many successes, such as:

- Reviewed Departmental Cell Phone Billing and will reduce spend ~45%
- Phone System changes have achieved \$375K annual/ongoing savings
- Wireless expansion for Board of Supervisors and Executive Offices
- Free Public Wi-Fi access at CAC on floors 1 thru 5
- Completed the Rapid 7/Nexpose Deployment for systems security
- Upgraded RCIT to SharePoint and Project Manager 2010
- Kept or lowered rates for FY 12/13 with minimal change in service levels
- Upgraded Mainframe hardware
- Implemented compression for PeopleSoft Systems
- Construction complete on the 44 PSEC base coverage sites
- Started PSEC Subscriber functional acceptance testing
- Upgraded all PeopleSoft Oracle Databases to 11g release

WHERE WE WANT TO BE...

RCIT wants to become a trusted partner to Riverside County in the delivery of business services through technology. We will accomplish the following to achieve this:

- Establish a County-wide Technology Review Structure.
 - **ITOC** – Information Technology Officer’s Committee – In progress
 - **TABS** – Technology Advisory for Business Systems – In development
- Dump outdated cultures, processes and systems.
- Leadership and Communication training.
- Use what few training dollars we have to better effect.
- Work with vendors to find ways to incrementally grow to where we want and need to be.
- Work with Departments to coordinate spend and development
- Deliver services and products when and how we say we will.
- Partner with Departments to help achieve their goals.
- Set appropriate achievable priorities.

We must also show that we can deliver and will complete several projects that have been languishing for up to two years. At the same time, we will keep an eye on future possibilities. In line with this, RCIT is committing to the following deliveries:

- | | |
|---|-------------------------------|
| ○ New RCIT SharePoint Communication Site | – 10 April '12 |
| ○ Talent Acquisition Management (TAM) for HR Dept | – 3 rd Quarter '12 |
| ○ Email (“Exchange”) system upgrade to 2010 | – 3 rd Quarter '12 |
| ○ New County-wide AD Structure with “RivCoCA.org” | – 3 rd Quarter '12 |
| ○ Server Farm Expansion | – 4 th Quarter '12 |
| ○ Financial Upgrade to v9.1 for Controller’s Office | – 4 th Quarter '12 |
| ○ BASE System Stabilization for FY13-14 Budget | – 4 th Quarter '12 |
| ○ Delivery of PSEC | – 4 th Quarter '12 |
| ○ Risk and Vulnerability Management Consolidation | – 4 th Quarter '12 |
| ○ Oasis Infrastructure Upgrade | – 1 st Quarter '13 |
| ○ Completion of secure network website location | – 1 st Quarter '13 |
| ○ Wi-Fi Implementations at 10 Offices | – 1 st Quarter '13 |
| ○ Strategic Technology Plan | – 1 st Quarter '13 |

CIO Recommendations: I would also like to make the following recommendations on technology supervision for the County as a whole:


- *Establish the Technology Standards & Oversight Committee (TSOC) and procurement reviews through approval of Policy H-11.* The rewritten H-11 creates a new committee comprised of Department Head level staff to oversee, approve and standardize the technology environment County-wide. It also includes provisions for technology reviews of current implementations and future procurements.
- *Quarterly updates to Board of Supervisors.* I will have quarterly updates with each of the Supervisors to keep them apprised of RCIT deliveries, issues, requests and successes.
- *Move overhead and Central System costs of RCIT Department (Executive staff, administration, CorNet) to a Core Fee structure.* I believe that one of the reasons that Departments think that they can find less expensive services is that I must charge them all of the overhead costs of the Department. I would like to have the overhead and

central system costs within RCIT moved to the new Core Fee charge. This will bring in line costs of most systems with what is quoted externally.

- *Comprehensive review of IT Spend County-wide.* A comprehensive review of IT spend is essential. I do not think that anyone in the County really knows what we spend on technology County-wide. It will also show duplicative systems and answers to requesting Department questions.
- *New systems being reviewed in next 12 month.* To remain in the forefront, RCIT must investigate, pilot and recommend new technologies to the County. RCIT must also listen to their customers ideas and adopt those that make sense for the County's enterprise. The following technologies will be piloted within the next 12 months:
 - Voice Over IP (VoIP) Telephony Systems
 - Multi-tiered Storage Area Networks (SANs)
 - Cloud Computing
 - Cross-departmental staff collaboration
 - Identify duplicative systems that can be reduced


Finally, I would like to sincerely thank the Board of Supervisors, Chief Executive Officer, and Assistant Chief Executive Officer for providing me this opportunity to join both the County and RCIT. It is a challenge that I relish and believe my team and I are very capable of handling.

CIO 90 Day Report



**RIVERSIDE
COUNTY
INFORMATION
TECHNOLOGY**

We help make Riverside County run.



OASIS
Online Administrative Services
Information System

Kevin K Crawford
Chief Information Officer
Kevin.Crawford@RivCoIT.org

10 April, 2012

CIO 90 Day Report

- ***Where we were ...***
- ***Where we are ...***
- ***Where we want to be ...***



OASIS
Online Administrative Services
Information System



RCIT
RIVERSIDE
COUNTY
INFORMATION
TECHNOLOGY
We help make Riverside County run.

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Where we were ...

To understand, from a customer perspective, I met with:

- Each of the **Board Members** and other **Elected Officials**.
- The **Executive Office**.
- Most of the **Department Heads**.
- Several Technology Committee meetings.

Here is what I heard from these meetings:

- "RCIT has a single focus and it's got nothing to do with our Department's needs."
- "OASIS is a 10 year failure, as it has yet to deliver on original promises."
- "Your team does a very good job of talking and not so good at listening."
- "Your services are way too expensive for what we get."
- "We asked for a quick solution and got a three-year plan."
- "I would like to ask for more services, but not sure you can deliver."
- "I do not read emails from RCIT. There are too many and do not make sense."
- "We've heard promises from former CIOs, why should we believe you?"



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Where we were ...

To understand, from a team perspective, I met with:

- Members of my new Team
 - **RCIT, PSEC, OASIS and ISO.**
- Entire team through an **ALL-STAFF** meeting
- Many of our **Vendors**.
- Reviewed County and Departmental documentation.

Here is what I heard from these meetings:

- "Not enough training to stay on top of technology."
- "Hardware refreshes are so far behind, that hardware is failing."
- "We control a small percent of systems, but are blamed for all failures."
- "We are being asked to do much more than we can handle."
- "Vendors sell directly to customers & then we are expected to make it work."
- "We have a good team and talented people, but customers don't see it."
- "Enterprise systems take time and we get diverted to today's emergency."



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Where we were ...

My review of RCIT, OASIS, PSEC and ISO:

- **We have perception problems:**
 - Some of it well deserved (missing deadlines, lack of clarity on Issues)
 - Some handed to the team (loss of funding and staff).
- **We have communication problems:**
 - If we are continually told, we are not listening. We need to show we are.
 - If we are told our notifications are not clear, we need to make them so.
 - If our customers do not believe our days are full, I will help them understand.
- **We have training issues:**
 - Technology is changing rapidly. Technicians need training to remain on top.
 - Staff must be ready and willing to both learn and teach.
- **We have team issues:**
 - There has been a leadership problem.
 - A Culture that is not working with the current needs of the County.
 - Silos of technical expertise.
- **Overall:**
 - RCIT has issues, but they are fixable.
 - I have joined a **GREAT TEAM!**






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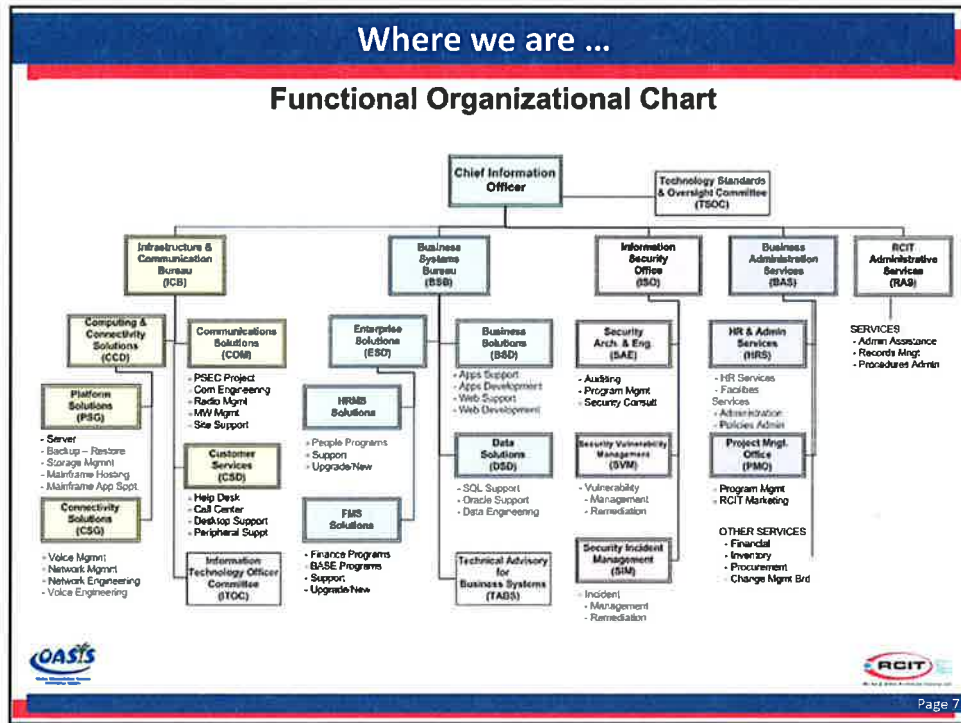
Where we are ...

First Steps to becoming a Business Solutions Partner...

- Remove silos where ever possible. Everyone doesn't need their own DBA.
- Disbanded non-functional committees & communication channels.
- Began change of how we speak with and listen to our customers.
- Established the ITOC (County Tech Leaders discussing technology).
- Hired new IT Leaders (2 Asst CIOs and CISO) from County talent pool:
 - **Wesley Colvin** – Asst CIO, Infrastructure & Communications Bureau
 - **G. Brian Kovalsky** – Asst CIO, Business Systems Bureau
 - **Sebron Partridge** – Chief Information Security Officer
- Implemented standard change rules for all RCIT groups.
- Changed electronic communication strategy.
- Re-organized into a single Department and staff into functional areas.
- Asked Departments to give us a chance to show we can succeed.

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- ### Where we are ...
- ## Successes Achieved in the last 90 Days (YES, there are successes)...
- Reviewed Departmental Cell Phone Billing and will reduce spend ~45%.
 - Phone System changes have achieved \$375K annual/ongoing savings.
 - Wireless expansion for Board of Supervisors and Executive Offices.
 - Free Public Wi-Fi access at CAC on floors 1 thru 5.
 - Completed the Rapid 7/Nexpose Deployment for systems security.
 - Upgraded RCIT to SharePoint and Project Manager 2010.
 - Kept or lowered rates for FY 12/13 with minimal change in service levels.
 - Upgraded Mainframe hardware.
 - Implemented compression for PeopleSoft Systems.
 - Construction complete on the 44 PSEC base coverage sites.
 - Started PSEC Subscriber functional acceptance testing.
 - Upgraded all PeopleSoft Oracle Databases to 11g release.
 - Assist ROV with their technology and business needs.
- OASIS logo | RCIT logo | Page 8

Where we want to be

To become “Riverside County’s Business Solutions Partner”:

- Establish a County-wide Technology Review Structure.
 - ITOC – Information Technology Officer’s Committee – In progress
 - TABS – Technology Advisory for Business Systems – In development
- Dump outdated cultures, processes and systems.
- Leadership and Communication training.
- Use what few training dollars we have to better effect.
- Work with vendors to find ways to incrementally grow to where we want and need to be.
- Work with Departments to coordinate spend and development
- Deliver when and how we say we will.
- Partner with Departments to help achieve their goals.
- Set appropriate achievable priorities.






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Where we want to be

To Do’s:

- *Show that we have the ability to succeed by:*
 - Completing languishing projects; and
 - Looking forward to new opportunities.
- *RCIT will deliver the following:*

– New RCIT SharePoint Communication Site	– 10 April '12
– Talent Acquisition Management (TAM) for HR Dept	– 3 rd Quarter '12
– Email (“Exchange”) system upgrade to 2010	– 3 rd Quarter '12
– New County-wide AD Structure with “RivCoCA.org”	– 3 rd Quarter '12
– Server Farm Expansion	– 4 th Quarter '12
– Financial Upgrade to v9.1 for Controller’s Office	– 4 th Quarter '12
– BASE System Stabilization for FY13-14 Budget	– 4 th Quarter '12
– Delivery of PSEC	– 4 th Quarter '12
– Risk and Vulnerability Management Consolidation	– 4 th Quarter '12
– Oasis Infrastructure Upgrade	– 1 st Quarter '13
– Completion of secure network website location	– 1 st Quarter '13
– Wi-Fi Implementations at 10 Offices	– 1 st Quarter '13
– Strategic Technology Plan	– 1 st Quarter '13






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Where we want to be

CIO Recommendations:

- Establish the Technology Standards & Oversight Committee (TSOC) and procurement reviews through approval of Policy H-11.
- Quarterly updates to Board of Supervisors.
- Move overhead and Central System costs of RCIT Department (Executive staff, administration, CorNet) to a Core Fee structure.
- Comprehensive review of IT Spend County-wide.
- New systems being reviewed in next 12 months...
 - Voice Over IP (VoIP) Telephony Systems
 - Multi-tiered Storage Area Networks (SANs)
 - Cloud Computing
 - Cross-departmental staff collaboration
 - Identify duplicative systems that can be reduced



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CIO 90 Day Report



**RIVERSIDE
COUNTY
INFORMATION
TECHNOLOGY**

We help make Riverside County run.



Online Administrative Services
Information System

Riverside County's Business Solutions Partner

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

Subject:
ACQUISITION AND MANAGEMENT OF
INFORMATION SYSTEMS, TECHNOLOGY AND SERVICES

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Policy:

1. Purpose

To encourage the use of information technology to help meet the business needs of county departments/agencies, and to improve the delivery of services to the citizens of the county. In order to meet these objectives the Chief Executive Officer (CEO) of Riverside County will establish a Technology Standards & Oversight Committee (TSOC) to develop standards and provide oversight of procurements of county information systems, technology, services, and renewals to meet the goals and objectives set by the Board of Supervisors. The TSOC will be chaired by the Chief Information Officer (CIO) and no more than six (6) Department/Agency/District Head level staff appointed by the CEO.

2. Scope

This policy applies to all information and communications systems, technology and related services used by County agencies, departments and districts. It encompasses voice, data, radio, video, image, and audio systems, technology services, renewals and related software/hardware.

3. General Guidelines

- A.** The use of technology is encouraged to meet business needs and to improve both the efficiency and effectiveness of service deliver.
- B.** The use of effective automation and technology is an option to respond to increasing workloads.
- C.** The use of information technology shall be explored to accomplish new or expanded programs as an alternative to expanding staff, and/or increase the use of other resources.
- D.** The acquisition and management of information systems, technology and services will meet established countywide standards while assuring that the costs of unwarranted systems duplication and incompatibility are avoided.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

Subject:
ACQUISITION AND MANAGEMENT OF
INFORMATION SYSTEMS, TECHNOLOGY AND SERVICES

Policy
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- E. Software packages and applications developed for financial or accounting purposes shall be submitted to the Auditor-Controller for review to ensure that effective data processing accounting controls are used and auditing standards are met.

- F. To provide maximum flexibility for accommodating inevitable future growth and in the interest of reliability and economy, all voice, data, radio, wireless, video, image and audio systems will use the County's central telecommunications systems and networks when technically feasible.

4. Responsibilities

A. Chief Executive Officer (CEO)

- 1. Establish a Technology Standards & Oversight Committee to develop county technology standards and provide oversight of all county procurements of information systems, technology and services.
- 2. Appoint up to six (6) Department/Agency Head level staff to sit on TSOC.
- 3. Review, as appropriate, recommendations coming from the TSOC.

B. Technology Standards and Oversight Committee (TSOC)

- 1. Approve county technology standards and oversee all county technology procurements.
- 2. Establish relevant subcommittees to develop county technology standards and provide oversight of all county procurements and renewals of information systems, technology and services. Meet no less than once per month.
- 3. Review for approval the County-Wide Strategic Technology Plan and submit to CEO and Board of Supervisors as appropriate.
- 4. Review for approval all technology requests:
 - i. over \$100,000.00 (total value);
 - ii. "non-recommended" by RCIT; and
 - iii. requiring county standard changes or waivers.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

Subject:
ACQUISITION AND MANAGEMENT OF
INFORMATION SYSTEMS, TECHNOLOGY AND SERVICES

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C. Riverside County Information Technology (RCIT)

1. Establish relative subcommittees, per direction of TSOC, to facilitate development of county technology standards and provide recommendations of all county procurements of information systems, technology, services and renewals.
2. Provide consultation and technical assistance to the TSOC and departments in planning, designing and acquiring information systems, technology and services.
3. In coordination with departments, plan, acquire, operate and maintain the County's central Data Center.
4. In coordination with departments, plan, acquire, install and maintain the County's central telecommunications systems and networks.
5. Manage the County's radio frequency resources, remote sites, facilities and cable plants.
6. Develop business and IT service continuity plans for systems managed and supported by RCIT.
7. Evaluate new technology for application within the County.
8. Review for approval all technology requests under \$100,000.00 (total value).
 - i. forward to TSOC non-recommended requests for review
9. Review for recommendation to TSOC all technology requests:
 - i. over \$100,000.00 (total value);
 - ii. requiring county standard changes or waivers.

D. Departments

1. Provide administration, security management and business and IT service continuity planning for departmental systems not managed and supported by RCIT.
2. Provide technical services/vendor support for testing and fault isolation of departmental systems connected to the County's central

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

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ACQUISITION AND MANAGEMENT OF
INFORMATION SYSTEMS, TECHNOLOGY AND SERVICES

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telecommunication networks. Facilitate local area network control and fault isolation with the appropriate equipment and interface devices.

3. Strictly adhere to copyright laws and vendor licensing agreements as described in documentation provided with purchased software. Unauthorized copying/use of software will not be condoned.
4. Coordinate with RCIT on any new equipment or systems that include networking or connection to the County's telecommunications systems or networks, or for any system managed and supported by RCIT.
5. Coordinate with RCIT for all cable, wireless and conduit installation and use within or between County facilities.
6. Coordinate all requests through RCIT for telephone services, voice applications, mobile/portable radios or mobile/wireless data computers, and data network services.
7. New systems must incorporate the ISO Network Standard.
8. Ensure that life-cycle replacements costs for technology equipment is factored into the annual budgetary process in order to maintain system integrity and continued services and meet the ISO IT Systems Standard.
9. Actively participate in all technology and business systems committee established by the TSOC or CIO.
10. Provide the CIO by January of each year an up-to-date list of information systems in use in each agency/department, the date of implementation, the annual cost of maintenance of hardware, software and support, and the scheduled life cycle replacement. This list will be available as a reference to all departments contemplating new or expanded information systems.

**COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY**

**Subject:
ACQUISITION AND MANAGEMENT OF
INFORMATION SYSTEMS, TECHNOLOGY AND SERVICES**

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5. Procedures

A. All technology equipment, systems, software/hardware, services or renewals shall be submitted to the RCIT for approval prior to purchase. Departments will follow the information technology procurement procedure (enclosed).



Riverside County Information Technology Procurement Procedure

County departments will use the enclosed Riverside County Information Technology Procurement Form for all information technology (IT) purchases and renewals. The form is to be completed and forwarded to the RCIT Deputy Director of Business Administration Services for routing to the Chief Information Officer (CIO) for purchases/renewals under \$100,000 and to the Technology Standards & Oversight Committee (TSOC) for purchases/renewals over \$100,000. The form must be completed and approved prior to initiation of the IT purchase or renewal.

Upon approval by the CIO or the TSOC, the form will be returned to the department.

Requests under \$100,000:

- Forms routed to the CIO for renewal of services will be reviewed within five business days.
- Forms routed to the CIO for purchases that meet established county standards will be reviewed within two business weeks.
- Forms routed to the CIO for purchases that are an exception to established county standards will be reviewed within 30 days.

Requests over \$100,000:

- Forms routed to the TSOC for purchases or renewals will be scheduled for the committee's review at the next scheduled monthly meeting.



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM
 To be completed for all departmental purchases of IT systems, services or renewals

REQUESTED PURCHASE:			
DEPARTMENT/AGENCY:			
CONTACT NAME/PHONE:			
PURCHASE REQUEST:	<input type="checkbox"/> NEW EQUIPMENT/SERVICES	<input type="checkbox"/> UPGRADE	<input type="checkbox"/> REPLACEMENT
PURCHASE TYPE:	<input type="checkbox"/> PROFESSIONAL SERVICES	<input type="checkbox"/> SOFTWARE	<input type="checkbox"/> HARDWARE <input type="checkbox"/> RENEWAL
DESCRIBE REQUESTED PURCHASE	[Describe how the proposed purchase will support the agency's business performance, mission, goals, objectives, and strategic plan. Include the functional description, technical architecture, benefits, specific risks, fiscal impact and any other information that will provide a clear understanding of why the proposed purchase is the best solution for the business needs.]		
BUSINES NEEDS ADDRESSED	[Briefly explain the business issue faced and how the proposed purchase will address your business needs.]		
ARE THERE ANY OTHER COUNTY SYSTEMS THAT PROVIDE THE SAME FUNCTIONALITY?		<input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> UNKNOWN
BUSINESS CRITICALITY		BUSINESS IMPACT (SELECT ALL THAT APPLY)	
<input type="checkbox"/> Run the business		<input type="checkbox"/> Support current operations	
<input type="checkbox"/> Grow the business		<input type="checkbox"/> Reduce Expenses	
<input type="checkbox"/> Transform the business		<input type="checkbox"/> Improve Customer Service	
		<input type="checkbox"/> Improve Operational Efficiencies	
BUSINESS RISKS	Financial:		
	Operational:		
	Customer:		
ALTERNATIVE SOLUTIONS	1. [Solution]		
	2. [Solution]		
	3. [Solution]		



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM
To be completed for all departmental purchases of IT systems, services or renewals

TRANSACTION	<input type="checkbox"/> Cash Purchase	<input type="checkbox"/> Lease Purchase	Lease Years: _____	
PURCHASE COSTS	COST BENEFIT ANALYSIS			
	Hardware: \$	ALTERNATIVE STATUS QUO	ALTERNATIVE	ALTERNATIVE
	Software: \$	Current Annual Cost		
	Labor: \$	Ongoing Annual Cost		
	TOTAL COST: \$	Annual Cost Savings		
		Net Annual Savings		
		Project Implementation Cost		
	Project Payback Period? yrs			
Department Head Signature: _____		Date: _____		

RCIT RECOMMENDATION – for purchases and renewals under \$100,000	
Recommended:	<input type="checkbox"/> Yes <input type="checkbox"/> No (Non-recommended requests submit to TSOC)
By: _____	Date: _____
Chief Information Officer Signature: _____	Date: _____

RCIT explanation for non-recommended requests:

TSOC RECOMMENDATION: for purchases and renewals over \$100,000 and RCIT non-recommended purchases or renewals	
Recommended:	<input type="checkbox"/> Yes <input type="checkbox"/> No (In no, provide explanation below)
TSOC Chair Signature: _____	Date: _____

TSOC explanation for denied requests: