

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

918



**FROM:** Riverside County Information Technology (RCIT)

**SUBMITTAL DATE:**  
November 16, 2015

**SUBJECT:** RCIT Strategic Plan for FY 15/16

**RECOMMENDED MOTION:** That the Board of Supervisors:  
Receive and file RCIT's Strategic Plan for FY 15/16

**BACKGROUND:**

**Summary**

In the 90 day report from Steve Reneker, CIO for RCIT, a strategic plan that would incorporate the ideas and principals from the report into a more comprehensive strategic plan was mentioned and would be presented within 30 days. Attached is the RCIT Strategic Plan which was done without contract resources and with internal staff only. It will be updated annually to reflect the county's constant technology needs and changes to ensure Riverside County leverages innovation in the most cost effective means possible.

The report highlights every department in the County and those projects which are priorities for RCIT. It also talks to the priorities expressed by the Board of Supervisors and the County Executive Officer, Jay Orr. The report details for internal RCIT staff the vision, guiding principles, core values and strategic initiatives.

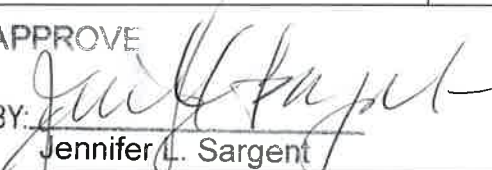
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Steve Reneker  
Chief Information Officer

Departmental Concurrence

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$	\$	\$	\$	Consent <input checked="" type="checkbox"/> Policy <input type="checkbox"/>
NET COUNTY COST	\$	\$	\$	\$	

<b>SOURCE OF FUNDS:</b>	<b>Budget Adjustment:</b> No
	<b>For Fiscal Year:</b> 15/16

**C.E.O. RECOMMENDATION:** APPROVE  
BY:   
County Executive Office Signature Jennifer L. Sargent

**MINUTES OF THE BOARD OF SUPERVISORS**

- A-30
- 4/5 Vote
- Positions Added
- Change Order

**Prev. Agn. Ref.:** | **District:** ALL | **Agenda Number:**

**3-45**

**BACKGROUND:**

**Summary (continued)**

Those key strategic initiatives are:

1. Enhance the County of Riverside Network (CORNET) – RCIT is looking to take all data and voice circuits that connect to CORNET and enhance speed for facilities with 25 or more staff to 1Gbps and those less to 100Mbps. Most of our sites are still between 1 and 3 Mbps which will not support data center consolidation or cloud solutions such as Office 365.
2. Consolidation and Alignment of Departmental Priorities. – User Technicians are being consolidated to provide more efficient support to over 15,000 PCs, laptops, tablets and smartphones. Over 58 data centers and closets with servers/storage will begin to be consolidated into the Riverside County Collaboration Center (RC3).
3. Security – A Cyber Security Operation Center, penetration tests, audits and enhancement security tools will help harden and protect County systems and data.
4. Standards – An IT Policy Committee has already set the first standards. The standards will be enhanced as departments require more cost effective and better supported platforms to ease support and increase system availability and performance.
5. Regional Radio Communications – Three Cities have joined the Public Safety Emergency Communications (PSEC); several others are in the process of reviewing the benefits of joining.
6. Cloud First – To reduce hardware refresh and staff administration, as new systems are brought on board or existing ones are upgraded, hosting solutions for those platforms will be considered first or secondly to the RC3 Private Cloud if more cost effective.
7. IT Service Management – Eight help desks will be consolidated into one to reduce costs and move from a ticket-taking environment to a service desk that provides 90% resolution , and increases customer satisfaction through prompt and professional resolution.
8. Converged Network Project – The county is in the final year of completing the Cisco VoIP phone system which includes necessary network hardware upgrades, and providing internal and Public WiFi at every county location.
9. Disaster Recovery – Getting e-mail (migrating 18 on premise Exchange email platforms to Office 365), payroll, and procurement systems offsite in a hot-site capacity will be critical to our future sustainability.

One of the most critical elements of the efforts in expanding innovation and consolidating IT resources will be controlling costs and the burdens that RCIT has placed on departments in the past. Through the use of a project portfolio management system and fixed rates, RCIT will focus on manageable costs to departments and enable other priorities to be completed without additional costs in most cases.

**Impact on Residents and Businesses**

This strategy will provide better on-line access to services and a more efficiently run county government.