

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



ITEM: 2.6
(ID # 18313)

MEETING DATE:

Tuesday, February 08, 2022

FROM : RIVERSIDE COUNTY INFORMATION TECHNOLOGY:

SUBJECT: RIVERSIDE COUNTY INFORMATION TECHNOLOGY: Receive and File the 90-Day Chief Information Officer's Report; All Districts [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Receive and File the Riverside County Information Technology Chief Information Officer's 90-Day Report.

ACTION:Consent

Jim Smith
Jim Smith, Chief Information Officer

2/1/2022

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Washington, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is received and filed as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: February 8, 2022
xc: RCIT

Kecia R. Harper
Clerk of the Board

By: *[Signature]*
Deputy

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

FINANCIAL DATA	FY 21/22	FY 22/23	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment: No	
			For Fiscal Year: 21/22	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Riverside County Information Technology (RCIT) Department is committed to providing the most efficient and effective technology related services, information security, and the highest level of customer service to County of Riverside departments and constituents. RCIT consists of five bureaus: Business Administrative Services, Converged Communications, Technology Services, Information Security, and Enterprise Applications. The department also provides services related to Geographic Information Services, the RivCoTV broadcasting system, and Data Center hosting.

The attached 90-Day report summarizes the department's mission, organizational structure, goals, accomplishments, strategic plan, and budgetary position. RCIT is committed to continuous improvement and this report highlights our four (4) top priorities: Security and Availability, Innovation, Fiscal Responsibility, and Building Strong Customer Relationships.

Impact on Residents and Businesses

Provides an update on department's activities.

Attachments:

- A. RCIT 90-Day Report


Venus Brambila, Deputy Director - Administration 2/2/2022



90 Day Executive Report

Presented by Jim Smith - CIO

Riverside County's Business
Solutions Partner

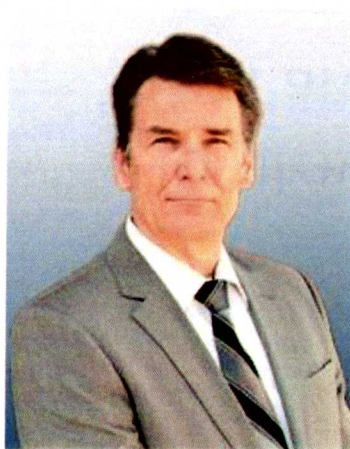


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Director's Message



Jim Smith
Chief Information Officer

As Chief Information Officer, it gives me great pleasure to share with you a brief overview of the Riverside County Information Services Department, or RCIT for short. This overview will include our high-level organization structure, budget, and departmental strategy. It also contains several of our more recent technology successes in serving our customers, as well as our plans to build upon our successes and continue to make Riverside County more secure, efficient, cost-effective, and customer friendly.

Personally, I have over 30 years of experience designing, building, and supporting successful multimillion dollar initiatives in both the public and private sectors. In all my years of experience I have never had the pleasure of working with such a talented and dedicated group of individuals as I do now at RCIT. I find their creativity, hard work, and willingness to collaborate towards a common goal truly inspiring and that's what keeps me coming to work every day.

It's been nearly seven years since I began working at RCIT as an Assistant CIO. We've come a long way since then. The journey hasn't always been easy, but we've made significant accomplishments over the years in both the advancement of technology across Riverside County and more importantly, in building strong relationships with our customers. I'm extremely proud of how far we've come and even more excited about where we're going. Thank you for sharing this journey with us.



Mission

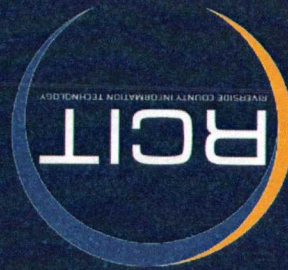
RCIT – Empowering People to Reach Beyond...

Vision

To provide our customers with innovative solutions that are highly available, secure, and cost-effective.



Top Priorities



RCIT – Top Priorities

Priority #1 - Security and Availability

- Safeguard the County's assets (Network, Infrastructure, Endpoints, Software, Data, Employees)
- Identify technology weaknesses and work collaboratively to remediate and strengthen the environment from malicious attacks and unplanned downtime
- Why? – Protect Riverside County from an unimaginable loss of information, revenue, and reputation

Priority #2 - Be Innovative

- Work together to create innovative solutions that improve the lives of our customers and constituents
- Remove staff's fear of failure, because without failure there can be no innovation, creativity, or forward movement
- Why? – Our greatest and most difficult achievements become our proudest memories



RCIT – Top Priorities

Priority #3 - Fiscal Responsibility

- Build cost-effective solutions that spend our budget wisely
- Get the most out of every solution that we implement
- Why? – The money we are given comes from the taxpayers and we must show value for every dollar that is spent

Priority #4 - Build Strong Customer Relationships

- Connect with our customers and let them know that we care about them and are committed to making them successful
- Look for opportunities to leverage cost-effective technology that will make our customers more productive so that they can better serve the constituents of Riverside County
- Why? – It's much more enjoyable and rewarding to work with friends rather than customers





CIO – Personal Goals

2021

2022



CIO – Personal Goals

Goal #1 – Build Teamwork by Improving Communication

- Encourage staff to speak up and share their creative ideas on innovative technology and ways to improve our work environment
- Improve the marketing and communication of RCIT both inside and outside of the organization
- Why? – We will only succeed as a team and success is more satisfying when it's shared

Goal #2 – Improve Work/Life Balance

- Make sure that those who work too much don't get burned out, and those who work too little pull their weight
- Help staff to find a role in this organization (or another) that makes them happy and productive
- Why? – The technology we build is transitory, but the lives we improve can impact generations

Goal #3 – Have Fun and Be Happy

- Build an environment where people look forward to coming to work and are passionate about what they do
- Attract leaders and staff with a passion for the job and that find joy in collaboration and serving our customers
- Why? – The only way to do great work is to love what you do – Steve Jobs





Key Initiatives For FY 21/22 & FY 22/23



Key Initiatives for FY 21/22

Initiative #1 – Enterprise Backup Replacement Project (Funded - Complete)

- Our #1 priority is to protect and secure the County's data. The amount of data to backup and send offsite has grown exponentially year over year and the system acquired in 2016 is struggling to complete all backups on time

Initiative #2 – VMware Enterprise Contract Renewal (Funded – Complete)

- Complete the second renewal of the County's Enterprise Licensing Agreement with VMware for server virtualization software and create compatibility with the public cloud for disaster/recovery and infrastructure elasticity
- This new agreement provides the County with flexible licensing that can be used on premises or in the cloud, allowing RCIT to build a scalable hybrid cloud configuration for high-availability during a catastrophic event at RC3

Initiative #3 – Enterprise Server Hardware Replacement (Funded – In Process)

- Replace the private cloud at RC3 with new VMware "ready nodes" that will create a new on-premise private cloud that is compatible with multiple public cloud systems
- Identify a few strategic systems to replicate to the public cloud for high-availability
- This initiative was partially funded through savings achieved on Initiative #1 and #2



Key Initiatives for FY 21/22 (Cont.)

Initiative #4 – Cisco End-of-Life Switch/Router Replacement (Funded – In Process)

- Replace aging network infrastructure across the county, much of which was brought in during the CNP (Voice) project that began in 2013
- Equipment costs to be shared with County Departments

Initiative #5 – Web Content Management and Consolidation (Funded – In Progress)

- Consolidate multiple County web environments into one, scalable and flexible platform and will improve constituent engagement with County programs and services
- Funding request submitted to ARPA and CIP programs

Initiative #6 – Countywide Wireless Upgrade Project (Funded – Starting RFQ)

- Replace aging wireless network equipment with newer, more secure, and feature-rich technology
- Equipment costs to be shared with County Departments




Initiative #7 – PeopleSoft Financials Upgrade (Unfunded – Information Gathering)

- Upgrade the PeopleSoft Financial System from version 9.1 to 9.2 to keep us current with system updates and features



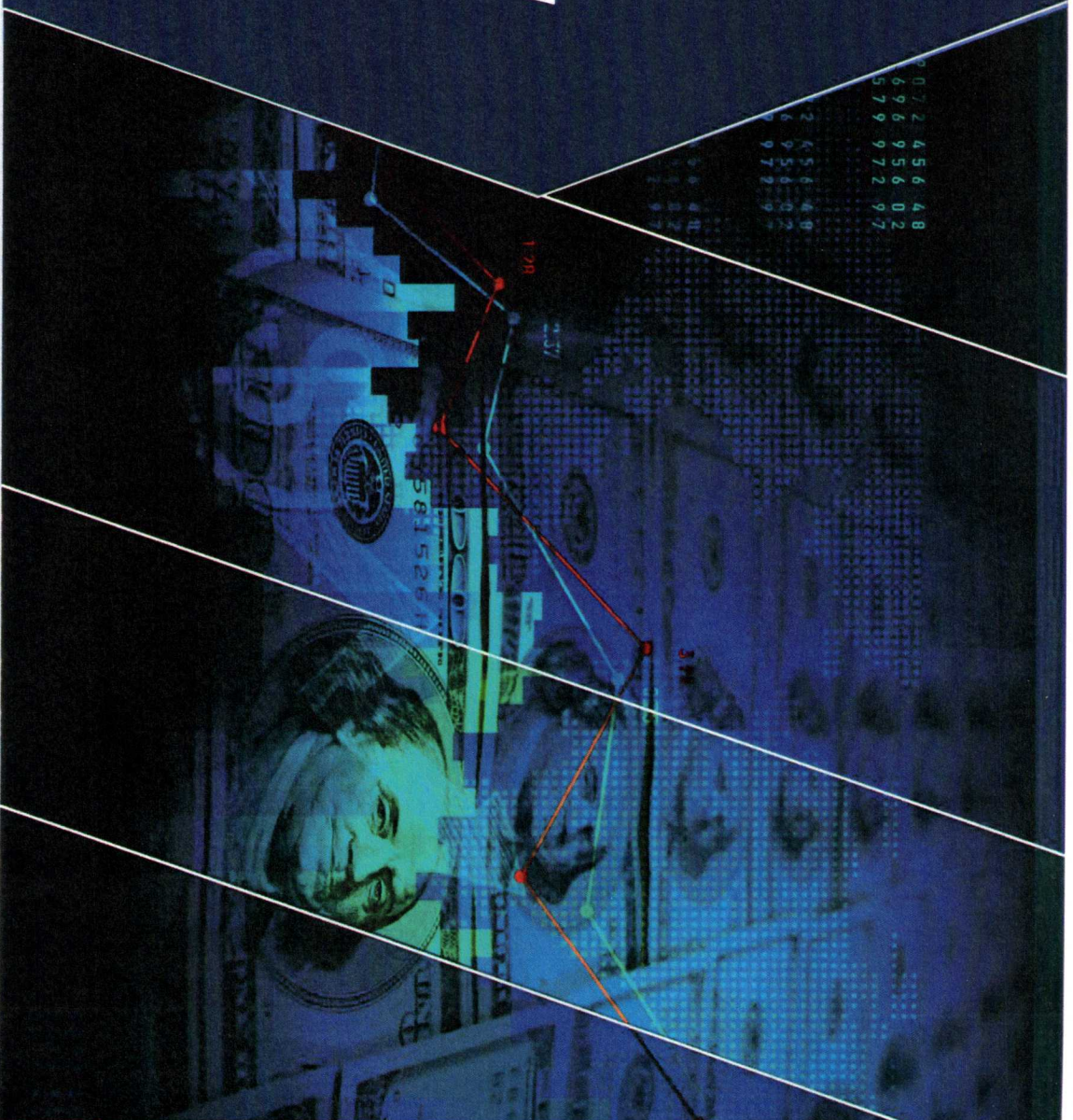


RCIT Strategic Plan for 2022

Business Objectives	Business Capabilities	Strategic Actions	Strategic Roadmap	Investment Portfolio															
<div><p>Operational Excellence</p></div> <div><p>Innovation</p></div> <div><p>Customer Experience</p></div>	<p>Manage: Improve security posture and product and Service availability</p> <p>Manage: Fiscal Responsibility</p> <p>Engage Staff: Cultivate teamwork and collaboration</p> <p>Engage Staff: Improve work life balance</p> <p>Challenge Staff: Think bold and don't settle for status quo</p> <p>Engage Customers: Build strong relationships</p> <p>Engage Customers: Market products and services</p>	<p>Follow industry standards to maintain and upgrade hardware and software</p> <p>Create Capital Asset Plan to cover one-time costs that cannot be added to a flat budget</p> <p>Launch organizational and cultural change</p> <p>Ensure accountability and prevent burnout</p> <p>Implement a scalable portal for services delivery and interactions</p> <p>Create a customer engagement and marketing plan</p>	<div><div>2Q2022</div><div>3Q2022</div><div>4Q2022</div><div>1Q2023</div></div> <div><div>Finalize Multi-Factor Authentication</div><div>Upgrade PeopleSoft Financials from 9.0 to 9.2.</div><div>Leverage Capital Asset Plan for Strategic Initiatives</div><div>Implement hybrid cloud infrastructure for growth and D/R</div><div>Implement Staff career planning sessions</div><div>Identify staff for the Leadership Training Academy program</div><div>Implement ServiceNow Project Management platform and dashboards</div><div>Create RCIT Customer Engagement and Satisfaction Survey</div><div>Develop product and service marketing assets</div></div>	<p>Investment Level by Objective</p> <table><thead><tr><th>Objective</th><th>Amount</th><th>Percentage</th></tr></thead><tbody><tr><td>Operational Excellence</td><td>\$14,091,399</td><td>17%</td></tr><tr><td>Innovation</td><td>\$442,460</td><td>0%</td></tr><tr><td>Customer Experience</td><td>\$2,255,582</td><td>3%</td></tr><tr><td>Overhead</td><td>\$68,033,557</td><td>80%</td></tr></tbody></table>	Objective	Amount	Percentage	Operational Excellence	\$14,091,399	17%	Innovation	\$442,460	0%	Customer Experience	\$2,255,582	3%	Overhead	\$68,033,557	80%
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Customer Experience	\$2,255,582	3%																	
Overhead	\$68,033,557	80%																	
<p>Enabling Changes and Initiatives</p>	<ul style="list-style-type: none">Continuously evaluate RCIT staffing needs and allocate new staff based on demand when existing employees promote, transfer, retire, or show interest in doing or learning something newIncrease employee engagement through workshops and meetings with technology leads to brainstorm ideas and build a two-way communication channel giving staff an opportunity to create meaningful change within the organizationEmpower staff to make decisions within their role to promote creative and innovative solutioningIncrease hybrid cloud infrastructure capacity to support dynamic service growth and increase availability of services in the event of a catastrophic failure or disasterIdentify and run a pilot for customer-centric engagement for continuous product and service delivery improvements																		
<p>Key Dependencies and Risks</p>			<p>Metrics/KPIs</p>																
<ul style="list-style-type: none">Strategic initiatives are dependent on funding availabilityService delivery and availability is impacted by vendor products and servicesDemand for services is increasing with no mechanism to fund the staff necessary to deliver and maintain proper service levelsCulture change requires support from all levels of executive leadership and managementRCIT's rates have remained flat while costs have gone up limiting the ability to innovateRequires appropriate levels of staff to maintain and support business solutionsIncreased customer engagement is vital towards building customer confidence and trust			<ul style="list-style-type: none">Decreased in downtime that impacts service availabilityImproved security postureYear over year increase in employee engagement and competency levelsIncrease in the number of innovative solutionsIncrease in collaborative partnership with successful outcomes																



Budget Overview



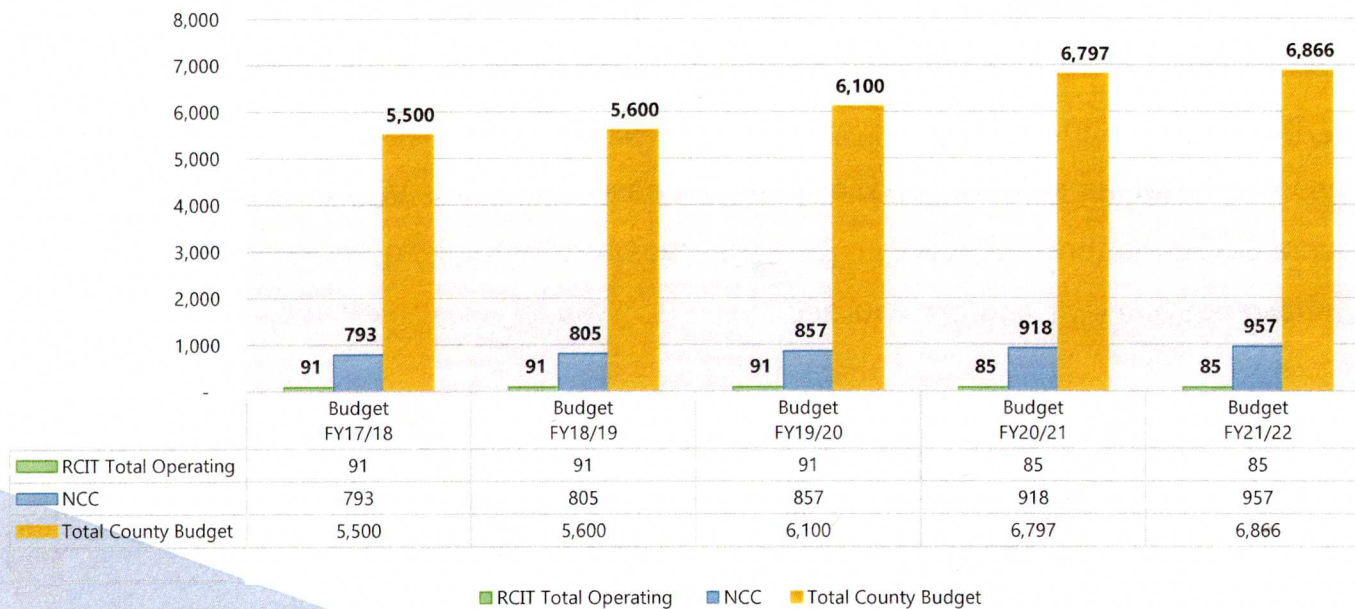
Budget History

Over the past four years, Net County Cost (NCC) has increased by 17% and the overall County budget has increased by 25%. Conversely, RCIT's total Operating budget has remained flat since FY 17/18, and in FY 20/21 was decreased by 7%. The reduction was the result of a combination of COVID-19 budget impacts, reorganization, and capital lease reductions. From FY20/21 to FY21/22 the total Operating budget once again remained flat, and we have been asked to keep our rates flat once again in FY 22/23. RCIT will continue to look for creative ways to work within our budget while providing our customers with the best service and support possible.



5 Year Budget History

**NCC vs RCIT Total Operating Budget
5 Fiscal Years Comparison
(\$ in Millions)**



Note- FY21/22 and Total County Budget is from Recommended Budget



We Are Here For You

FY 21/22 Operating Staff by Major Cost Components - Budgeted Staffing

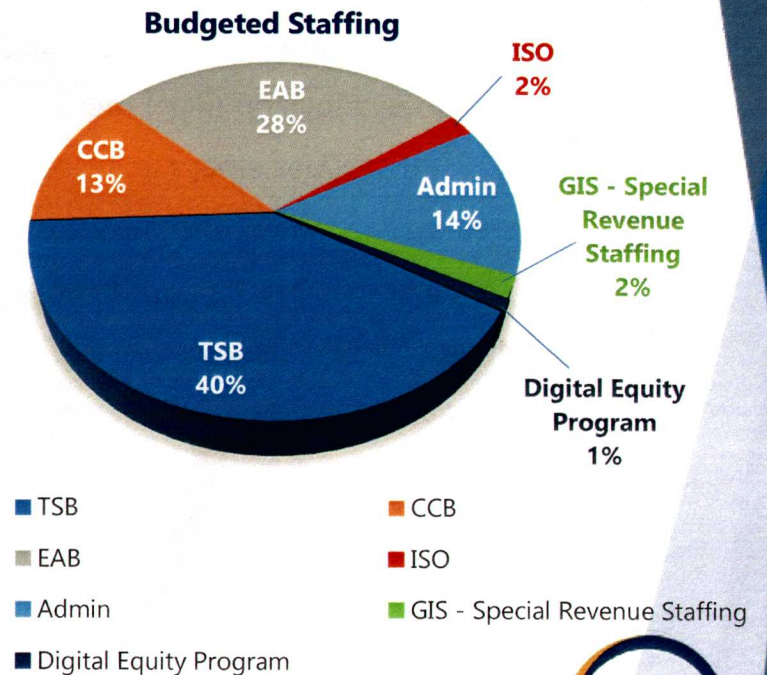
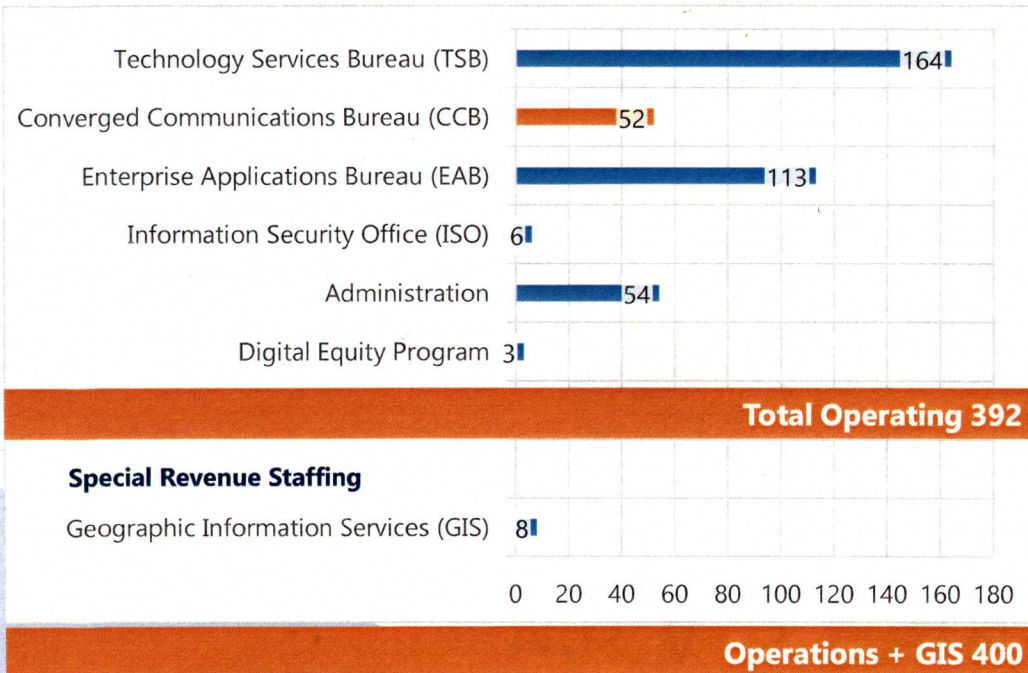
The employees of Riverside County Information Technology (RCIT) manage the countywide technology services for most departments and the countywide infrastructure for all departments. RCIT operates as an Internal Services Fund (ISF). Additionally, we have Special Revenue funds. The Geographic Information System (GIS) professionals strive to maintain and distribute the most accurate GIS data and services to the County and its stakeholders. RivCoTV provides professional Media services for countywide departments and external customers. Digital Equity Program (DEP) develops initiatives to bridge the Digital Divide and implements cost saving measures by repurposing County Electronic Surplus assets.



Budgeted Staffing

FY 21/22

Operating Staff by Major Cost Components - Budgeted Staffing

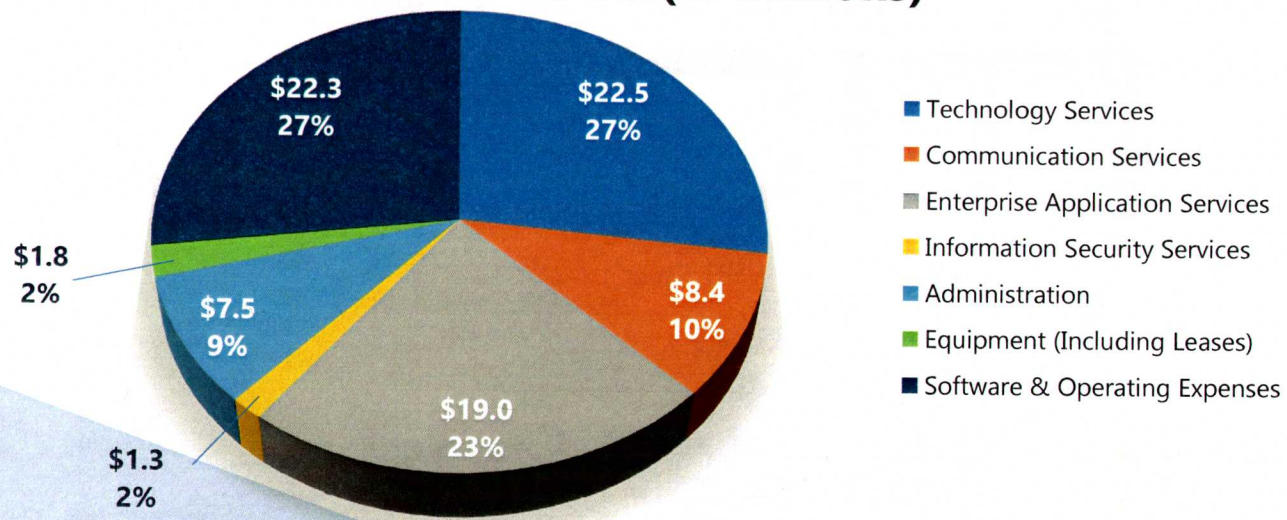


Cost By Bureau

FY 21/22

Outlined are the major components and appropriations of the FY 2021/22 RCIT Operating Budget, showing how resources (cost allocation to departments) are utilized by RCIT to provide services to County Departments

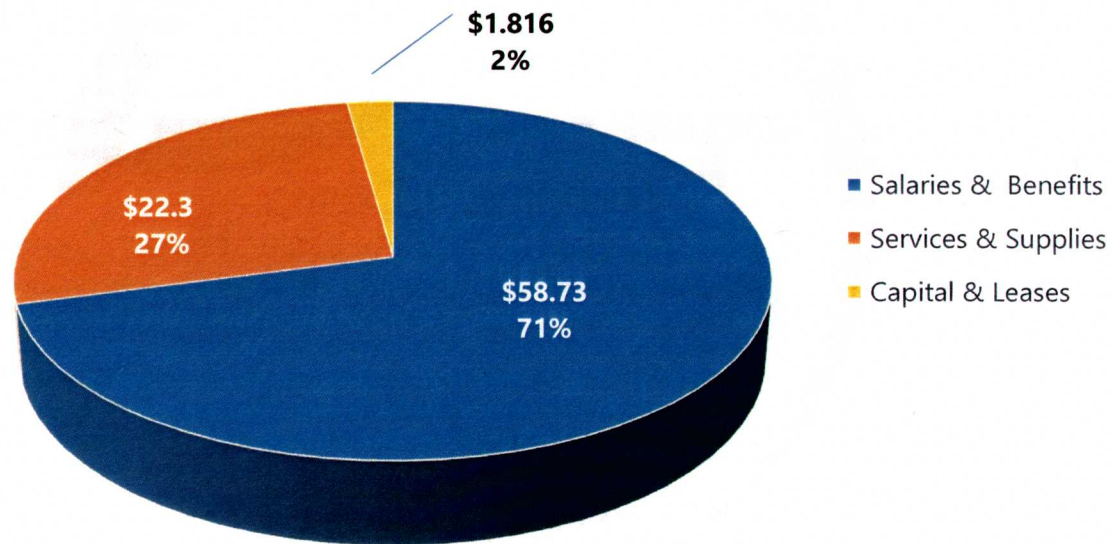
Costs (In Millions)



Cost by Appropriation

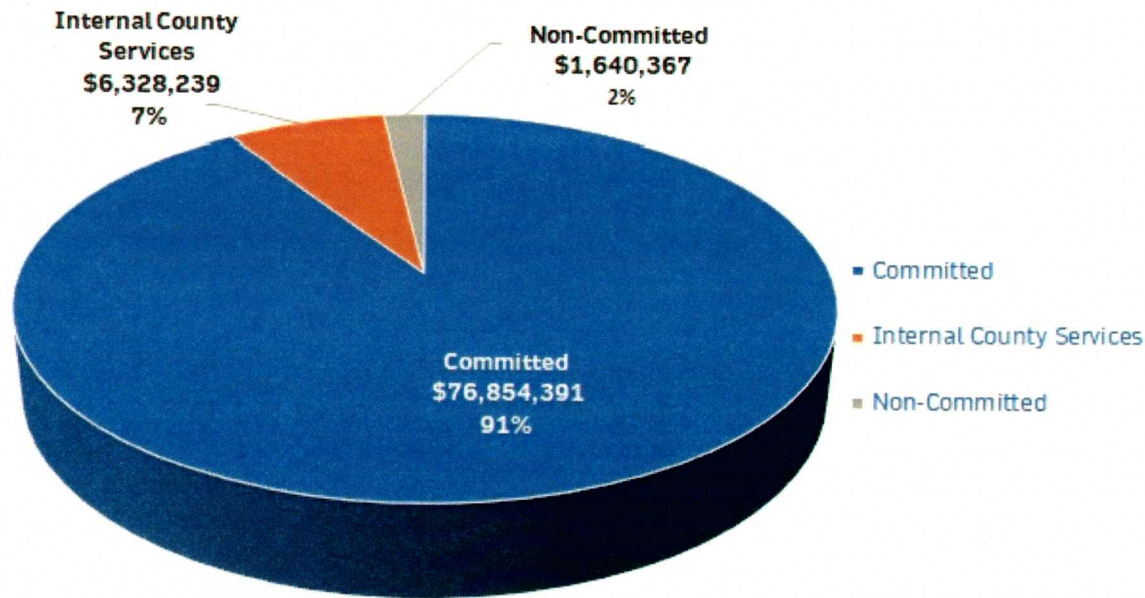
FY 21/22

Costs (In Millions)



RCIT Committed vs Non-Committed Budget

FY 21/22



Department Allocation

(Enterprise, Dedicated Staff & Specialized Applications)

Departments	FY 17/18 Total	FY 18/19 Total	FY 19/20 Total	FY 20/21 Total	FY 21/22 Total	
Account						
Auditor-Controller	1,367,505	1,367,505	883,309	330,829	330,829	**
Assessor/Co Clerk-Recorder	1,464,601	1,464,601	1,532,837	867,098	827,992	**/**
Agricultural Commissioner	110,034	110,034	114,749	110,725	110,725	
Animal Services	926,353	926,353	966,059	931,804	931,804	
Business Development and Community Services	-	-	-	554,955	554,955	*
Clerk of the Board/BOS	732,518	193,697	196,311	642,085	643,153	
County Counsel	336,220	336,220	350,629	338,332	338,332	
Crest	-	-	-	-	56,215	***
District Attorney	1,434,498	1,434,498	1,495,974	1,443,507	1,443,507	
DCSS	2,070,293	2,070,293	2,145,818	2,046,861	2,053,122	
DPSS	28,550,033	28,550,033	28,819,792	27,233,486	27,259,193	
Facilities Mgmt	4,025,482	4,025,482	4,200,437	2,152,227	2,157,490	*
Environmental Health	2,366,312	2,366,312	2,376,392	2,059,430	1,990,833	
Emergency Management	895,141	895,141	958,279	871,652	741,789	
Executive Office	211,672	211,672	220,771	211,534	217,807	
Fire	462,549	462,549	478,865	441,710	441,710	
First Five	-	-	-	201,486	201,486	
Flood	1,790,232	1,790,232	1,840,590	1,793,460	1,828,660	
HHPWS	-	-	-	1,756,797	1,649,944	*
Human Resources	3,696,459	3,696,459	3,532,241	3,316,006	2,926,345	
Law Library	1,965	1,965	2,049	1,977	1,977	
Office on Aging	330,776	330,776	344,966	332,120	332,120	



Department Allocation

Departments	FY 17/18 Total	FY 18/19 Total	FY 19/20 Total	FY 20/21 Total	FY 21/22 Total
Account					
Parks	386,441	386,441	403,002	388,868	388,868
Probation	4,515,427	4,515,427	4,656,159	4,342,404	4,371,796
PSEC	124,373	124,373	129,703	738,197	125,154
Public Defender	1,417,006	1,417,006	1,467,539	1,416,069	1,416,069
Purchasing and Fleet	997,786	920,122	922,063	1,281,898	1,164,474
RCA	21,988	21,988	22,930	22,126	22,126
RCHCA	18,323	-	-	-	-
RUHS - Behavioral Health	2,991,196	2,991,196	3,119,390	3,009,612	3,009,612
RUHS - Care Clinics	518,778	518,778	541,010	522,035	522,035
RUHS - Community Action Partnership	108,079	108,079	112,710	-	-
RUHS - Medical Center	8,161,143	8,161,143	8,510,930	8,210,190	8,210,190
RUHS - Public Health	1,262,525	1,262,525	1,314,601	1,266,892	1,292,562
Registrar of Voters	906,815	906,815	1,008,146	788,687	788,687
Sheriff	8,103,062	8,103,062	8,450,340	8,153,416	8,152,846
TLMA	4,731,782	4,731,782	4,806,671	4,376,203	4,412,332
Treasurer-Tax Collector	1,023,205	1,023,205	1,073,201	316,385	316,385
Veterans Services	53,128	53,128	55,405	53,462	53,462
Waste Resources	1,314,100	1,314,100	1,409,889	1,136,265	1,067,796
WRCOG	127,786	-	-	-	-
Total Allocation	87,555,587	86,792,993	88,463,759	83,660,791	82,354,382
RCIT RC3 and Other Revenue	3,356,773	4,119,367	4,207,792	1,162,204	2,468,613
Total Budget	90,912,360	90,912,360	92,671,551	84,822,995	84,822,994

Note(s):

* FY20/21 - EDA/FM was separated into three departments: Business and Community Services, Facilities Management, and Housing, Homelessness, and Workforce Solutions.

** FY20/21 - Property Tax System is no longer supported by RCIT.

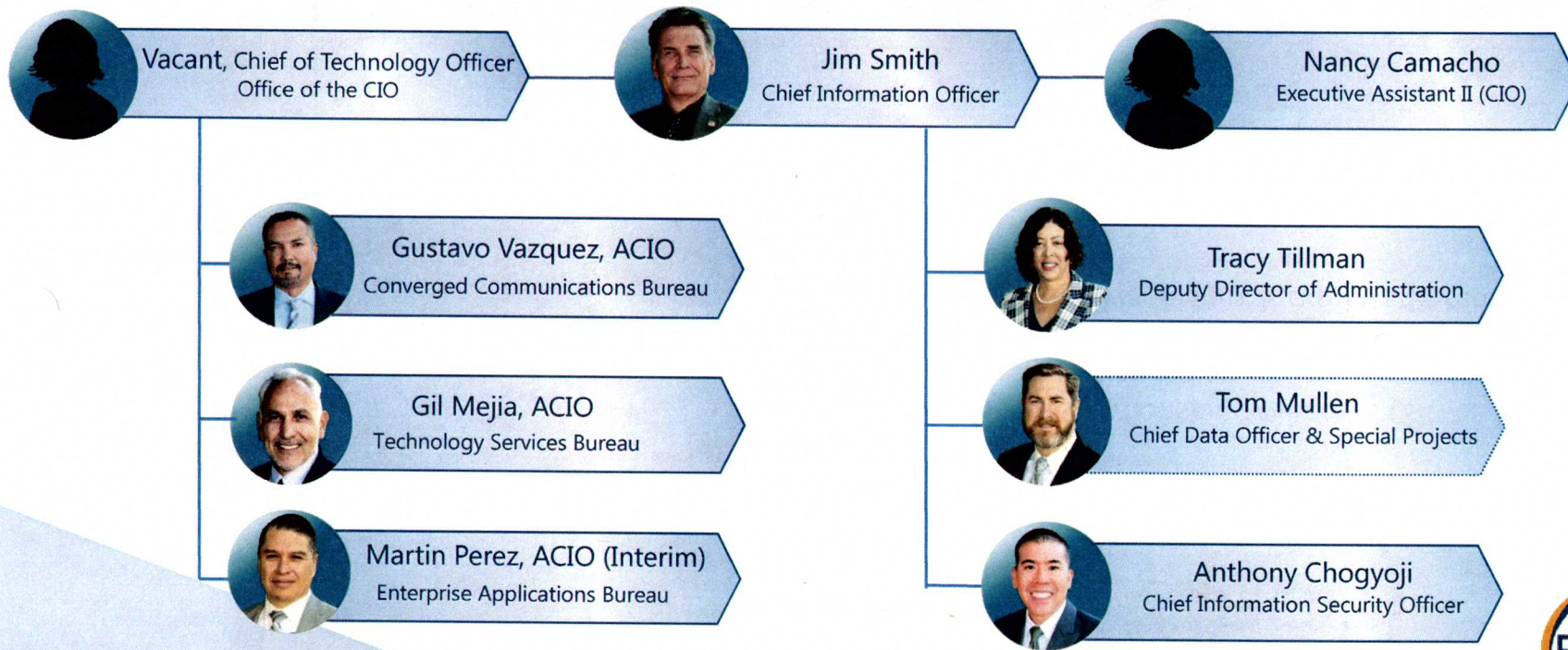
*** FY21/22 Crest was separated from ACR for allocation purposes only.



Organization



RCIT Executive Organization Chart





RCIT- Business Partners

Business Relationship Managers

Business Relationship Managers (BRMs) build relationships with key stakeholders and executives within each department and agency of the county, providing technology leadership, insights, and representation on behalf of RCIT.



Tom Mullen
Chief Data Officer



Angela Hines
BRM II



Mary Cain
BRM II



Alex Serrano
BRM II



Calvin Render
BRM I



RCIT - BRM Portfolios



Tom Mullen
Public Safety &
Health

RUHS

Sheriff

**District
Attorney**

**Assessor
Clerk Recorder**

Fire

**Treasurer-Tax
Collector**

Probation

**Emergency
Management**



Angela Hines
Internal Services &
Housing (HHPWS)

**Human
Resources**

**Facilities
Management**

**Purchasing &
Fleet**

**Registrar of
Voters**

**Housing,
Homelessness**

RIVCOED



Alex Serrano
Public Works &
Land Use

**Environmental
Health**

Flood Control

TLMA

**Waste
Resources**

**Animal
Services**

**Agricultural
Commissioner**

Parks District



Mary Cain
Human Services

**Public Social
Services (DPSS)**

**Child Support
Services**

First Five

Office on Aging

**Veterans
Services**



Calvin Render
Finance &
Government Services

**Board of
Supervisors**

**Clerk of the
Board**

**County
Counsel**

**Executive
Office**

**Auditor
Controller**

**Public
Defender**

**Unmanaged
Departments**

**Managed
Departments**



RCIT- BAS

Business Administration Services

The BAS Division is committed to providing vital financial and business services with excellence, innovation and efficiency to both internal and external customers.



Tracy Tillman
Deputy Director of
Administration



Natalia Brown
ASM I



Talishia Pitts
ITM I



Leah Deslate-Soliva
Principal
Accountant



Norma Marchan
Principal
Accountant

RCIT - BAS

Business Administration Services

Payments

Payments is primarily responsible for all aspects of payment processing, accounting, and reconciliation of payments to vendors and for managing the internal payroll process to include ensuring the completion of timesheets for the issuance of RCIT staff's bi-weekly paychecks. This team is responsible for ensuring that vendor payments and timesheets are processed accurately, timely, consistently, and in compliance with internal controls. Additionally, this team makes payments on behalf of other county departments and processes reimbursements concurrently via RCIT's Pass-Thru Fund.

Procurement

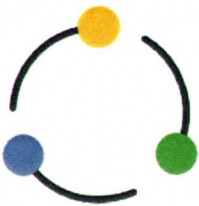
Procurement is responsible for procuring purchases for RCIT in compliance with countywide procurement policies. Procurement ensures purchases are made in a responsible, timely, and cost-effective manner. Procurement activities include developing contracts, requests for proposal/quotations, purchase order issuance, contract compliance, and other special projects. Additionally, this team procures IT services and products on behalf of many County departments as well.



RCIT - BAS

Business Administration Services

Budget and Finance



Budget and Finance works with executive and division managers to develop annual budgets, establish billing allocations, rates, and projections. This team provides budgetary and financial analysis to facilitate department-wide decision making. In addition, this team is responsible for the preparation and processing of customer billings and working collectively with various Bureaus throughout RCIT. This team also manages RCIT's capital assets and is responsible for properly recording, accounting for, and reconciling revenue.

Software Management



Software Management is responsible for the maintenance of a comprehensive inventory of all installed software and related licenses including desktop, server, enterprise, and SaaS environments. This team also assists in the development of county-wide policies and procedures for the purchase, installation, and tracking of software assets. Additionally, this team conducts software audits and works to ensure compliance with software licensing requirements.



RCIT - BAS

Business Administration Services



Facilities and Inventory

The Facilities and Inventory Team (FIT) is dedicated to delivering reliable services with excellence to enable RCIT to provide unmatched customer service. Services include inventory/asset management, and facilities planning and operations. FIT is responsible for ensuring that inventory is received, properly accounted for, and safeguarded. FIT also oversees many projects including minor alterations, capital improvement, and maintenance services.



Digital Equity Program

Software Management is responsible for the maintenance of a comprehensive inventory of all installed software and related licenses including desktop, server, enterprise, and SaaS environments. This team also assists in the development of county-wide policies and procedures for the purchase, installation, and tracking of software assets. Additionally, this team conducts software audits and works to ensure compliance with software licensing requirements.



RCIT - BAS

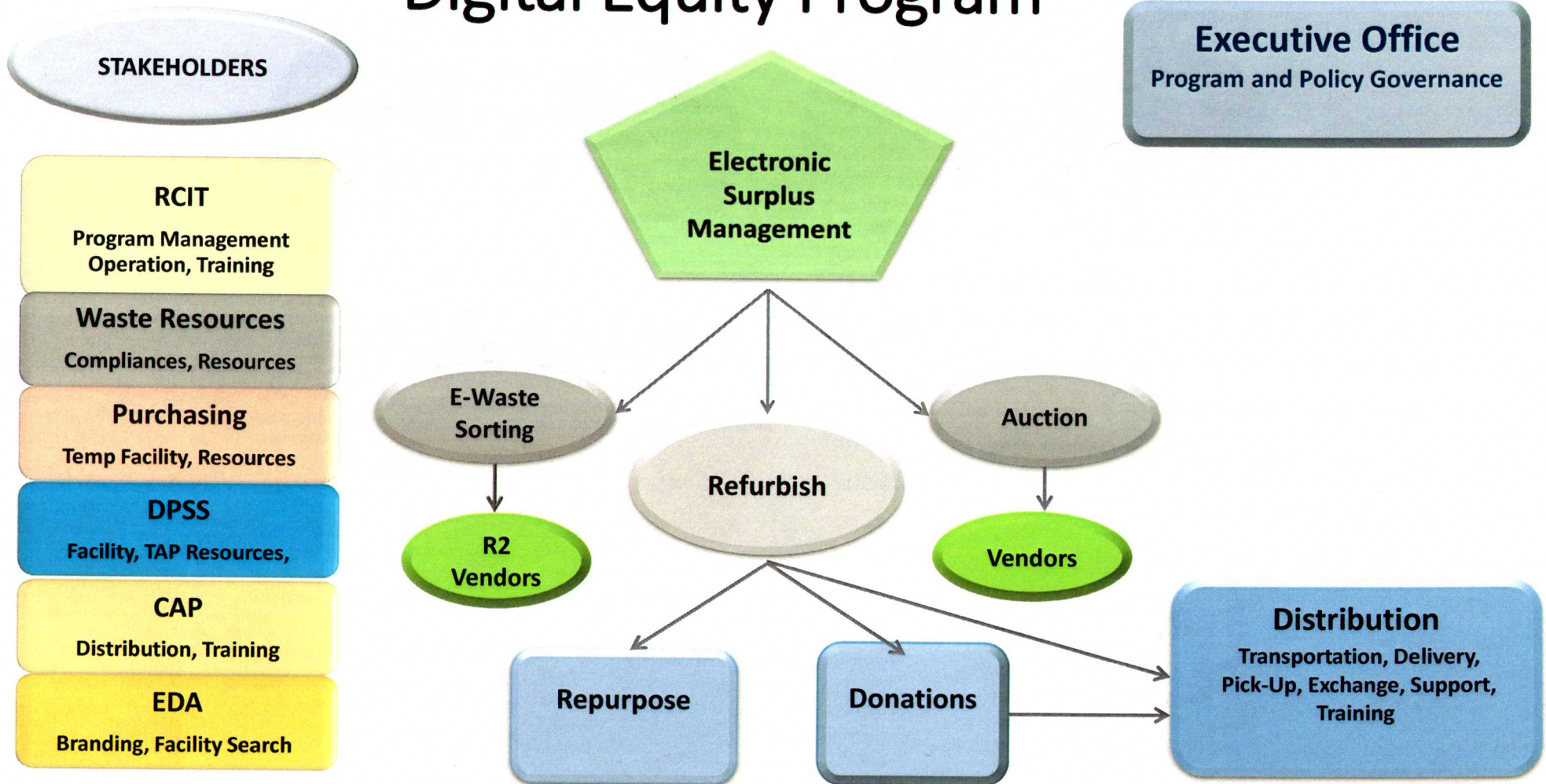
Digital Equity Program (DEP) - Benefits



- Provides free computers to low-income families and helps to bridge the Digital Divide
- Repurposing of County electronic assets to departments with limited budgets
- Timely response to departmental urgent requests for loaner equipment
- Extends the lifecycle of electronic assets reducing the need to purchase new equipment
- Reduction of environmental impact and Carbon Footprint by bridging e-government access
- Electronic Surplus Management to locate specific models for meeting urgent field support requests
- Proper Data Sanitization without destroying the drives and extending the life of the equipment
- Donations to Non-Profit organizations who serve those in need
- Job Training opportunities at the DEP warehouse and computer training for seniors and veterans
- Generates revenue by selling unwanted Electronic Assets on the Public Auction site
- Donation to libraries and after school programs to serve the children of needy families
- Providing free parts and components to field technicians for fixing systems real time



Digital Equity Program



RCIT- CCB

Converged Communications Bureau



The Converged Communications Bureau provides wired and wireless data network connectivity, voice services, infrastructure services, audio-visual systems, and building security systems in support of County department's business needs.



Gustavo Vazquez
ACIO



John Pantoja
ITM III



Steve Arbizo
ITM II

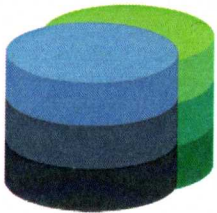


John Haschak
ITM III

RCIT - CCB

Converged Communications Bureau

Infrastructure Engineering



The Infrastructure Engineering team works closely with county departments, architects, and contractors to design and oversee the implementation of IT infrastructure in support of major facility remodels, tenant improvements, and new building construction. The team is responsible for the implementation of data cabling, telephone services, network connectivity, wireless network connectivity, badge access, security camera systems, paging systems, sound masking, and audio-visual systems.

❖ Projects Completed in 2021 - **93**



RCIT - CCB

Converged Communications Bureau

Customer Service



The Customer Service team processes requests for telephones, conference phones, fax lines/services, contact centers, auto attendants, data cabling, and WebEx accounts. They also provide end-user training for the services they provide.

❖ ServiceNow Tickets processed – **9,961**

Field Support



The Field Support team installs and maintains telephones, Telco lines, data circuits, data cabling, network equipment, backup power systems, badge access systems, audio visual systems, and building paging systems.

❖ ServiceNow Tickets processed – **732**



RCIT - CCB

Converged Communications Bureau

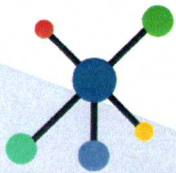


Building Security and Access Control

The Building Security and Access Control team is responsible for the design, installation, and maintenance of the county enterprise badge access system, security camera systems, burglar alarm systems, sensors, buzzers, and other security related services.

❖ Managed Badge Readers – **2,930**

Network Operations



The Network Operations team is responsible for the installation, repair, and care of the County's wide area network (WAN), local area network (LAN), and enterprise wireless network (WiFi) equipment that supports the County of Riverside Voice Over Internet Protocol (VoIP) and Data Networks (CoRNET). Support also includes network routers and switches, data center connectivity, enterprise firewalls, enterprise VPN, enterprise DNS, DMZ, wireless access points, and the ordering and management of telco last mile and hub data circuits.



RCIT - CCB

Converged Communications Bureau

Voice and Network Engineering and Support



The VoIP & Network Engineering and Support team is responsible for design engineering, project management, upgrades, programming, and maintenance for all the VoIP Network equipment and wide area network (WAN). This includes the enterprise Cisco VoIP system, contact centers, automated attendants, voice mail, call recording, enterprise fax server, and the Mass Notification System, along with Firewalls, DMZ, IOS upgrade, capacity planning, and the WiFi networks for all departments throughout the County.

- ❖ Managed Routers & Switches – **1,416**
- ❖ Managed Wireless Access Points – **3,315**
- ❖ Managed Telephone Devices – **22,800**



RCIT- EAB

Enterprise Applications Bureau



The Enterprise Applications Bureau develops, implements, and maintains enterprise and business line information systems for county customers and provides tools that enable the public to discover, interact, and participate with their government.



Vacant
ACIO



Martin Perez
ITM IV



Anita Abraham
ITM III



Kelly Hartmann
ITM II



Damian Laning
ITM II



Lisa Horak
ITM III

RCIT - EAB

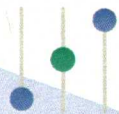
Enterprise Applications Bureau

Enterprise Solutions Division (ESD)



The Enterprise Solutions Division (ESD) team manages the development, support and maintenance of Enterprise applications which are applications used by departments that have an underlying shared architecture or shared data. Key technologies and competencies include ServiceNow, Laserfiche, SharePoint, Web Development, and Project Management.

Enterprise Resource Planning Solutions Division (ERPSD)



The ERP solutions division supports all the PeopleSoft Applications being used by the County of Riverside. This includes, Human Capital, Financials and Supply Chain Management, Budget Administration, Business Process and System Analysis services related to PeopleSoft.



RCIT - EAB

Enterprise Applications Bureau

Departmental Solutions Division (DSD)

Departmental Solutions Division (DSD) provides Application Development, Application Support, Data Reporting, Business Intelligence, Data Warehouse services, Application Implementations, and Business Systems Analysis. Most of these services are in direct support of departmental applications and many of the staff are funded directly by the departments that they support.

Database Solutions Division (DBSD)

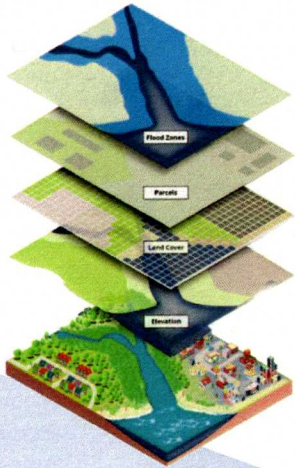
Database Solutions Division is responsible for the performance monitoring, integrity and security of databases for various county departments (ACO, HR, TLMA, Public Health, Executive office, Treasurer, Purchasing, DPSS, Sheriff, Hospital and FLEET). DBSD is also involved in the planning, installation, configuration, design, migration, troubleshooting, and the data backup/recovery of MS SQL and Oracle Databases.



RCIT - EAB

Enterprise Applications Bureau

Geographic Information Services (GIS)

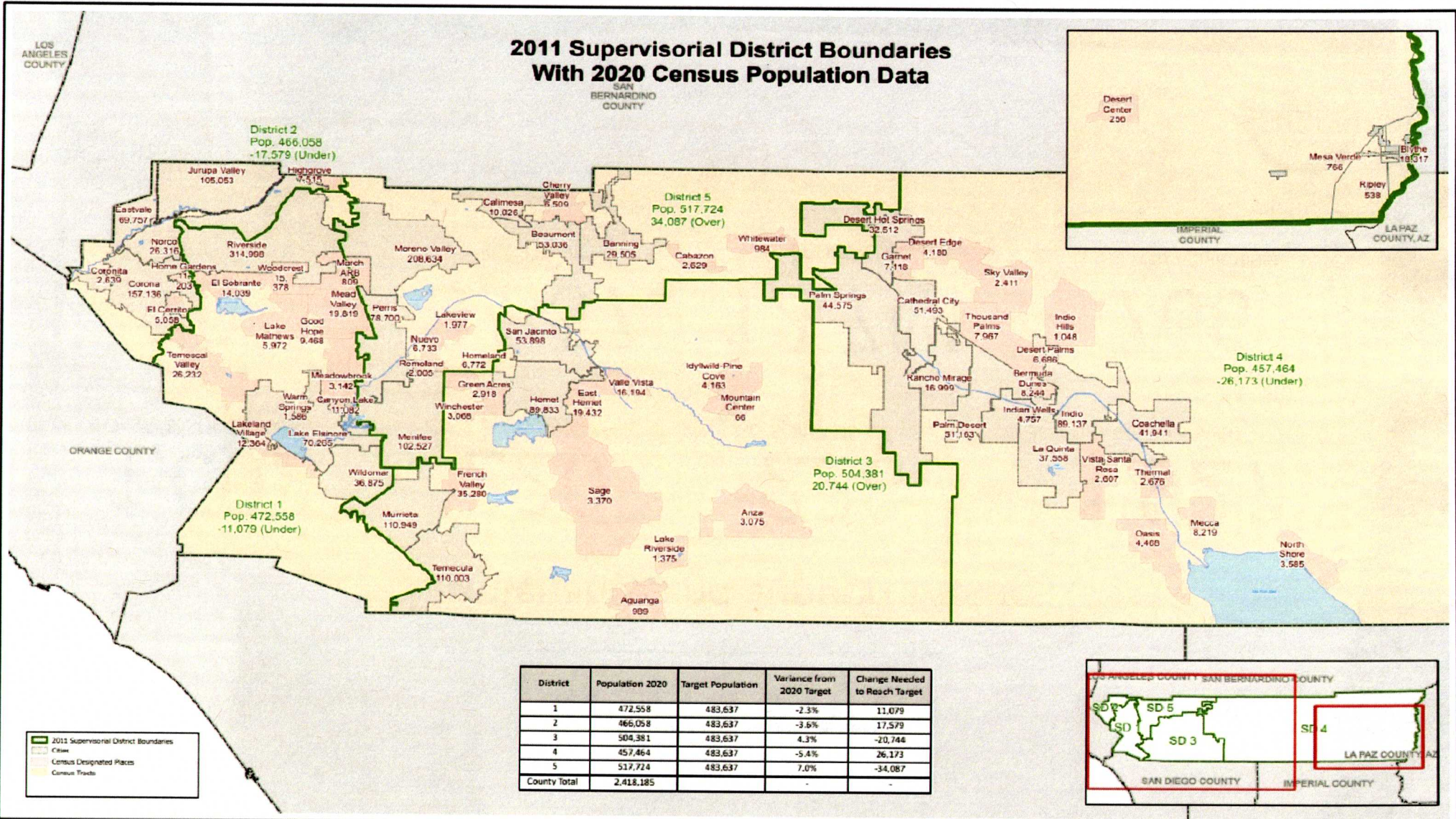


Since 1989, Riverside County has been integrating GIS technology into many of its governmental functions such as land development, land use and Planning, road construction and maintenance, demographics. Consolidated back in 2012 from TLMA, the RCIT-GIS team performs support and services for GIS and Spatial data.

The RCIT GIS Team has played a key role in the redistricting process resulting from the 2020 census. They have built over 100 maps in support of the redistricting process that include factors such as population, voting ages, ethnicity, and various new regulations from the State designed to improve diversity and inclusion in the voting process.



2011 Supervisorial District Boundaries With 2020 Census Population Data



RCIT - EAB

Maintenance and Support Metrics

1,602

Oracle & SQL databases

220

Applications

228

GIS Spatial Data Layers

1,927

GIS Web Maps

70

Websites

3,867

SharePoint Sites

12.7M

Documents

766

GIS Web Applications

5,512

Incidents*

8,399

Requests*

823

Change Requests*



* Resolved items for 2021

RCIT – 90 Day Executive Report

RCIT- ISO

Information Security Office



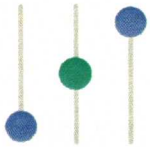
Anthony Chogyoji
Chief Information Security Officer (CISO)



Our mission is to help protect the confidentiality, integrity, and availability of all County information assets. This is achieved by partnering with County departments to implement effective security and privacy safeguards; performing around-the-clock security monitoring, threat detection and incident response; and delivering security awareness training and simulated attacks to equip our County's workforce with the knowledge and skills necessary to remain vigilant and help defend our enterprise network from internal and external threats to its information and technology resources.

RCIT- ISO

Information Security Office



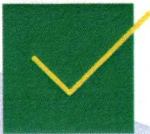
Information Security Governance

Develop and implement enterprise information security policies, standards, guidelines, training, and awareness



Risk and Vulnerability Management

Perform ongoing risk and vulnerability assessments, and penetration testing for identification and remediation of security gaps and deficiencies



Regulatory Compliance

Assist departments in achieving and maintaining compliance with HIPAA / HITECH, IRS, DOJ / CJIS / CLETS, PCI DSS, & CA Data Breach Notification Law



RCIT- ISO

Information Security Office

Cyber Security Operations

24x7x365 Security Monitoring, Intrusion Prevention, Breach Detection, Incident Management, Cyber Threat Intelligence, Situational Awareness, and Security Advisory Notifications

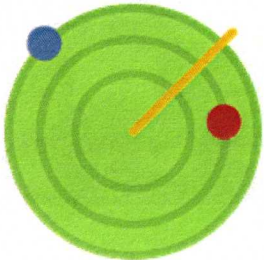
Digital Forensics, Data Recovery, & eDiscovery

Assist with HR Investigations, Data Recovery Requests, Public Records Requests, Litigation Holds, eDiscovery Requests, Breach Response, and Root Cause Analysis



RCIT- ISO

Enterprise Security Metrics



Security Information and Event Management (SIEM) System

Aggregated, correlated, and analyzed over **25 billion** security events

Advanced Firewall & Intrusion Prevention System (IPS)

Blocked over **239 million** cyberattacks targeting the county's edge network

Email Security Gateway

Blocked over **7.5 million** spam, phishing, and malware infected emails

Breach Detection System (BDS)

Intercepted, sandboxed, and analyzed over **1 million** downloaded files

Domain Name System (DNS) Security Gateway

Blocked access to over **2.5 million** malicious domains



RCIT- ISO

Enterprise Security Metrics (continued)

Albert Network Intrusion Detection Sensor (U.S. DHS)

Inspected over **6 petabytes** of internet traffic identifying over **2 thousand** potential threats

Cyber Threat Intelligence Feeds

Received over **14 million** threat indicators

Security Orchestration, Automation, & Response (SOAR) Platform

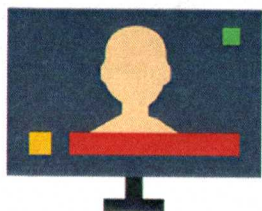
Processed over **23 thousand** security incidents, closing **7,292 (31%)** using AI & machine learning

Vulnerability Management System

Scanned over 40,000 devices/month for software & configuration vulnerabilities

Phishing Awareness & Simulation Platform

Sent **234,205** simulated phishing emails countywide, resulting in **47,835** reported by our employees (**31,717** simulated, **16,118** suspicious)



RCIT- RivCoTV

Riverside County Audio/Video Team



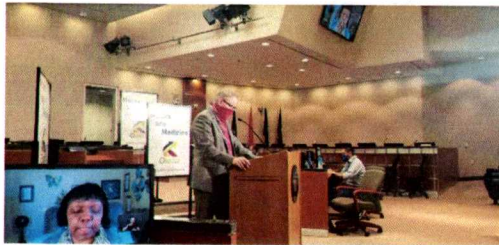
RCIT's media team is responsible for managing legislative meeting support for all organizations who meet in the County Board Chambers. The team also provides video production services with final products delivered across multiple platforms; including 3 public access channels, social media and other web streaming platforms.



Roy Henderson
Information Technology Manager



RCIT – RivCoTV Purpose



- To provide a convenient and information-rich resource for residents, visitors, businesses, non-profit organizations, other public agencies and schools to access their County government.
- To provide more extensive information on important County issues and activities.
- To employ the latest trends of technology to improve customer service and communication relating to issues of interest within the County and its surrounding area.
- To contribute to the improvement of County services, foster economic development, and enhance the sense of community within the County.
- To act as a source of information during local emergencies.



RCIT- TSB

Technology Service Bureau



The Technology Services Bureau provides data center, cloud, e-mail, identity management, Help Desk, and desktop support services across the county.



Gil Mejia
ACIO



Luis Flores
ITM IV



Bob Fayad
ITM IV



Vacant
ITM III

RCIT - TSB

Technology Services Bureau



Data Center

Riverside County Collaboration Center (RC3) is a state-of-the-art data center that offers leased collocation services ranging from a single server rack unit within a shared cabinet all the way up to custom sized cages capable of securing multiple racks. RC3 serves as the primary data center for Riverside County. RC3 is equipped with redundant utility power, UPS systems, generators, fuel and water tanks and delivers over 500 tons of cooling capacity through over 18,500 sq ft of raised floor. RC3 allows access to multiple Internet Service Providers (ISP's) creating a scalable infrastructure to meet the needs of Riverside County and our private sector business partners today and into the future. Presently RC3 is staged with over 75 server racks that support approximately 1500 server instances and hundreds of applications such as PeopleSoft, Laserfiche, and CISCO Voice Communications to name a few.



RCIT - TSB

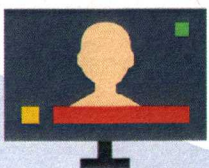
Technology Services Bureau

Help Desk



The RCIT Help Desk provides 24/7/365 call center services, system monitoring, first and second level support for the various county computing and network systems, outage notification and escalation services, and service and repair ticket tracking. The Help Desk is staffed Monday through Friday, from 6:30 AM to 5:30 PM. All calls received on weekends and after hours are picked up by an answering service with access to a team of RCIT Staff that is on-call 24/7/365.

Field Support Services



User Support Technicians (USTs) provide first and second level support for County desktop devices, including PCs, laptops, tablets, printers, and peripheral accessories. The USTs perform tasks related to device installation, implementation, imaging, configuration, application loading, troubleshooting, repairs, equipment refreshes, salvaging, and asset tracking.



RCIT - TSB

Technology Services Bureau

Identity Services



The Identity Services Team is responsible for identity and access management (IAM) and they define and manage the roles and access privileges of individual network entities (users and devices) to a variety of on-premise and cloud applications. Users include customers, partners and employees; devices include computers, smartphones, routers, servers, controllers and sensors. The core objective of IAM systems is one digital identity per individual or item. Once that digital identity has been established, it must be maintained, modified and monitored throughout each user's or device's access lifecycle.



RCIT - TSB

Technology Services Bureau

Managed Services



Microsoft Teams

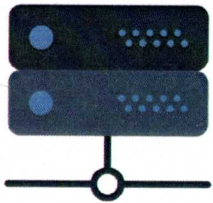
The Manage Services Team is responsible for support of Microsoft Office 365 or O365. O365 provides a user a comprehensive set of software tools and services that facilitate office documentation, communication, collaboration and management tasks. No upfront installation or integration is required, other than an Internet connection and supporting Web browser.

The Microsoft Office 365 suite of applications includes Word, Excel, PowerPoint, Outlook, OneNote, SharePoint, OneDrive, and Teams to name some.



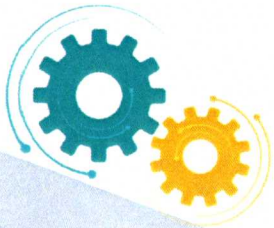
RCIT - TSB

Technology Services Bureau



Departmental Support

The Departmental Support Team is responsible for day-to-day support of the various hardware and software that exist at each department managed by RCIT. Support includes design engineering, upgrades, maintenance and migration of services that exist at department level to the enterprise computer systems hosted at RC3.



Engineering

The Engineering and Infrastructure Team is responsible for design engineering, upgrades, and maintenance of computer systems managed by RCIT. This includes deployment and support of enterprise systems hosted at RC3 such as PeopleSoft and Laserfiche plus support of cloud-based technology solutions and their supporting enterprise services.



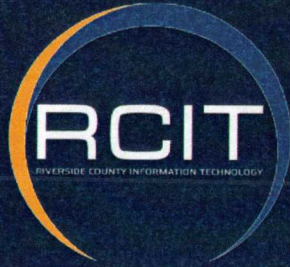
RCIT - TSB

Technology Services Bureau



- Number of **Server Instances** Supported by TSB: **1,450**
- **Email Accounts** managed by TSB: **10,400**
- Number of **devices** (desktop/laptop/mobile) supported by TSB: **30,800**
- **Email** volume in 2021: Inbound: **30,063,960** / Outbound: **25,949,864**
- **Customer requests** for service to the Help Desk in 2021: **124,634**
- **Service requests** processed by Help Desk in 2021: **85,832**





Major Accomplishments



Adobe Sign Electronic Signature Service



Project Background

The Adobe Sign electronic signature service is one effort in our goal to drive digital transformation in the County. It helps to eliminate paper and printing costs by switching to paperless workflows and keeps County operations and services, that use Adobe Sign, running during unplanned events that impact our ability to provide services in County buildings, such as COVID-19.

Benefits

- **Business continuity** by having the ability to provide services online.
- **Saves time** by automating signing workflows.
- **Automated** requests and paperwork with tight integration between Adobe Sign and Microsoft solutions.
- **Strengthened compliance** with audit trails and real-time visibility into document status.



Data Backup Modernization Project

Project Background

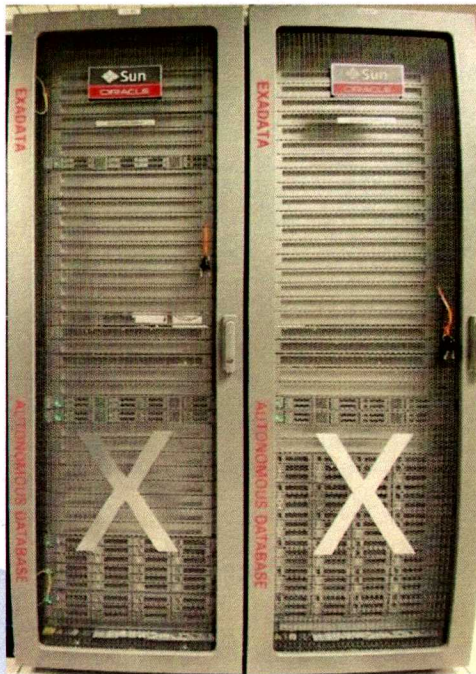
RCIT manages and maintains the data backup system that is used for the backup and recovery of data for County Departmental Applications including PeopleSoft HRMS and Financial Systems. The data backup system is at end-of-life service. Earlier this year RCIT purchased a new data backup solution that consists of hardware and software that is classified by industry experts as "best in class." RCIT is in the process of moving data from the end-of-life system to the new data backup solution and expects to have the project completed by the end of December. The new data backup solution will meet the recovery time objectives (RTO) and recovery point objectives (RPO) of our customers for many years.

Benefits

- Reliable
- Scalable
- Secure
- Cost-effective



PeopleSoft Hardware Refresh Project



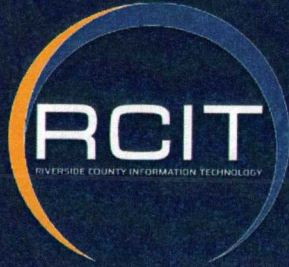
Project Background

RCIT manages and maintains the hardware that is used to deliver PeopleSoft Applications and Services, HRMS and Financial Systems. The X5 hardware is at end-of-life service. Earlier this year RCIT purchased new X8 hardware and installed it at RC3. RCIT is in the process of migrating services from the end-of-life X5 hardware to the new X8 hardware and expect the project to be completed by the end of November. The new X8 hardware is configured with compute, storage, and memory to meet the current and future demands for Riverside County for the next 3-5 years.

Benefits

- Reliable
- Scalable
- Secure
- Cost Effective

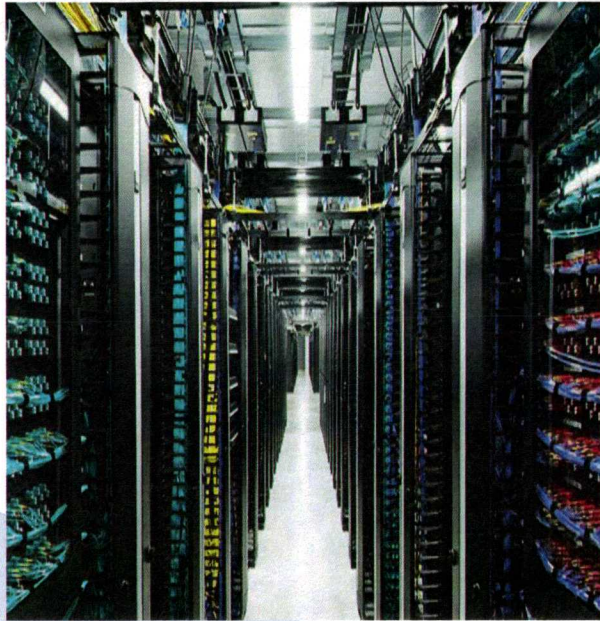




Significant Active Projects



End-of-Life Router and Switch Project



Project Background

RCIT manages and maintains the CORE network for the County that supports both voice and data traffic for all the critical services delivered by the County. The switches and routers used throughout the network are at their service End of Life (EOL). The purpose of the EOL project is to replace those network elements that have transitioned beyond their lifecycle and are no longer supported by the manufacturer. The devices represent a significant functional and security risk to the County due to lack of service options, inability to update operating system to fix security flaws and general obsolescence.

Benefits

- Secure our network
- Continued manufacturer support
- Future growth with consolidation in mind
- Supports additional bandwidth
- Cost effective transition
- Limited downtime



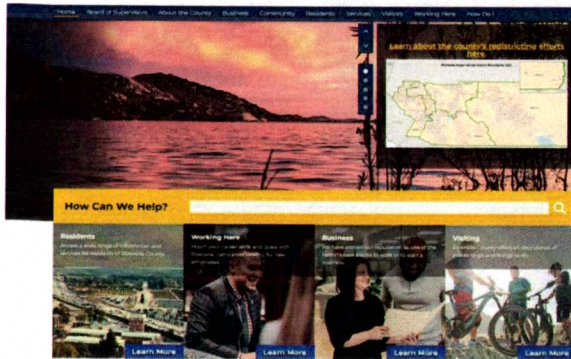
Web Content Management Project

Project Background

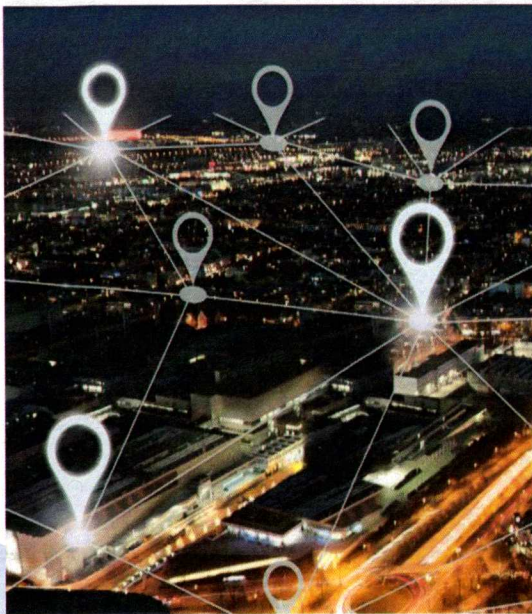
RCIT manages over 70 web sites across 4 different web platforms, which creates complexity in managing the content and securing the infrastructure. It also limits the ability to standardize the look and feel across sites. This project should be completed by the end of 2022 and will migrate all RCIT managed sites into a centralized cloud-based infrastructure. Once completed, county residents will be able to interact with our departmental services much easier, more securely, and with confidence that they are always within the County ecosystem. This environment will also make it much easier to search across sites and will provide the County with access to new web technology such as bot technology and IoT services from Amazon and Google.

Benefits

- Improved Constituent Interaction
- Standardize Menus and Navigation
- Common Search Across All Sites
- Consolidate Sites into One Platform
- All Staff Trained on Common System
- Cloud Based



Enterprise Wireless Project



Project Background

RCIT manages and maintains the County of Riverside large enterprise wireless network that provides wireless access to roughly 500 County office buildings within its jurisdiction. The wireless controllers and access points have reached their End of Life (EOL). The purpose of this enterprise wireless upgrade project is to replace those devices that have transitioned beyond their lifecycle and are no longer supported by the manufacturer. Additionally, with more services now supported in the cloud, we are seeking a solution that will allow us with an option to have redundancy in the cloud.

Benefits

- Improves Wireless Security
- Secure Guest Access
- Continued Manufacturer Support
- Cloud Based
- Limited Downtime



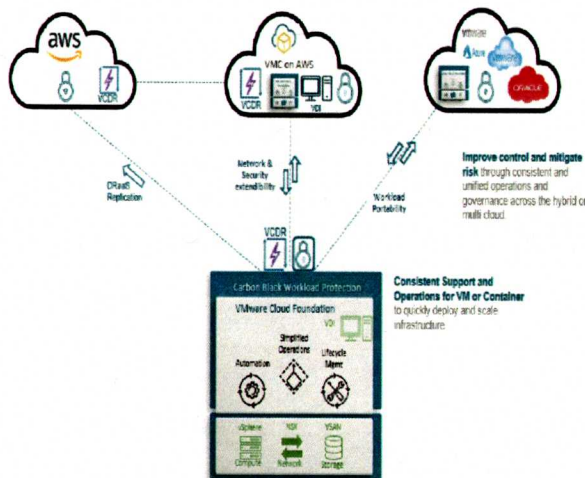
Hybrid Cloud Project

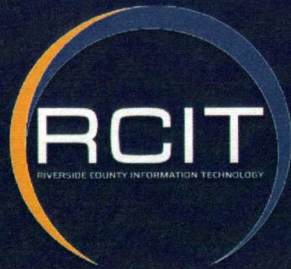
Project Background

Today, the majority of the County's server workload is located on premise in RCIT's private cloud located at RC3. By the end of 2022, RCIT will have completed the creation of a hybrid public-private cloud environment allowing RCIT to begin moving workloads to and from the public cloud on demand. It will also allow us the ability to augment our on-premise disk/tape backup system with backups to the public cloud. If proven cost effective, this will provide the County with the ability to recover straight from cloud backups to our cloud server infrastructure dramatically improving our recovery capabilities.

Benefits

- Smaller Startup Costs
- Public Cloud Offsite Backups
- On-Demand Scalability
- Multi-Public Cloud Capable
- Portable Workloads
- Flexible Licensing





Thank You
For
Sharing This
Journey With Us

