

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



ITEM: 2.9
(ID # 29462)

MEETING DATE:
Tuesday, December 16, 2025

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.

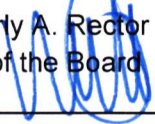
ACTION:Consent


Karan Chandran, Chief Information Officer 11/24/2025

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: Medina
Date: December 16, 2025
xc: RCIT

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year	Next Fiscal Year	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: 25/26	

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 the 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 outlines our strategic goals and objectives, highlights our organizational structure, budget, strengths, and key initiatives, and identifies opportunities for continued improvement. It also showcases the progress we've made in advancing RCIT's mission to deliver secure, efficient, innovative, and customer-focused technology services that empower departments and enhance service to our constituents.

Impact on Residents and Businesses

Provides an update on the department's activities.

Attachments:

- A. RCIT 90-Day Report

Sarah Franco
 Sarah Franco, Assistant County Executive Officer 11/26/2025



90 Day Executive Report

Presented By Karan Chandran



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Director's Message



Karan Chandran
 Chief Information Officer

As Chief Information Officer, I am pleased to present this 90-day overview of the Riverside County Information Technology Department (RCIT). This report outlines our strategic goals and objectives, highlights our organizational structure, budget, and key initiatives, and identifies opportunities for continued improvement. It also showcases the progress we've made in advancing RCIT's mission to deliver secure, efficient, innovative, and customer-focused technology services that empower departments and enhance service to our constituents.

With over 25 years of IT leadership experience including nearly two decades with Riverside County, I've had the honor of leading transformative initiatives that modernized our infrastructure, strengthened cybersecurity, and elevated service delivery across departments. As Assistant CIO, I guided a 160-member team through a cultural and operational evolution, developed a forward-looking 5-year strategic plan, and introduced innovations such as Generative AI, Robotic Process Automation, and cloud-based disaster recovery. I am immensely proud of the RCIT team's dedication, talent, and commitment to excellence. Together, we will continue to drive progress with a shared purpose: empowering departments to better serve our communities. Thank you for your continued support on this journey.

Purpose

To Improve the Quality of Life in Riverside County by Being the Trusted Technology Partner to Those Who Serve Our Communities.

CIO's Vision

Position RCIT as a trusted strategic partner—delivering innovative, secure, and cost-effective technology solutions that empower departments and enrich the lives of the communities we serve.





Goals & Strategic Objectives



Goals

Goal 1: Security, Availability, and Reliability

Protect County systems and data by strengthening defenses and minimizing downtime.

Goal 2: Be Innovative

Foster a creative, solutions-driven culture that embraces experimentation and collaboration.

Goal 3: Fiscal Responsibility

Deliver high-value solutions through smart investments and cost-conscious decisions.

Goal 4: Build Strong Relationships

Strengthen trust and collaboration by understanding and supporting partner needs.

CIO – Strategic Objectives

Lead with Shared Purpose

Collaborate with empathy and unity to serve the County's shared mission.

Empower People

Place the right leaders in the right roles to foster ownership and growth.

Strategic Use of Resources

Maximize impact through smart, transparent, and innovative resource use.

Promote Technology Literacy

Equip staff and departments with tools and training for digital success.

Advance GenAI Governance

Establish clear, ethical AI policies to guide safe and effective innovation.

Communicate Value

Showcase RCIT's impact and efficiency to build trust with stakeholders.

Deliver Critical Projects

Ensure success of high-impact initiatives through strong execution and governance.



Key Initiatives



Key Initiatives

Initiative #1: RivCoONE - Integrated Service Delivery Initiative (Funded – In Process)

- Develop and implement a system that facilitates care coordination across the health and human services portfolios to enhance data integration and the provision of equitable, person-centered service delivery.

Initiative #2: RC3 Data Center Relocation Project (In Process)

- Relocate the current RC3 Data Center from a leased facility into a Colocation facility

Initiative #3: Replace Tape Backups with Cloud Backups (Funded – In Process)

- Make our backup process more efficient, reliable, scalable, automated and provide much quicker restore times.

Initiative #4: InformaCast Fusion (Funded – In Process)

- Enhances employee safety during emergencies such as active threats, evacuations, and natural disasters. Ensures rapid communication.

Key Initiatives (cont.)

Initiative #5: Multi Protocol Label Switching (MPLS) Phase 2 Project (Funded – In Process)

- MPLS introduces the capability to segregate networks belonging to non-managed departments using a unified system

Initiative #6: New Legislative Management System (Funded – In Process)

- Replace outdated agenda management system (MinuteTraq) with a modern and robust cloud-based solution



Budget Overview

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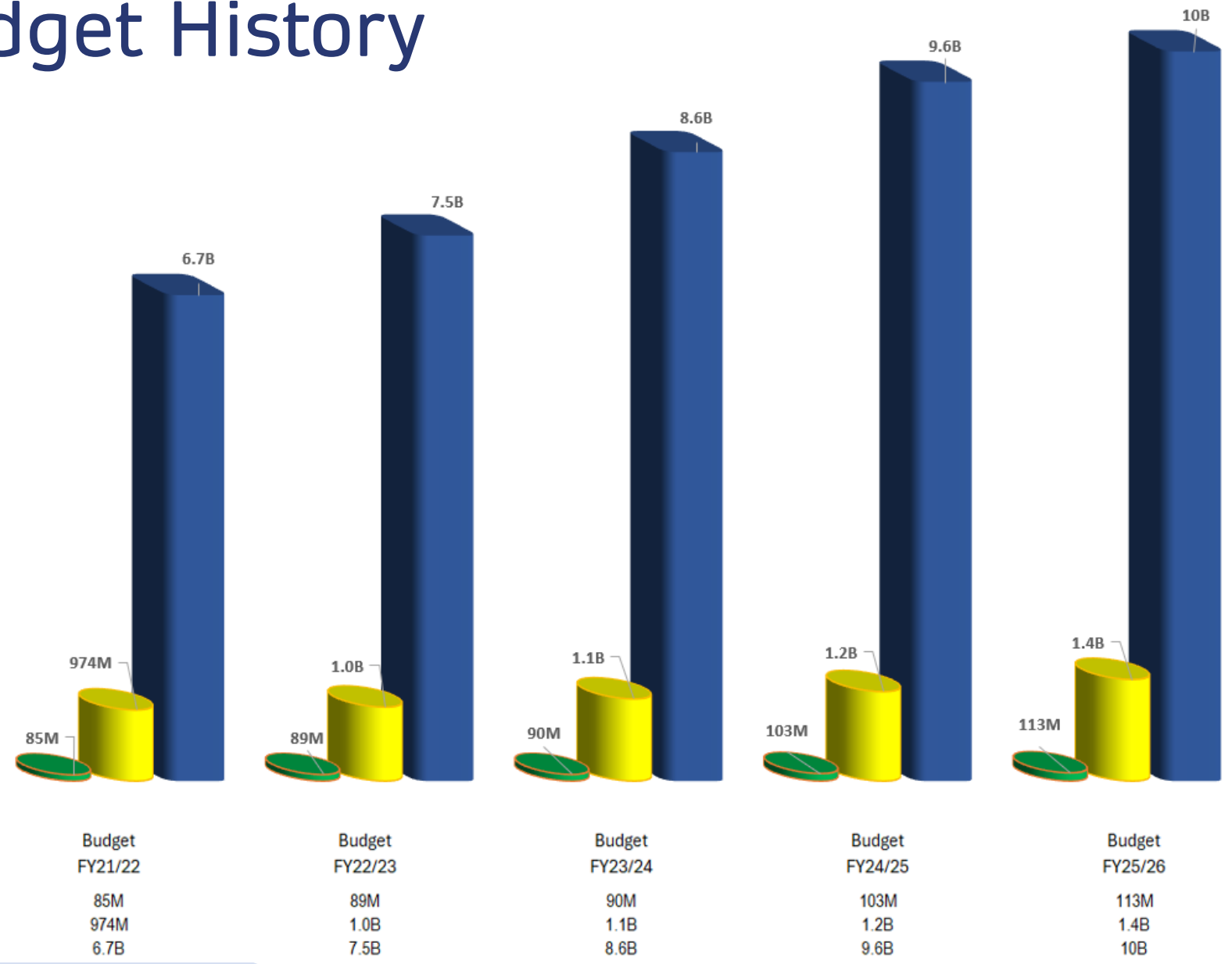
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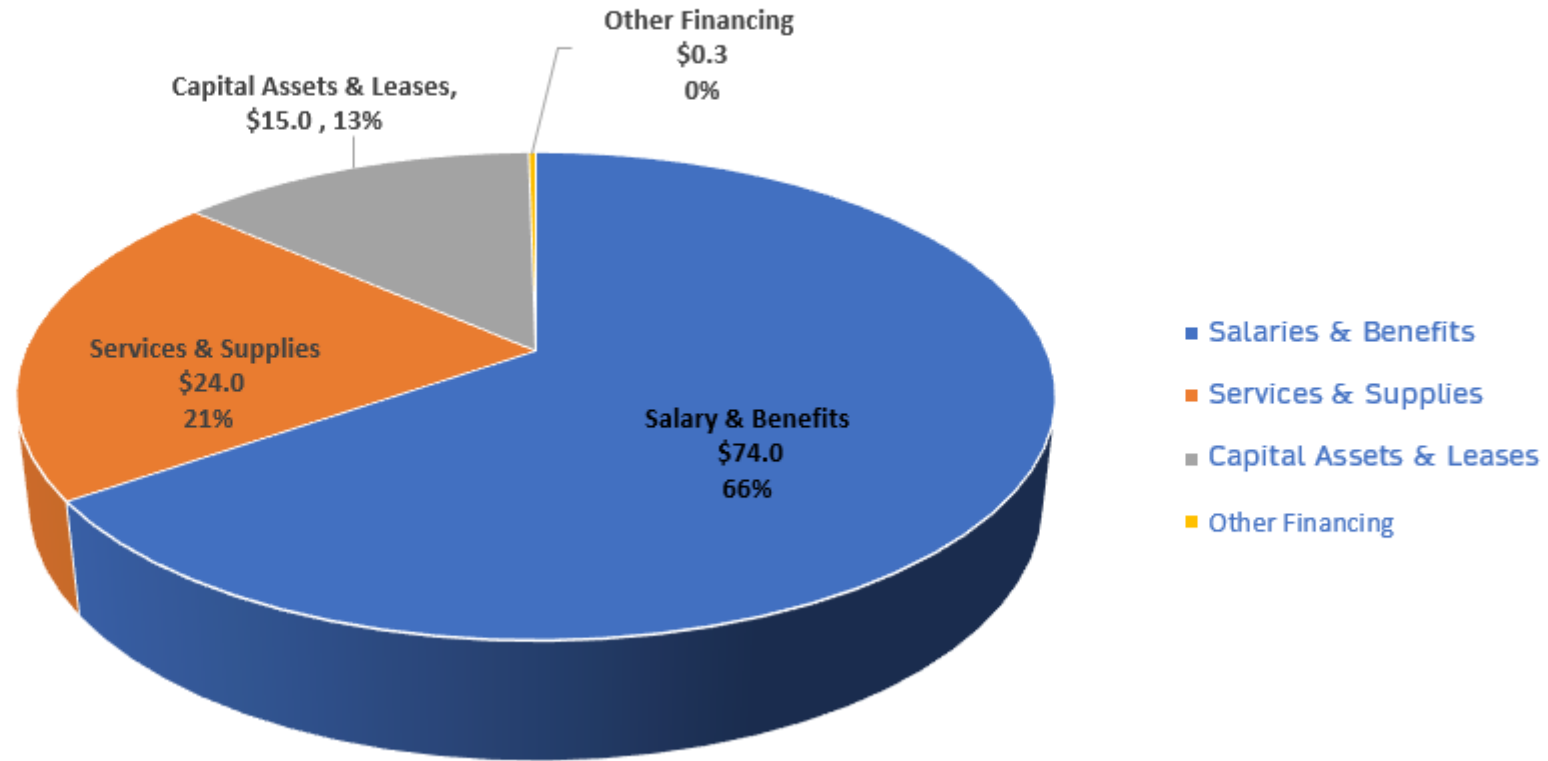
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5 Year Budget History

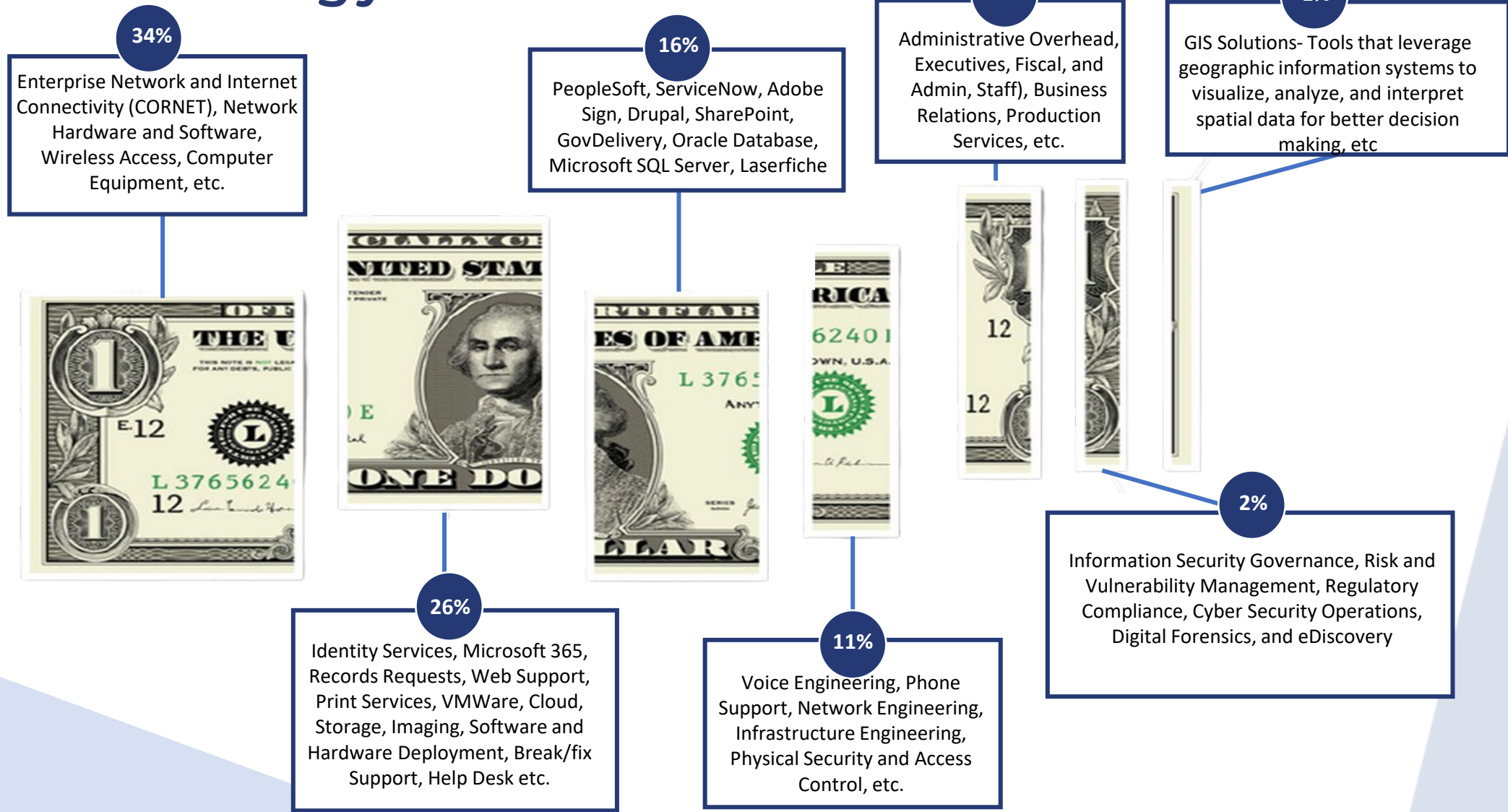


RCIT FY 25/26 Budget by Appropriations

(in millions)



Your technology dollars at work





Organization



RCIT Senior Leadership Team



RCIT's Bureaus



Gus Vazquez
Chief Technology Officer



Martin Perez, ACIO
Enterprise Applications Bureau

Enterprise Applications Bureau
(EAB)

- Enterprise Application Management
- Enterprise Geographic Information Systems
- Enterprise Data Management
- Enterprise Document Management
- Enterprise Database Administration and Management
- Department Dedicated Staff Services
- Information Technology Service Management
- Web Content Management and Development
- Mobile Application Development
- Enterprise Email Marketing



Vacant, ACIO
Technology Services Bureau

Technology Services Bureau
(TSB)

- User Account Management
- Email Services
- Microsoft M365 Support
- Gen AI (Personal Assistants and Platforms)
- Microsoft License Compliance
- Web Infrastructure Support
- Cloud & Server Support
- IT Support Services
- Equipment refreshes
- Desktop and Server Security



Vacant, ACIO
Converged Communications Bureau

Converged Communications Bureau
(CCB)

- Enterprise Wired and Wireless Network design and management
- Voice Communications System design and management
- Contact Center design and management
- Building Security and Access Control design and management
- IT Building/Campus Infrastructure design and project implementation oversight
- Countywide Field Services for network, voice, backup power systems, and cabling Tier 1 response
- Project Coordination for departmental relocations

RCIT's Divisions, Services & Offices



Karan Chandran
Chief Information Officer



Angela Acosta
Executive Assistant IV (CIO)



Tracy Tillman
Deputy Director of Administration



Tom Mullen
Deputy Director of Broadband Services



Anthony Chogyoji
Chief Information Security Officer



Angela Hines
Deputy Director of Business Relations



Cristina Tejeda
Project Portfolio Office



Roy Henderson

Business Administration Services (BAS)

- Budget Administration
- Accounts Receivable
- Accounts Payable
- Procurement Management
- Public Records Requests-Next Request
- Payroll
- Human Resources
- Contracts Management
- Software Asset Management
- Inventory Management/Digital Equity
- Safety -Facilities/Space Management/Vehicles

Broadband Services (BS)

- Support the expansion of broadband infrastructure to un(der)served communities throughout the county
- Assist resident in connecting with affordable home broadband service
- Deliver digital navigation services through Tech on Wheels in the Fifth Supervisorial District
- Facilitate closing of the digital divide throughout Riverside County

Information Security Office (ISO)

- Enterprise Information Security, Governance, Risk Management, & Compliance
- 24/7 Cybersecurity Operations & Incident Response
- IT Vulnerability Scanning & Penetration Testing
- Information Security Awareness, Training, & Education
- Digital Forensics & eDiscovery

Business Relations Division (BRD)

- Strategic Partner Alignment
- Communication & Stakeholder Engagement Advocacy & Escalation Support
- Service Performance & Satisfaction Monitoring
- Strategic Advisory & Technology Enablement
- Demand Management & Intake Facilitation
- Portfolio Planning & Value Realization.
- Governance Participation & Continuous Improvement & Knowledge Sharing

Project Portfolio Office (PPO)

- Align Enterprise Projects with County and RCIT IT Strategy
- Develop and Manage the Enterprise Project Intake Process.
- Establish Standards for Project Delivery
- Monitor Enterprise Project Performance
- Oversee Risks, Issues, and Change Decisions
- Maintain Executive Communication and Reporting
- Strengthen Project Leadership
- Promote Continuous Improvement
- Integrate with Budget and Strategic Planning
- Benefits Realization Management
- Tooling Technology Enablement
- Stakeholder Engagement Framework

Riverside County Television (RivCoTV)

- Public Information & Transparency
- Government Communications & Outreach
- Media Production Services
- Civic Engagement & Education
- Technical Broadcast Operations
- Event Coverage & Special Projects



Strengths & Opportunities for Improvement



Strengths

Skilled, Experienced, and Dedicated Staff

RCIT's greatest asset is its team—seasoned professionals with deep institutional knowledge and a strong commitment to public service and innovation.

Cost-Effective Service Delivery

Despite budget constraints, RCIT consistently delivers high-impact, secure, and scalable technology solutions through disciplined financial management and operational efficiency.

Infrastructure Resiliency

RCIT's resilient infrastructure—powered by cloud recovery, automated backups, and redundant networks—ensures continuity of mission-critical services even during disruptions.

Robust Information Security

With a proactive, layered defense strategy, RCIT safeguards County systems from cyber threats, maintaining a strong security record and continuous readiness.

Opportunities for Improvements

Automation & AI

RCIT can expand the use of AI and automation to improve service delivery, reduce manual workload, and support scalable innovation across departments.

Project Portfolio Office

By centralizing project oversight and appointing a dedicated PPO Manager, RCIT can improve project governance, consistency, and alignment with county priorities.

Formal RCIT Strategy

Developing a unified, county-aligned strategy will ensure RCIT operates with clear direction, shared goals, and stronger partnerships across departments.

IT Disaster Recovery Plan

Formalizing a comprehensive disaster recovery plan will strengthen RCIT's ability to maintain operations and protect critical systems during disruptions.

Communication Enhancement

Improving internal and external communication will boost transparency, responsiveness, and trust with stakeholders and departments.



Thank You
For
Sharing This
Journey With Us

2025

2026

