# BUTTE COUNTY
# INFORMATION SYSTEMS

**308 NELSON AVENUE**
**OROVILLE, CALIFORNIA 95965**
Telephone: (530) 538-7292    Fax: (530) 538-6419

AUG 3 0 2010

MEMBERS OF THE BOARD

BILL CONNELLY
JANE DOLAN
MAUREEN KIRK
STEVE LAMBERT
KIM K. YAMAGUCHI

Robert Barnes
Director of Information Systems
Director of Communications
Chief Security Officer

F Superior Court of California F
I    County of Butte    I
L    AUG 3 0 2010    L
E    Kimberly Flener Clerk    E
D    By _____ Deputy    D

August 16, 2010

Honorable Steven J. Howell, Presiding Judge
Superior Court of California, County of Butte
One Court Street
Oroville, CA 95965

Re:  **Director of Information System's Response to the FY 2009-2010 Grand Jury Final Report**

Dear Judge Howell:

In accordance with Penal Code Section 933 and 933.05 the Director of the Butte County Information Systems department shall comment to the presiding judge of the superior court on the findings and recommendations as requested by the Grand Jury.  The Butte County Director of Information Systems will provide its response to the FY 2009-10 Grand Jury Report by the statutory deadline as required.

The role of the Director of Information Systems is to oversee, develop, manage, secure and coordinate the technological infrastructures within Butte County.  This infrastructure encompasses high speed data, telecommunications and radio networks and their related technologies.

## THE BUTTE COUNTY INFORMATION SYSTEMS DEPARTMENT

## FINDINGS

F1.   Despite budget cuts the Butte ISD is maintaining basic IS services in its support of Butte County government.

   **The respondent agrees with the finding.**

F2.   Butte ISD benefits from a high level of performance by its well trained, knowledgeable, and experienced staff and from a low turnover and high retention rate of these staff members.

   **The respondent agrees with the finding.**

F3.    Well trained, knowledgeable, and experienced Butte ISD staff members are difficult to replace when lost due to budget cuts. Training of replacement personnel is lengthy and results in lower efficiency during their training period.

**The respondent agrees with the finding.**

F4.    The GIS section of the Butte ISD provides vital and essential services to all county departments and to the public. It is especially effective and essential during emergencies such as the wildfires of 2008.

**The respondent agrees with the finding.**

F5.    Support agreements for the Butte ISD computer software and hardware maintenance have been discontinued due to budget cuts.

**The respondent disagrees partially with the finding.** The Board of Supervisors restored partial funding for software/hardware maintenance in fiscal year 2009-10.

F6.    Despite the availability of the Butte ISD support, information technology staff and support services throughout Butte County departments are somewhat decentralized and duplication of effort is wasteful.

**The respondent disagrees with the finding.** The Butte County Information Systems Department manages enterprise systems county-wide, with the exception of one department. Some departments have information systems positions that coordinate and enhance services with ISD.

F7.    Regular communications between the Butte ISD and information technology staff members in various county departments are not formalized and need improvement in order to provide security and promote cohesion between departments.

**The respondent disagrees with the finding.** The Information Systems Department holds regular meetings with designated staff throughout county departments. In addition, the Information Systems Department hosts a computer user group for technical County staff.

F8. The Butte ISD's *Information Technology Strategic Plan* was prepared in 2005 and is outdated.

**The respondent agrees with the finding.**

F9. The Butte ISD's website homepage is minimal in terms of information content. The Butte ISD's GIS and Communications sections are not linked directly from the Butte ISD's homepage.

**The respondent agrees with the finding.**

F10. Butte ISD is a technology leader in the development and modeling of the statewide Next Generation 9-1-1 Network.

**The respondent agrees with the finding.**

## RECOMMENDATIONS

R1. The BCGJ recommends that the Butte County Board of Supervisors allocate funds to rehire (or replace) the Butte ISD staff members who have been let go due to budget cuts and to restore funding for computer software and hardware support agreements. The Butte County Board of Supervisors should continue to support the Butte ISD mission and goals via stable funding.

**The recommendation has been partially implemented but cannot be fully implemented because it is not reasonable.** The Board of Supervisors continues to support the Information Systems Department mission and goals with funding as stable as the fiscal conditions allow. The Board of Supervisors acknowledges the reductions made to the department. These have been done in context of all county departments being impacted by reduced funding. Rehiring or replacing the positions reduced due to budget cuts cannot currently be supported given current funding constraints.

R2. Information Technology services throughout Butte County government should be more centralized around the Butte ISD in order to eliminate duplication of expenditures and improve security.

**The recommendation has been implemented.** The Butte County Information Systems Department manages County enterprise systems, with the exception of the Department of Employment and Social Services, who has unique requirements due to State programs. Some departments have information systems positions. They coordinate and enhance services with ISD, but do not duplicate services.

R3. Regular communications between the Butte ISD and information technology staff members in various county departments should become more formalized and more frequent.

**The recommendation has been implemented.** The Information Systems Department holds regular meetings with designated staff throughout county departments. In addition, the Information Systems Department hosts a computer user group for technical County staff.

R4. The Butte ISD's *Information Technology Strategic Plan* should be updated to reflect new technology developments and new support service needs.

**The recommendation has not yet been implemented but will be implemented in the future.** Work has started on an updated technology plan and should be completed by November of 2010.

R5. The Butte ISD's website should be updated to include more types of information about its operations and services and provide more information on its homepage and its GIS section.

**The recommendation has not yet been implemented, but will be implemented in the future.** Additional information about department activities as well as links to the Communications and GIS information will be provided by October 2010.

R6. The Butte ISD's GIS and Communications sections should not be listed as separate departments on the Butte County website's *Department Contacts* page. They should be integrated into and connected directly from the Butte ISD's homepage.

**The recommendation has not yet been implemented, but will partially be implemented in the future.** Links will be provided in the Butte ISD's webpage regarding GIS and Communications divisions. The purpose of listing them separately was a result organizational change made within the County in past several years. Keeping the existing links will shortcut users from having to 'drill down' to get to the stored links within ISD's web pages.

R7. The Butte County Board of Supervisors should actively support the Butte ISD's continuing collaboration in the development and modeling of the statewide Next Generation 9-1-1 Network.

**The recommendation has been implemented.** The Board of Supervisors continues to support the Department in the development and modeling of the statewide Next Generation E9-1-1 Network

This concludes the response from the Director of Information Systems to areas within the Grand Jury Report for fiscal year 2009-2010 where the Grand Jury sought comments from the Director of Information Systems.

Sincerely,

Robert Barnes
Director of Information Systems
Director of Communications
Chief Security Officer