

# Butte County

## Information Technology Strategic Plan

### 2018-2023

#### Summary

Information technology supports nearly every business process in Butte County government. It enables rapid delivery of service and facilitates timely updates to information as part of daily business transactions. Information technology is an important component of information delivery to the public, the staff of Butte County government and to other organizations with whom the County collaborates.

The Information Technology Strategic Plan is a guide and framework used to achieve the goals of Butte County government. It directly supports the countywide Information Governance Strategy adopted by the Board of Supervisors in September 2017 for effective and responsible management of information and its delivery. The plan describes the current state of technology in the County and sets a direction for the future of the organization. The plan identifies initiatives to enhance existing service offerings with new capabilities.

The plan is a working document with a 5-year view. Plan modifications will occur at least every 24 months in order to address new technologies and future business challenges.

#### Pillars of the Plan

1. Information Governance
  - a. Support the six components of the countywide Information Governance Strategy
    - i. Information Risk Management
    - ii. Information Compliance
    - iii. Information Security
    - iv. Data Quality
    - v. Information Sharing
    - vi. Records Management
2. Communication
  - a. Enhance electronic communications to deliver information and services to the public and staff
3. Location Awareness
  - a. Collect and utilize location information in as many business systems possible to increase service delivery responsiveness and provide greater accountability
4. Mobility
  - a. Deliver services at the point and time of need
5. Cloud
  - a. Leverage cloud-services appropriately to enable flexible and resilient service delivery

## Narrative

### Information Governance

Service delivery to the public requires that staff collect, create, evaluate and manage vast amounts of information. The information provides a means to assess need, deliver service, evaluate service delivery efforts and administer programs.

Information entrusted to the County must be accurate and secure. It must be managed and shared in compliance with applicable regulations. Each of these requirements represent a component of the countywide Information Governance Strategy.

### Communication

#### Radio System

The radio system facilitates communications between 9-1-1 dispatch and the staff delivering public safety services. The unique ability of radio to broadcast information from one voice to many ears distinguish it from cellular-based communications methods. It is less vulnerable to loss of connectivity during periods of disaster, which makes it the right tool for first responders and disaster workers.

#### 9-1-1 Communications

The County will continue efforts to respond quickly to emergency calls for help. The communication system used for 9-1-1 is currently in the update process. These updates will add system enhancements supporting increased delivery of services for voice, text and location awareness services for mobile callers.

#### Computer Aided Dispatch

Enhancements to the computer aided dispatch system in the 9-1-1 Dispatch Center will improve information delivery to Sheriff's deputies in the field. These enhancements include mobile delivery of information and a location aware mapping component. All told, these elements increase the situational awareness of public safety responders prior to arrival on scene.

#### Unified Communications (UC)

Staff engage the public using a variety of electronic communication methods. These engagements occur by telephone, email, online conferencing and instant message to name but a few. UC integrates these tools into a flexible communication platform so that staff can connect with the public, whether in the office and or away from the office using a mobile device. Completing the implementation of UC will enhance communications and service delivery to the public.

#### Intranet

Communication of information is necessary to drive daily business transactions. The most visible form of outward communication to the public is through the County web site or social media outlets in which the County participates.

On an internal basis, staff must be able to collaborate and reference accurate information. Historically this has been accomplished through the use of network file shares and low capability intranet web services. New intranet technology is in place and information services are

developing to take advantage of the system capabilities. The ultimate goals of the intranet are to establish a modern workspace for staff collaboration, to share authoritative information quickly and to convey a consistent message to the public. The enhanced intranet will support staff in accomplishing these goals.

## Location Awareness

All County services begin at a source location and end at a delivery location. Collection and analysis of the 'where' is critical for understanding, communicating and improving service outcomes. Business processes must now support the collection and subsequent analysis of this information in order to provide insight into trends and opportunities to improve service to the public.

Based upon the benefits of location awareness, the County will pursue the Local Government Information Model and a Parcel Fabric to improve business functionality and service delivery to the public.

### Local Government Information Model

The local government information model is a standardized data structure designed to support the information requirements of local government in delivery of services to the public. This data model provides data standards for public safety, land records management, facilities management, emergency operations and more. Adopting this standardized data set promotes information sharing, which is a key component of the countywide Information Governance Strategy.

### Parcel Fabric

The Assessor's Office develops maps for property tax purposes. The maps are created by utilizing recorded documents sourced from the County Recorder's Office and they provide appraisal information for every parcel of land located within the county borders. The maps are made available to the public to support a multitude of purposes such as real estate transactions, community planning, land development, public safety, social services and business analysis.

In their present state, Assessor maps do not possess sufficient location information to associate them to their physical geographic location. Therefore, GPS coordinate information for latitude and longitude must be added. The nexus of where Assessor maps and location information meet is known as a parcel fabric. A parcel fabric stores a continuous surface of connected parcels. The fabric is stored within the local government information model and, once published, it will be shared with the public for a much improved map product.

## Mobility

The public expects County information services to be accessible on a mobile device. Additionally, interaction with the public requires that staff deliver services while away from permanent locations. Public Works road crews and Sheriff's deputies need information in the field where they spend the greatest portion of their workday. Social Services staff need to meet clients at locations outside the office. Information workers, who today work at a desk, need to be able to take work away from that location. The public who depend on information provided by the County need increased flexibility to obtain that information while away from a computer at a fixed facility. Mobility is the solution.

Staff members outfitted with appropriate mobile equipment connected to high quality data systems are able to deliver the highest level of service at the point and time of need. With mobility, the public is able to request information using a mobile device to facilitate building inspections, report hazardous road conditions and assist public safety response.

Based upon the many benefits of mobility, the County will consider adopting mobility in appropriate areas to increase business functionality and service delivery to the public.

## Cloud

The cloud is a rather nebulous term, but its impact on business is not. The cloud has created a profound and positive impact on businesses of all types. Local government is no exception. The cloud promises to deliver flexible resilient services, economies of scale and operational simplicity not previously realized. The ability to deliver business information platforms of almost any type makes cloud services an attractive alternative to hosting technology within the confines of County facilities.

Based upon potential benefits, the County will consider adopting cloud services where appropriate to increase business functionality, reduce time to deploy and to manage the increased demand on existing resources.

## Objectives

1. Information Governance
  - a. Support the countywide Information Governance Strategy adopted by the Board of Supervisors in September 2017.
    - i. Address information risk management
    - ii. Address information compliance
    - iii. Address information security
    - iv. Address data quality
    - v. Address information sharing
    - vi. Address records management
2. Communications
  - a. Radio System. Complete the implementation of the regional radio system to
    - i. Increase coverage into more service areas
    - ii. Provide growth potential into other agencies
    - iii. Decrease radio communications congestion during busy service operations
    - iv. Enable better public safety service delivery
  - b. 9-1-1 Communications. Complete the implementation of the 9-1-1 communications system.
  - c. Unified Communications (UC). Complete the deployment of Unified Communications with VoIP capability to enable a full range of communication options to staff including
    - i. Mobility
    - ii. Voice
    - iii. Email
    - iv. Conferencing
    - v. Instant Messaging
  - d. Intranet. Expand the capabilities of the intranet platform to support

- i. Staff collaboration
    - ii. Information sharing
    - iii. Records management
    - iv. Consistent message to the public
    - v. Integration with Unified Communications
  - 3. Location Awareness
    - a. Build a location data framework to support location services based upon the Local Government Information Model and a Parcel Fabric.
    - b. Adopt quality standards and procedures to address location service delivery, asset management and reporting requirements.
  - 4. Mobility
    - a. Increase business functionality and service delivery to the public through location aware mobile applications.
  - 5. Cloud
    - a. Adopt cloud technologies where appropriate to increase business functionality, reduce time to deploy and to manage the increased demand on existing resources.
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Acknowledged by



Shari McCracken

Chief Administrative Officer

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Date



Art Robison

Director of Information Systems

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Date

