



Information Systems Division

Technology Roadmap FY 2023-26

Purpose of Technology Roadmap

Lifespan of Technology Roadmap

- *3 years (FY 2023-24 thru FY 2025-2026)*

Deliver on County Digital Services Strategy

Align County to be positioned to take advantage of future technologies

Support Board Strategic Priorities

Goals and Strategies

Augment Digitization and Automation Objectives

- Digitize Business Processes
 - *Expand the development and use of digital services to improve mobility, engagement, and the delivery of services*
- Automate Routine Tasks
 - *Workflow and approval routing*
 - *Robotic Process Automation*
- Deliver Resident and Customer Services Electronically
 - *Establish digital service portals for residents and county employees*
- Replace Fragmented Solutions with Enterprise Systems
 - *Digital Permitting and Licensing System*
 - *Enterprise Service Management*

Technology Modernization and Refresh

- Public Safety Radio System Upgrades
 - *Secure Communications with Encryption*
 - *Expand Capacity*
- Cloud and Software-as-a-Service
 - *When fiscally appropriate, utilize Cloud and SaaS technology to deliver services.*
- Replace Legacy Case Management Systems
 - *Retire locally developed and on-premises systems and replace with SaaS solutions*
- Business Continuity
 - *Protect the County's data and systems and ensure that the county can deliver critical services in the event of a natural or manmade disaster*
- Capital Projects
 - *Enable and Support County Capital Program*

Enterprise Resource Planning Strategy

- PeopleSoft Finance and HRMS Upgrades
 - *Upgrade to latest versions of PeopleTools and technology stack*
- Replace Budget System for 2024-2025 budget cycle
- Initiate an ERP System Selection Project

Increase Organizational Capacity

- Build a Future-Focused Technology Organization
 - *Develop ISD's Leaders*
 - *Invest in Staff Training*
- Deliver Service Excellence
 - *SMART \OKR Goal Setting*
 - *Continuous Improvement via Service Level Management*
- Project Management Office
- Business Relationship Management

Year 1 – FY 2023-24

ERP System

- Human Resource Management System Upgrade
- Vendor Electronic Payments
- Voucher Document Scanning
- Electronic Timeclocks for Hospital
- Budget System Replacement
- ERP Selection Project Initiation

Public Safety Systems

- Local Warrant System Replacement
- Jail Management System Upgrade
- Adult Probation System Replacement
- Enterprise Middleware Consolidation
- Sheriff Patrol Radio Encryption

Capital Projects

- Enterprise Access Control System
 - *County Administration Building*
 - *Agricultural Center*
 - *Human Services Agency*
- 6 S. El Dorado Tenant Improvement Project
 - *Wired and Wireless Network*
 - *Access Control*
 - *Video Management*
 - *Audio\Visual and Conference Rooms*
- BHS Adult Residential Treatment Campus Network
- County Detention Facility Network
- Core Network Replacement
 - *Admin Building, Public Works Campus, Ag Center, Canlis Building, Probation Campus*
- Internet Network Capacity
- County WAN Firewall Refresh
- Board Room A\V Upgrades

Business Continuity

- SD-WAN phase 1
- Increase DR Facility Capacity to 50% of Production
- Business Impact Analysis and Disaster Recovery Plan Updates

Enterprise Systems

- IT Service Management System Implementation for ISD and SJ Health
- Enterprise Service Management System Implementation for HR and GSD
- Digital Permitting and Business Licensing System
- Go-Live and Transition to Support
- Phase 2 Scope Development
- Robotic Process Automation Pilot

Information Security

- Cybersecurity Strategic Plan
- Privileged User Access Management System
- HIPAA Compliance Program
- Configuration Management and CIS Gold Image Deployment

Workforce Development

- Implement OKR / SMART Goal Process
- Establish ISD Internship Program
- Evolve Leadership Development Program
- Departmental Support Staff Training and Development

Year 2 – FY 2024-25

ERP System

- ERP System RFP and Selection
- ERP System Integrator RFP and Selection
- ERP System Procurement and Project Launch

Public Safety Systems

- Custody Radio System Replacement
- Interoperability and DR Channel Radio System Replacement
- Enterprise Middleware Consolidation

Business Continuity

- D-WAN Phase 2
- DR Network Redesign

Enterprise Systems

- ITSM/ESM Phase 2
- Robotic Process Automation Implementation
- SaaS Telephony Implementation
- Document Management System Expansion

Capital Projects

- Campus LAN Switch Refresh Phase 1
- Enterprise Access Control System
 - *Airport*
 - *Canlis Building*
- Sheriff's Office Facilities

Information Security

- Data Classification and Data Leakage Prevention Project

Year 3 – FY 2025-26

ERP System

- Finance System Implementation
- Budget System Integration
- Open Data Platform Redesign

Public Safety Systems

- CLETS Message Switch Replacement
- Law and Justice Business Intelligence Design
- Radio Backhaul Network Redesign

Enterprise Systems

- Robotic Process Automation Phase 2
- SaaS Call Center Implementation

Capital Projects

- Campus LAN Switch Refresh Phase 2
- Public Defender Facility Design
- Public Works \Hazleton Facility Design

Information Security

- Network Access Control – Wired Network Implementation
- Third Party Vendor Management Program
- Identity and Access Management System