San Joaquin County
IT Executive Steering Committee

March 21, 2023

IT Executive Steering Committee

- Agenda
  - Welcome
  - Project Request Scoring Framework and Intake Process
  - New Project Request Review
    - Prioritized List of Projects, Recommendation by Overall Score
  - Review of project backlog
  - Update on projects
    - Completed
    - Active
    - Next Quarter Emerging Projects
  - Technology roadmap FY 2023 - 26

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ITESC Project Request Scoring Framework

Criteria	ID	Dimensions
Strategic Alignment	S1	Supports 1 or more strategic goals from Board or from a published Departmental Strategy
	S2	Will significantly improve resident experience or a service offered to the public
Operational Alignment	S3	Addresses a Board or CAO Executive Mandate
	S4	Addresses a key compliance or IT system \ application end-of-life issue
Feasibility	S5	There are sufficient staff resources to both execute the project and support it post implementation
	S6	There are sufficient financial resources to both execute the project and support it post implementation
Innovation and Value	S7	Economic value (ROI)
	S8	Will drive innovation and help to modernize the organization

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ITESC Project Request Scoring Framework (cont'd)

ID	Dimensions	Scoring		
		1	3	5
S1	**Supports 1 or more strategic goals from Board or from a published Departmental Strategy**	No alignment with a published strategy	Medium strategic value	Strongly aligned with a documented Board or Departmental Strategic plan
S2	**Will significantly improve resident experience or a service offered to the public**	Small or no improvement to services offered to the public	Moderate improvement to services offered to the public	Large and measurable improvement to services offered to the public
S3	**Addresses a Board or CAO Executive mandate**	Not required to meet a Board or Executive mandate	Required to address a mandate that doesn't have a near-term deadline	Required to address a mandate with a near-term deadline
S4	**Addresses a key compliance or IT system \ application end-of-life issue**	Does not address compliance or end-of-life issues	Moderately addresses key compliance or end-of-life issue	Addresses the key compliance or issue completely
S5	**There are sufficient staff resources to both execute the project and support it post implementation**	Customer department staff are unavailable to execute the project, or ISD lacks resources to support the project post go-live.	Some resource constraints exist, but there is a plan to remediate them	Both the customer department and ISD have the resources to execute the project and support it post go-live.
S6	**There are sufficient financial resources to both execute the project and support it post implementation**	There is no designated funding source for the project or its ongoing support	There exists an identified budget for implementation and post go-live support, but additional approval \ authorization is required	Funding for the project is identified in an approved budget or awarded grant
S7	**Economic value (ROI)**	There are moderate soft-cost benefits	There are clearly identified and significant soft-cost benefits, increases to revenue, or cost reductions.	There is a large and well documented return on investment (ROI)
S8	**Will drive innovation and help to modernize the organization**	Small or no innovative content	Contains a moderate amount of innovative content or brings a system\process up to current best practices	Project is highly innovative or will greatly transform how services are delivered to employees or to the public

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Request Submission

- Anyone can propose a project request
- Must be sponsored by their Department head
- Submit using Project Request Form
- Must include the following:
  - Description of the project
  - Definition of problem or opportunity
  - Cost/Schedule
  - Alignment with County Strategic Priorities
  - Benefits (Who/How/When)

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IT Project Selection Process

- Project Request Submission by Department Heads
- Discovery and Scoping by ISD PMO
- Draft Project Request Scoring by ISD PMO
- Project Request Scoring and Prioritization by ITESC
- Project Funding Recommendations by ITESC
- Project Initiation by ISD PMO

REQUEST SUBMISSION → DISCOVERY & SELECTION → PRIORITIZATION & FUNDING → PROJECT INITIATION

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New Project Request Review

- 35 New Project Requests Received

  - 17 Screened and not moved forward as a project or determined to be service requests and non-project-level efforts

  - 18 Screened and moved forward as a project

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New Project Request Review (cont'd)

- Top 10 requests by Priority Order:

Project Name	Score	Rank	Projected Start Date
Budget System Replacement Procurement and Implementation	26	1	Mar 2023
Voting System Implementation	24	5	Jun 2023
County VoIP Infrastructure Enhancements	22	7	TBD
County Wide Internet Access	20	10	Mar 2023
Firewall Upgrade Project	20	10	TBD
Wireless credit card readers with QR/Bar Code Reader	18	15	TBD
Quarantine and Export Shipment Tracking and Dispatch Program	18	15	TBD
Court System Replacement - County Support	18	15	TBD
MS-SQL 2014 Upgrade Phase III	16	22	TBD
Election Officer Training and Officer Training Videos	16	22	TBD

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Project Backlog Review

Project Name	Score	Rank	Projected Start Date
HCM PeopleTools and Oracle Database Upgrade	26	1	Jan 2024
Budget System Replacement Procurement and Implementation	26	1	Mar 2023
Law & Justice Middleware Migration Project - Phase III	26	1	Jul 2023
Cloud Based Phone Service (Call Mgr/Voice Mail)	24	5	TBD
Voting System Implementation	24	5	Jun 2023
Public Safety Radio Upgrade	22	7	TBD
HIPAA Gap Evaluation	22	7	Mar 2023
County VoIP Infrastructure Enhancements	22	7	TBD
Business Continuity Plan Update	20	10	Apr 2023
Implement Enterprise Forms Solution	20	10	TBD
Managed Vulnerability Management Service	20	10	TBD

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Project Backlog Review (cont'd)

Project Name	Score	Rank	Projected Start Date
Switch Upgrade for multiple county departments/campuses	20	10	TBD
County Wide Internet Access	20	10	Mar 2023
Firewall Upgrade Project	20	10	TBD
Robotic Processing Solution - Pilot	18	16	Jun 2023
Ag Comm. A/V Upgrade for Planning Commission	18	16	TBD
Megabyte Application Server Upgrade	18	16	TBD
Privileged Access Management – Phase 2	18	16	TBD
Wireless credit card readers with QR/Bar Code Reader	18	16	Oct 2023
Quarantine and Export Shipment Tracking and Dispatch Program	18	16	TBD
Court System Replacement – County Support	18	16	TBD
Ag Center Access Control - Card Reader	16	23	May 2023

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Project Backlog Review (cont'd)

Project Name	Score	Rank	Projected Start Date
MS-SQL 2014 Upgrade Phase III	16	23	Aug 2023
Election Officer Portal on ROV website and Election Training Videos	16	23	Jul 2023
Migrate EEDD Financials to PeopleSoft	16	23	Sep 2023
Open Data Roadmap and PeopleSoft Integration	16	23	TBD
Chatbot for the ARCC website	14	28	TBD
Public Defender Project Costing	12	29	Jul 2023
Develop Trusted/Hardened OS Gold Images for Servers	12	29	Sep 2023
Tanium Monitoring Process to Enforce Gold Images	12	29	Oct 2023
Enhance Disaster Recovery Networks	12	29	TBD
Network Access Controls (NAC's) – Hardwired	12	29	TBD
Laserfiche – archive to cloud	10	34	Jul 2023

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Project Updates

- Since last committee meeting (August 1, 2022):
  - 7 projects completed

  - 7 projects launched
    - FSCM PeopleSoft Image, Tools, and DB Upgrade
    - SJGH Electronic Timeclocks Procurement & Installation
    - Privileged Access Management - Phase I
    - Law & Justice Middleware Migration Phase II - (Mirth Migration)
    - County Department Voucher Supporting Scanning
    - Megabyte Application Server Upgrade
    - Public Safety Radio System Upgrade

  - 9 projects emerging

Project Updates – Completed

Project Name	Completed
Probation Wi-Fi Expansion (Canlis)	Aug 2022
Admin Building Cameras	Aug 2022
Imprivata OneSign Phase I (DCSS)	Aug 2022
Juvenile Probation Case Management System (Offender360)	Oct 2022
DocuSign for Board Implementation of Contract & Amendment Packets	Nov 2022
Handset Replacement Phase I	Nov 2022
Megabyte Database Upgrade	Feb 2023

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Project Updates – Active

Project Name	End Month
UCS and Brocade Replacement Project – (POC)	Mar 2023
Local Arrest Warrant Systems (LAWS) Procurement	Mar 2023
Probation Supervision Consolidation Project - Requirements Analysis	Mar 2023
PeopleSoft Extended Absence	Apr 2023
Privileged Access Management - Phase I	Apr 2023
Ag Online Self-serve Reservation System	May 2023
Parks & Rec Website	Jun 2023
Access Control System	Jun 2023
SQL Server Upgrade Phase II	Jun 2023
Law & Justice Middleware Migration Phase II - (Mirth Migration)	Jun 2023
County Department Voucher Supporting Scanning	Jun 2023

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Project Updates – Active (cont'd)

Project Name	End Month
Digital Permit Software Implementation	Aug 2023
PeopleSoft - HCM Enhancements - Life Events Training and Rollout	Aug 2023
FSCM PeopleTools and Oracle Database Upgrade	Aug 2023
IT Service Management/Enterprise Service Management Procurement / Implementation	Sep 2023
Public Defender eCourt Upgrade	Sep 2023
SJGH Electronic Timeclocks Procurement and Physical installation	Mar 2024
SJGH Time Clock Integration/Implementation in PeopleSoft & Rollout to SJGH Employees	Jun 2024

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Project Updates – Emerging this Quarter

Project Name	Start Month
Business Continuity Plan Update	Mar 2023
HIPAA Gap Evaluation	Mar 2023
PeopleSoft ACH/ Electronic Vendor Payment Functionality	Mar 2023
County Wide Internet Access	Mar 2023
Budget System Replacement Procurement and Implementation	Mar 2023
Ag Center Access Control	May 2023
Board Chamber A/V Upgrade	May 2023
Jail Management System Upgrade ATIMS (V2)/Cloud Migration	May 2023
Local Arrest Warrant Systems (LAWS) Replacement Project	May 2023

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ISD Technology Roadmap FY 2023-26

Thank You!