



County of Los Angeles
**CHIEF EXECUTIVE OFFICE
OPERATIONS CLUSTER**

WILLIAM T FUJIOKA
Chief Executive Officer

REVISED

DATE: August 4, 2011
TIME: 1:00 p.m.
LOCATION: Kenneth Hahn Hall of Administration, Room 830

AGENDA

Members of the Public may address the Operations Cluster on any agenda item by submitting a written request prior to the meeting.
Three (3) minutes are allowed for each item.

1. Call to order – Ellen Sandt
 - A) **Board Letter - AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS TO SUPPORT THE PERMIT AND LAND MANAGEMENT SOLUTIONS BRIDGE TO IMPLEMENTATION PROJECT**
Regional Planning - Dennis Slavin and Ania Onley
 - B) **Upcoming IT items**
CIO - Rich Sanchez or designee
 - C) **eCAPS/eHR Update**
Auditor-Controller – Wendy Watanabe or designee
2. Public Comment
3. Adjournment

August 16, 2011

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS TO SUPPORT
THE PERMIT AND LAND MANAGEMENT SOLUTIONS BRIDGE TO
IMPLEMENTATION PROJECT
(ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

SUBJECT

The Chief Executive Office, Chief Information Office, and the Department of Regional Planning recommend Board authorization to utilize \$436,760 in Information Technology Fund monies to continue work on the Permit and Land Management Solutions Bridge to Implementation Project (PALMS Bridge).

JOINT RECOMMENDATION WITH THE CHIEF EXECUTIVE OFFICE, CHIEF INFORMATION OFFICE, AND DEPARTMENT OF REGIONAL PLANNING THAT YOUR BOARD:

Approve and authorize the use of \$436,760 from the Information Technology Fund to continue work on the PALMS Bridge including 1) business process improvements 2) Enterprise Content Management (ECM) pilot projects relating to the land entitlement process; and 3) videoconferencing technology to support improved interdepartmental and customer communication.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

In June 2010 the County completed the first phase of the PALMS project with the publication of a Final Report. The purpose of the PALMS report was to analyze the feasibility of replacing the County's existing land permitting systems. The Final Report made a number of recommendations for proceeding with implementation in the five PALMS departments (Regional Planning, Public Works, Fire, Public Health and Parks and Recreation).

The Final Report also included a proposed set of tasks, referred to as PALMS Bridge, which would be necessary for implementation. PALMS Bridge centers on organizational and process opportunities which can be pursued immediately, and also incorporates key technology pilot projects which can be undertaken using infrastructure already

installed at the Department of Regional Planning (DRP). The ITF monies will support the following components of PALMS Bridge:

1) Business Process Improvements -- The process tasks include business process analysis and best practice recommendations for planning permits, code enforcement work, permit inspections and DRP's cash collection and accounting. This would extend the work completed last year on the first phase of the PALMS Bridge Project—the Land Entitlement Process—that resulted in twelve short and mid-term process improvements currently being implemented by DRP and the PALMS departments.

2) Pilot Projects -- The pilot projects to be developed under this proposal include proofs of concept for customer service enhancements such as electronic case filing, electronic plan review and referral management. Specifically, the pilot projects will include the creation of an electronic case filing application, electronic plan review and mark-up of development plans, as well as an electronic referral tracking system to ensure timely input on discretionary projects being prepared for hearing. These “proof of concept” pilot projects will be very useful in planning and executing the PALMS long-term technology recommendations.

3) Videoconference Technology -- The proposed videoconferencing solution will enhance the County's customer service by providing better and more diverse communication opportunities. It will also improve efficiency within the County by reducing the time and travel needed by multiple departments in order to attend One Stop meetings, consultations with applicants currently held at DRP. The software licensing and videoconference technology will provide the appropriate licensing and hardware to fully support each of the five PALMS departments for the duration of the pilot projects.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The project supports the County's Strategic Plan goals of Operational Effectiveness (Goal 1) and Community and Municipal Services (Goal 3) by ensuring service delivery systems are effective, efficient and customer service-oriented.

FISCAL IMPACT/FINANCING

The estimated project cost breakdown is as follows:

Description	Estimated Cost
Business Process Improvements and Project Assistance	\$226,650
Pilot Projects including Software Licensing	\$175,110
Videoconferre Technology for PALMS Departments	\$ 35,000
Project Total	\$436,760

The new software and videoconferencing technology will be assimilated into each department's existing Information Technology infrastructure and no new staff will be required to operate or maintain. Future repair and maintenance costs during the life of the pilot projects will be minimal and will be absorbed within DRP's Operating Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

There are no legal requirements or prohibitions related to this recommended action.

IMPACT ON CURRENT SERVICES/PROJECTS

The recommended action will provide for continued work on the PALMS Bridge Project, capitalizing on the investment made and work completed to date while ensuring that the County proceeds with recommended improvements to its land entitlement and permitting processes. This project will utilize DRP's existing Information Technology assets, with the support of the PALMS departments, to develop pilot projects in electronic case filing, electronic plan review and referral management. There are many benefits to carrying out the PALMS Bridge Project, including:

- Improved customer service
- Enhanced coordination and collaboration with other departments, including Public Works, Fire, Parks and Recreation and Public Health through the use of technology
- Improved and more efficient land entitlement, permitting, inspection and fee management business processes
- Potential for reduced costs associated with paper file storage, retrieval and transportation
- Preparation for selection of a future replacement enterprise permit tracking system in the County
- Supports the recommendations of the Land Entitlement Stakeholder Committee

CONCLUSION

Your Board approval of the recommended action will enable DRP, in collaboration with Public Works, Fire, Parks and Recreation and Public Health, to continue work on the PALMS Bridge Project which will improve information sharing and yield business process improvements for each department and will enhance customer service.

Respectfully Submitted,

WILLIAM T FUJIOKA
Chief Executive Officer

RICHARD SANCHEZ
Chief Information Officer

RICHARD J. BRUCKNER
Director of Planning

c: Executive Office, Board of Supervisors
Auditor-Controller
Chief Information Office
County Counsel
Regional Planning

DRAFT

Board IT Agenda Items

Department	Board IT Agenda Item	Description	Amount	CEO Cluster	New Term	Planned Hearing Date
CDC	Service Contract for Wireless Services at Harbor Hills Housing Development	Contract with non-profit One Economy Corp to install at no cost a wifi network at Harbor Hills housing development for use by residents. After 2 years residents will be charged \$10/month. Funding Source: BTOP/ARRA Existing Agreement: N/A	\$0	Community & Municipal Services	5 years	8/2/2011
LASD	Amendment 2 to Agreement with Computer Data Source	This is a second amendment to an Agreement with Computer Data Source to extend its term for 24 months, with an one option for one additional year. This extension is to provide ongoing support and maintenance to the Sheriff's Computer Aided Dispatch while a solicitation for an upgrade or replacement system is pursued. Funding Source: General Fund Existing Agreement: Agreement 75565	\$294,348	Public Safety	24 months and an option for one 1-year	8/2/2011
LASD	Amendment 6 with Cerner Corporation for Jail Hospital Information System (JHIS) Remote Hosting Preparation	This is a sixth Amendment to the Sheriff's Agreement with Cerner to stage and prepare for using Cerner for remote hosting services for its Jail Hospital Information System, similar to Probation Department's Probation Electronic Medical Records System (PEMRS). Funding Source: Inmate Welfare Fund Existing Agreement: Agreement 71710	\$1,750,000	Public Safety	2 years and one 1-year option	8/2/2011
RR/CC	Memo of Understanding with the California Franchise Tax Board	Memo of Understanding between the RR/CC and the California Franchise Tax Board for an electronic recording interface to record lien documents. Funding Source: N/A Existing Agreement: N/A	\$0	Operations	2 years, with 5 one-year renewable options	8/9/2011
LASD	Amendment 3 of Agreement 74666 with Syscon Inc. for Phase 2/Stage 1 of JIMS	Amendment 3 provides additional project management services due to schedule delays and for continued support and maintenance services for implemented software. The department plans to file for the 8/16/11 Board meeting. Funding Source: Inmate Welfare Fund Existing Agreement: Agreement 74666	\$ 5,589,725	Public Safety	9 years and three 1-year options	

Department	Board IT Agenda Item	Description	Amount	CEO Cluster	New Term	Planned Hearing Date
CIO	AMENDMENT NUMBER THREE TO COUNTY MASTER SERVICES AGREEMENT	Approve Amendment Number Three to Master Services Agreement (MSA) Number 75869 with IBM Corporation to exercise the first option to extend the term for one year through September 5, 2013. Funding Source: General Fund Existing Agreement: Agreement 75869	\$4,000,000	Operations	2 yr - September 5, 2011 to September 5, 2013	
Regional Planning	PALMS Bridge - ITF Grant Request	Process improvements and pilot system implementation of ECM and videoconferencing technology for land development processes. Includes contracts with Woolpert, Inc. and Wave Technologies. Funding Source: ITF Existing Agreement: Agreement 77036	\$436,760	Community & Municipal Services	N/A	
LASD	Sole Source Agreement with DataWorks Plus for Software, Hardware, and Engineering Services	Sole Source Agreement with DataWorks Plus for hardware and software updates and customizations. Funding Source: AFIS Fund Existing Agreement: N/A	\$500,000	Public Safety	1 base year with two 1-year options	
DHS	Orsos Amendment	Amendment for adding a new module on Orsos system. Potential issues with interface and strategic direction of DHS. Funding Source: DHS Internal Existing Agreement: Agreement H-702430	\$5,000,000	Health & Mental Health Services	N/A	
DHS	Central Pharmacy System	This will be a centralized Pharmacy mail order system. Will be initially targeted for a PILOT at High Desert. Tentative target date for September Agenda. Funding Source: DHS Internal Existing Agreement: N/A	\$200,000	Health & Mental Health Services	New Term	
DHS	QuadraMed Amendment 11 and 12	The QuadrMed Contract is ending on 12/31/2011. The Amendments will effectively extend the Contract. Funding Source: DHS Internal Existing Agreement: Agreement Nos. 56649 and 72190		Health & Mental Health Services	Existing	

Department	Board IT Agenda Item	Description	Amount	CEO Cluster	New Term	Planned Hearing Date
DPH	Environmental Health Permit and Inspection Management System (EHPIMS) Contract	<p>Replacement of the current Environmental Health Management Information System (EHMIS) with the web-based Environment Health Permit and Inspection Management System (EHPIMS) to support EH's 16 district offices and 23 program areas.</p> <p>Funding Source: Environment Health Trust Fund (EHTF) Existing Agreement: N/A</p>	\$2,525,306	Health & Mental Health Services	Contract Execution through Nov. 2, 2020 (7-year base + 3-year option)	
Public Works	Dams Automated Data Acquisition System (DADAS) - Supplemental Agreement	<p>Professional services, software and hardware to expand and refresh an existing dam monitoring system, including a new telemetry infrastructure and commercial off-the-shelf (COTS) software.</p> <p>Funding Source: Unknown at present Existing Contract: N/A</p>	\$2,000,000	Community & Municipal Services	Two years	
CIO	Enterprise IT Security and Privacy Awareness Training	<p>Requests approval and authorization to use the Information Technology Fund (ITF) to acquire and implement the enterprise IT security and privacy awareness training content for use in DHR's Learning Net, a countywide learning management system.</p> <p>Funding Source: ITF Existing Agreement: N/A</p>	\$240,000	Operations	N/A	