

IT Enterprise Strategic Plan: Mobility Update

The IT Enterprise Mobility Goal Team presented two mobile services applications to the IT Investment Board. The District Attorney requested funds to build an Expedited Victim Claims Document Submission application that will provide funds in days versus weeks to assist victims of crime. The Library requested funds for a Chatbot application that will provide automated answers to the simple, high volume requests from customers 24/7, improving customer service and saving staff time. The mobile services are an example of the important initiatives that are being launched from the IT Enterprise Strategic Plan Goal Teams that are transforming and improving services to the public.



Mobility
Accelerate mobility for employees and residents to deliver services anywhere at any time.

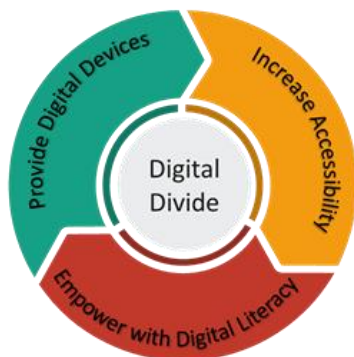
Digital Divide Regional Strategy

Digital Equity Regional Team

The Office of CIO (OCIO) has initiated the Digital Divide Regional Strategic Planning effort by establishing a Digital Equity Regional Team. The Team has collated all Digital Divide efforts completed/in-progress by all participating departments. The three Strategic goals are developed with actionable objectives to enable long-term sustainable solutions. All diverse stakeholders from government, academia, private sector/corporation, venture capital, entrepreneurs, and non-profit organizations are included in the regional strategic plan to ensure a holistic and equitable view on digital divide.



Many associations are actively contributing to solving this critical issue, collaboration among all stakeholders is an important aspect, and OCIO is committed to bringing a transparent and equitable approach to develop solutions bridging the digital divide. Learn more about the Digital Divide Regional Strategic Planning efforts with our newly launched website,



First Board Progress Report

OCIO has submitted the first Board of Supervisors Progress Report for the Digital Divide Strategic Plan on June 1st, 2021.

The Board of Supervisors Progress Report consists of details about the Digital Equity Regional team, highlights current and future initiatives, as well as key milestones within various departments. The full report is available at, <https://ceo.lacounty.gov/digital-divide-board-progress-report/>

