San Joaquin County Information Systems Division Receives Top National Ranking for Best Technology Practices Among U.S. Counties

Stockton, CA – The San Joaquin County Information Systems Division (ISD) recently earned top ranking in the Center for Digital Government's (CDG) annual Digital Counties 2023 survey among counties with a population between 500,000 - 999,999.

The survey, developed in partnership with the National Association of Counties (NACo) and conducted by CDG, identifies the best technology practices among U.S. counties, including initiatives that streamline delivery of government services; provide data analytics to allow decisions based on performance and outcomes; enhance cybersecurity; and apply innovative and emerging technologies to county priorities.

San Joaquin County, with a population of about 870,000, rose from sixth place in 2022 to third among all U.S. counties in the population category for their efforts to deploy innovative technology practices for more efficient and responsive government. Some of ISD's 2022-2023 accomplishments include:

- Launching a new case management systems for the District Attorney (D.A.) and Probation Departments. Working with the D.A.'s and Sheriff's Offices, ISD designed a new master name index to cut down on duplication and do a better job of tracking case histories;
- Updating the County's public safety radio system, replacing infrastructure and adding channel encryption;
- Procuring an IT and Enterprise Service Management System that, when deployed, will enable residents and staff to access services through portals with responsive user interfaces, find self-service options and get automated chatbot responses;
- Updating Countywide information security policy, adding a new area on cyber-crime and ransomware; updating the County's cybersecurity strategy to align with Cal-Secure, the State's cybersecurity road map;
- Initiating a new digital permits and licensing system that allows citizens and businesses to process permits online with 24/7 access; and
- Training department webmasters on the new Sitefinity platform which will allow staff to quickly and easily make content updates to their web pages.

"San Joaquin County is constantly looking at ways to provide the best services possible for our residents. This award shows that those ongoing efforts in modernizations, integrations, and transparency are gaining national attention," said ISD Director Mark Thomas. "ISD's dedicated staff understands the importance of our role to serve the people of San Joaquin County and we are proud to be recognized for our work."

The San Joaquin County Information Systems Division provides information processing services, support, and coordination to County departments. Their mission is to "support technology solutions that create opportunities to transform the way service is brought to the public through leading, integrating, partnering, educating, consulting, and supporting."

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