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