



County of Ventura Information Technology Committee Meeting

April 28, 2022



Notice of Virtual Meeting

Due to the closure of the Government Center to public access, the Information Technology Committee meeting now offers virtual meeting access via Zoom.

<https://us06web.zoom.us/j/89923544960?pwd=dzY2dE5WY2szTIZCempqQU5jMEpLZz09>

Meeting ID: 899 2354 4960

Passcode: 689857

Public comments or questions may be submitted to the following County email address, which will be monitored prior to the public comments section of the agenda.

ITCPublicComment@ventura.org

Agenda

- Welcome
- Approval of Minutes
- Public Comments
- Committee Comments
- Agenda Review
- AB 361 Resolution 3
- Receive and File Report on New Projects Reviewed / Approved by the ITC Subcommittee
- New Projects for Review and Approval by The Information Technology Committee
- Receive and File Report On Status of ITC Projects
- IT Policies for Review/Approval
- CIO Report
- Review of Action Items
- Closing Comments/Agenda Items for Next Meeting
- Adjourn

RESOLUTION NO. 3

RESOLUTION OF THE VENTURA COUNTY INFORMATION TECHNOLOGY COMMITTEE RE-AUTHORIZING REMOTE TELECONFERENCE MEETINGS OF THE INFORMATION TECHNOLOGY COMMITTEE MEETINGS FOR A 30-DAY PERIOD PURSUANT TO GOVERNMENT CODE SECTION 54953, SUBDIVISION (e), OF THE RALPH M. BROWN ACT

WHEREAS, the County of Ventura ("County") is committed to preserving and nurturing public access and participation in meetings of the Ventura County Information Technology Committee ("Committee");

WHEREAS, Government Code section 54953, subdivision (e), of the Ralph M. Brown Act, authorizes the legislative body of a local agency to use remote teleconferencing in meetings by members of a legislative body, without compliance with the requirements of Government Code section 54953, subdivision (b)(3), subject to the existence of certain conditions;

WHEREAS, a required condition is that a state of emergency is declared by the Governor pursuant to Government Code section 8625, proclaiming the existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by conditions as described in Government Code section 8558;

WHEREAS, it is further required that state or local officials have imposed or recommended measures to promote social distancing;

WHEREAS, the Committee previously adopted a Resolution on January 27, 2022, finding that the required conditions set forth in Government Code section 54953, subdivision (e), to conduct remote teleconference meetings without compliance with Government Code section 54953, subdivision (b)(3) exist;

WHEREAS, as a condition of extending the use of remote teleconference meetings pursuant to Government Code section 54953, subdivision (e), the Committee must reconsider the circumstances of the state of emergency that exists, and the Committee has done so;

WHEREAS, emergency conditions persist in Ventura County, specifically, Governor Gavin Newsom declared a state of emergency in response to the COVID-19 pandemic on March 4, 2020 ("State of Emergency");

WHEREAS, on September 21, 2021, Dr. Robert Levin, Ventura County Health Officer, issued a recommendation to continue practicing social distancing measures throughout Ventura County communities, including to continue to implement 100 percent remote meetings of all legislative bodies in Ventura County, to prevent and minimize the spread of COVID-19 ("Recommendation to Promote Social Distancing");

WHEREAS, the Committee does hereby find that it has reconsidered the circumstances of the State of Emergency, the State of Emergency remains active and continues to directly impact the ability of its members and attendees to meet safely in person, and that the Ventura County Health Officer, Dr. Robert Levin, continues to recommend measures to promote social distancing to minimize the spread of COVID-19 including that all legislative bodies in Ventura County continue to meet remotely, as further explained in his Recommendation to Promote Social Distancing, which has not been rescinded and remains in effect; and

WHEREAS, the Committee does hereby find that it shall conduct its meetings without compliance with Government Code section 54953, subdivision (b)(3), as authorized by subdivision (e) of Government Code section 54953, and that the Committee shall comply with the requirements set forth in Government Code section 54953, subdivision (e)(2); and

NOW, THEREFORE, BE IT RESOLVED, by the Committee, as follows:

Section 1. The foregoing recitals are true and correct.

Section 2. Staff supporting the Committee are hereby authorized and directed to take all actions necessary to carry out the intent and purpose of this Resolution including continuing to conduct open and public meetings of the Committee in accordance with Government Code section 54953, subdivision (e), and other applicable provisions of the Brown Act.

Section 3. This Resolution shall take effect immediately upon its adoption and shall be effective until the earlier of (i) May 28, 2022, or such time the Committee adopts a subsequent resolution in accordance with Government Code section 54953, subdivision (e)(3), to extend the time during which the Committee may continue to teleconference without compliance with Government Code section 54953, subdivision (b)(3).

Upon motion of _____ seconded by _____

and duly carried, Ventura County Information Technology Committee hereby adopts

this resolution on ____ day of _____, 2022.

Terrence Theobald
Chief Information Officer

New Projects Approved by ITC Subcommittee

- NextRequest Public Records Request Management System – County Executive Office / Clerk of the Board
- VCIJIS 2.0 – Information Technology Services Department
- Energy Management System Migration – General Services Agency
- PH PowerBI Premium – Health Care Agency (Public Health)
- Behavioral Health MHSA /VCSO SAS Data Exchange – Health Care Agency (Behavioral Health)
- EMS Data Mart PowerBI – Health Care Agency (Public Health)
- Integrated Library Systems (ILS) – Libraries
- Experian eCare Next – Health Care Agency
- Cerner WELL Health – Health Care Agency
- Ambulatory Care Clinic Integration – Health Care Agency

New Projects Approved by ITC Subcommittee

Project Name: NextRequest

Agency: CEO - Clerk of the Board

Project Goal: Implementation of a public records request management software. Ensure compliance with public records act laws. Establish efficient cross-departmental coordination. Implement features available with current technology to increase efficiency and reduce costs (e.g., web and mobile access, report creation, reduction of labor-intensive tasks associated with public communication and agency coordinatization, public self service)

One Time Costs: \$0 (Waived)

Annual Recurring Costs: \$32,500

Projected Cost Savings: Estimated 33% FTE reduction in staff time annually.

Project Duration: 5 months

The screenshot displays the 'NextRequest' public records portal for the County of Ventura. The page is titled 'Records Requests' and includes a search bar showing 11 requests. Below the header is a 'REQUEST A PUBLIC RECORD' form with fields for departments (set to 'Clerk of the Board'), requester information (email: jon.snow@gmail.com, name: Jon Snow, phone: 8056545000, street address: 888 Enchanted Way, city: Ventura, state: California, zip: 93009), and additional request information (date received: 04/01/2022, format: Select, visibility: Restricted). A 'Make request' button is at the bottom of the form. On the right, there are tips for making requests and a 'NextRequest' logo. At the bottom right, a table titled 'Explore 11 requests' shows a list of requests with columns for Request ID, Status, Due Date, Request Date, Requester, Request Description, and Departments.

Request	Status	Due Date	Request Date	Requester	Request Description	Departments
22-11	✓	04/14/2022	03/31/2022	coborn@ventura.org	Requesting all claims received January 2021 through December 2...	
22-10	✓	04/14/2022	03/31/2022	COBTea-1	thomas fire records	
22-9	✓	04/13/2022	03/30/2022	John Test	UFO secrets, I have to know everything	Clerk of the Board
22-8	✓	04/13/2022	03/30/2022	COBTea-1	Testing	
22-7	✓	04/13/2022	03/30/2022	coborn@ventura.org	test	
22-6	✓	04/13/2022	03/30/2022	John Test	UFO secret files, need them all.	Clerk of the Board
22-5	✓	04/13/2022	03/30/2022	John Test	Requesting information on UFO sightings.	Clerk of the Board
22-4	✓	04/12/2022	03/29/2022	COBTea-1	requester for emails	Clerk of the Board
22-3	✓	04/08/2022	03/25/2022	coborn@ventura.org	Maps part of the Official Land Use plan as contained in Ordina...	Clerk of the Board
22-2	✓	04/07/2022	03/24/2022	Brenden Test	Brenden test request	Clerk of the Board
22-1	✓	04/06/2022	03/23/2022	COBTea-1	test	Clerk of the Board

* Indicates required field

New Projects Approved by ITC Subcommittee

Project Name: VCIJIS2.0 Project

Agency: VCIJIS Executive Steering Committee

Project Goal: To modernize VCIJIS via a hybrid architecture, as well as preserve and expand cross-agency data sharing between the District Attorney's Office, Probation Agency, Public Defender's Office, Sheriff's Office, and Superior Court of California.

Estimated Project Costs: \$43,966,674

Projected Cost Savings: \$0.00

Project Duration: 5 Years



New Projects Approved by ITC Subcommittee

Project Name: Energy Management System Migration

Agency: General Services

Project Goal: Integrate 3 different EMS software platforms to streamline HVAC system automation, replace obsolete controls and to surplus old Windows OS computers at 16 buildings that compromises IT security protocols.

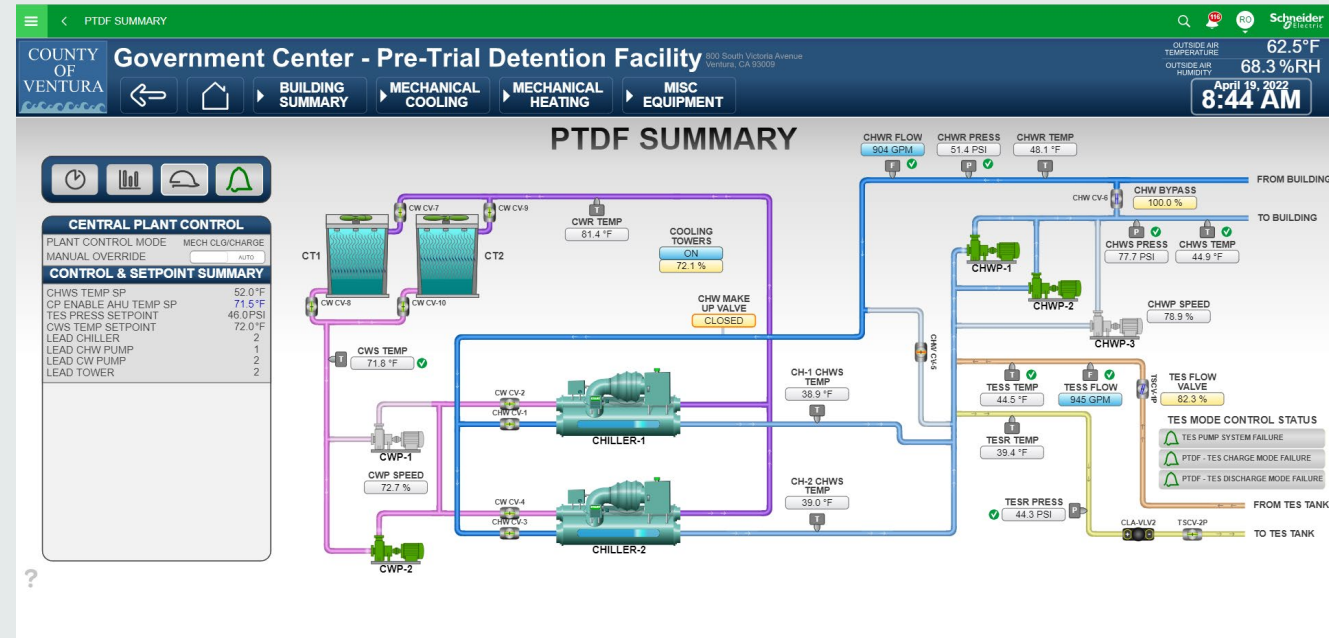
One Time Costs: \$989,004

Annual Recurring Costs: \$0 additional cost (port charges, maintenance costs already incurred annually)

Projected Cost Savings: Obsolete field equipment is failing; replacement will avoid \$175,000 annually for technicians to visit sites to correct issues that can be handled remotely

Project Duration: 12 months (supply chain issues)

Status: Contract initiated with vendor



New Projects Approved by ITC Subcommittee

Project Name: Power BI Premium Upgrade

Agency: HCA / Public Health

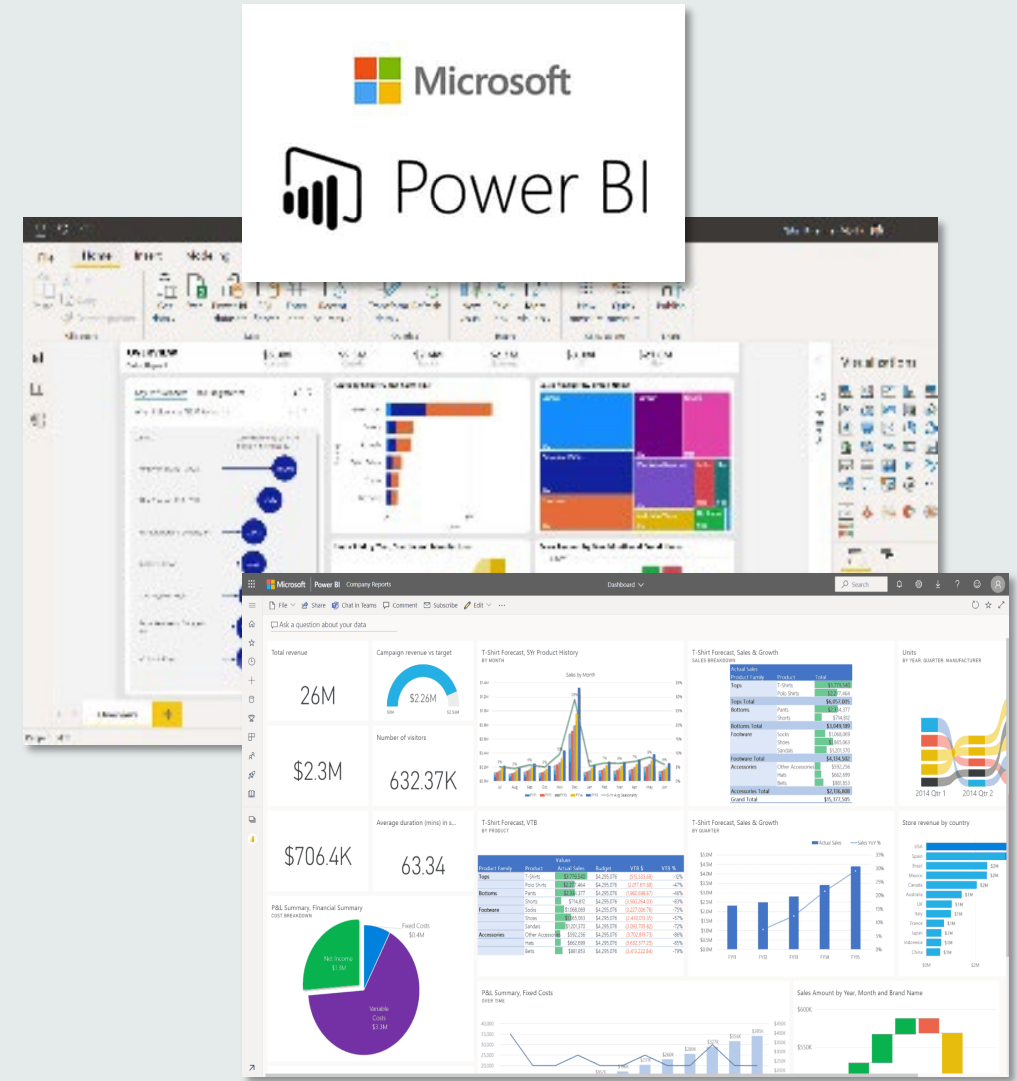
Project Goal: Provide agency-wide capacity (compute) upgrade so reports may be shared both within and outside the agency. This is especially useful for sharing COVID analytics.

One Time Costs: \$45k (State Funded)

Annual Recurring Costs: \$45k (State Funded 3-years)

Projected Cost Savings: This will allow reduction of some software. Productivity gains will be realized by streamlining the analytics efforts.

Project Duration: 2 months



New Projects Approved by ITC Subcommittee

Project Name: Behavioral Health MHSA /
VCSO SAS Data Exchange

Agency: HCA / Behavioral Health

Project Goal: To obtain Sheriff data for BH
mutual clients, report key events, and
coordinate care.

One Time Costs: \$106,262

Annual Recurring Costs:

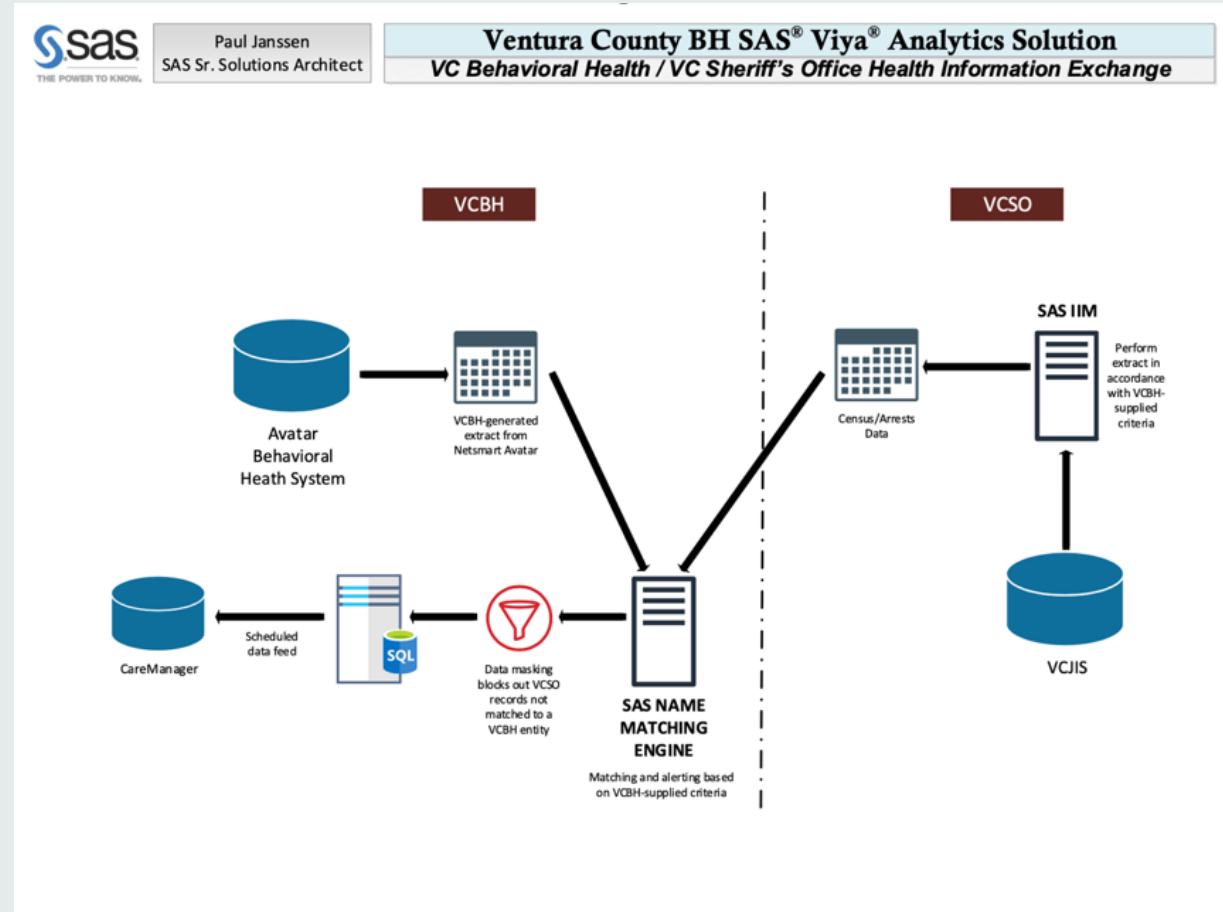
PY1: \$48,530

PY2: \$49,995

PY3: \$51,485

3-Year Total Cost: \$256,272 (MHSA Funded)

Project Completion: September 2022



New Projects Approved by ITC Subcommittee

Project Name: EMS Data Mart

Agency: HCA / Public Health

Project Goal: Expand our current Image Trend Elite data repository. This data mart solution will allow us to perform reporting and analytics on all captured EMS data. This will not only streamline our current approach to analytics, but also provide a more feature-rich and robust platform to perform these tasks.

One Time Costs: \$23k

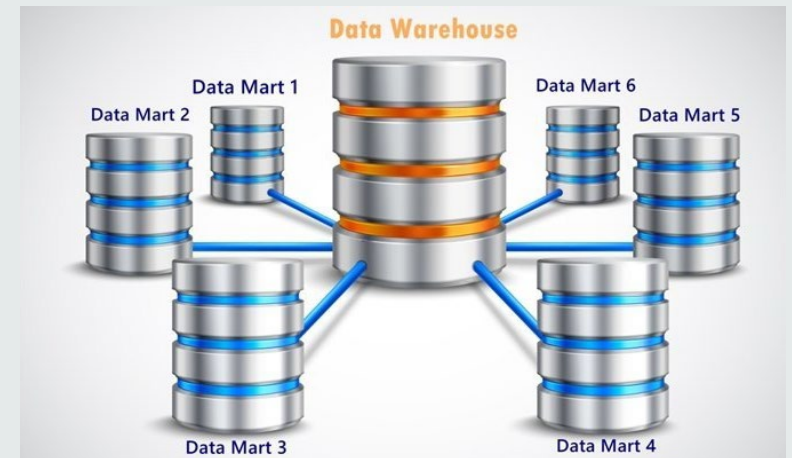
Annual Recurring Costs: \$24k (Adjusted for annual increase)

Projected Cost Savings: Expecting to eliminate 90% of the cumbersome manual processes and workarounds in the acquisition, analysis and publishing of EMS data

Project Duration: 2 months

IMAGETREND®

EMS DATA MART



New Projects Approved by ITC Subcommittee

Project Name: Integrated Library System

Agency: Ventura County Library

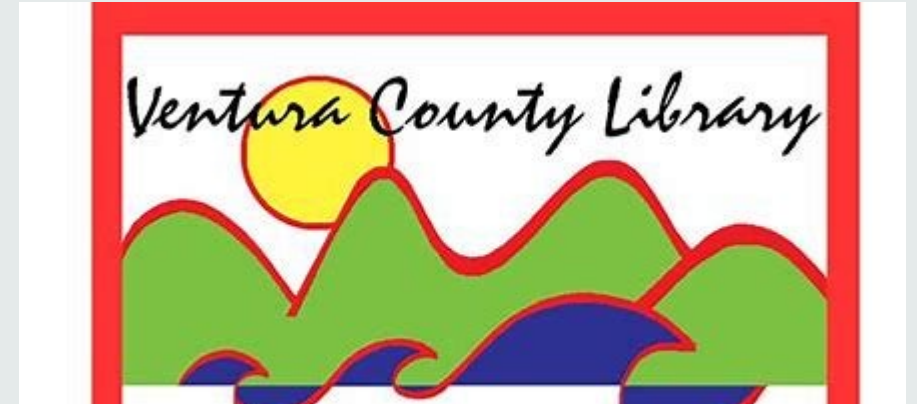
Project Goal: Replace the aging and no longer supported library system (SirsiDynix Horizon) with a more modern and supportable system (SirsiDynix Symphony).

One Time Costs: \$0

Annual Recurring Costs: \$ 39,663 (5-year cost > \$50K)

Projected Cost Savings: No cost savings are anticipated. The primary purpose of this system is risk mitigation in case of current system failure.

Project Duration: 1 Year



New Projects Approved by ITC Subcommittee

Project Name: Experian eCare Next

Agency: Health Care Agency

Project Goal: To improve workflow with an integrated solution suite containing Premium Eligibility, Registration Quality Assurance, Patient Estimates, and Coverage Discovery, reduce denials, bad debt, and ensure staff captures correct eligibility information during registration.

One Time Costs: \$275,804

Annual Recurring Costs: \$322,572

Projected Cost Savings: \$155,380 annual savings from eliminating current contracts; \$433,203 from 15% reduction of denials

Project Duration: 15 months



New Projects Approved by ITC Subcommittee

Project Name: Cerner WELL Health

Agency: Health Care Agency

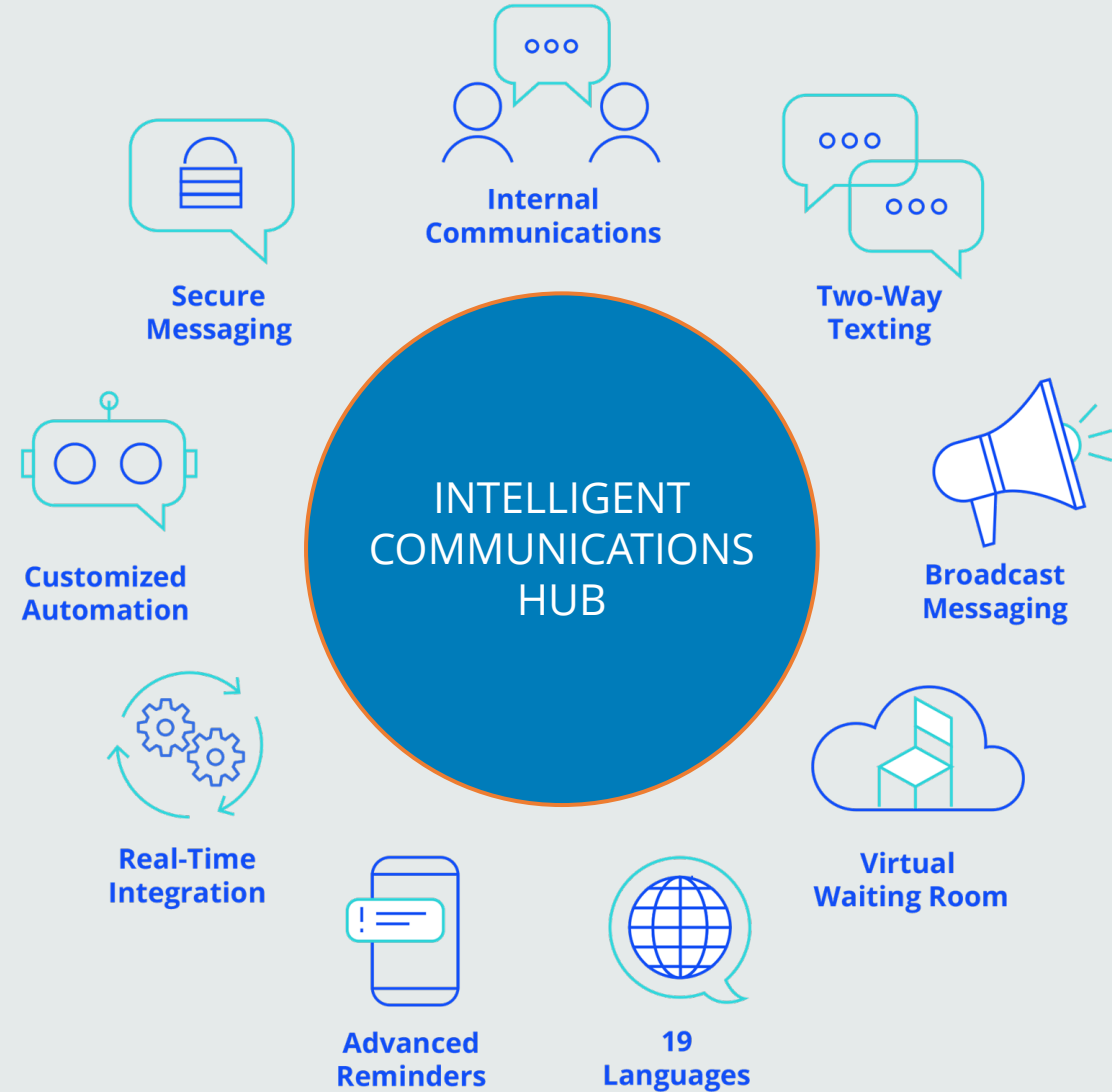
Project Goal: To improve patient physician/clinical staff communication, increase patient satisfaction, increase provider productivity, reduce administrative time for clinicians/staff and decrease rate of no-show appointments.

One Time Costs: \$155,215

Annual Recurring Costs: \$65,688

Projected Cost Savings: Potential savings ~ \$2 million annually as result of reduced number of appointment no-shows

Project Duration: 4 months



New Projects Approved by ITC Subcommittee

Project Name: Ambulatory Care Clinic Integration

Agency: Health Care Agency

Project Goal: To improve registration and scheduling workflows and processes for Ambulatory Care Clinics, improve communications and efficiency.

One Time Costs: \$1,481,855 (\$977,960 funded by HRSA Grant)

Annual Recurring Costs: \$280.800

Projected Cost Savings: Cost savings will be realized in the form of improved staff efficiencies. The system should result in a reduction in no-show rate to under 25%, reduce phone wait times for scheduling to under 20 mins, and reduce bad debt placements by 30%.

Project Duration: 15 months



Call Center
Scheduling



Proactive
Financial Clearance



Streamlined
Patient Arrival

Projects For Review/Approval By The ITC

- No New Projects to be Reviewed

Project Status Review

4 projects on schedule and on budget (8 previously)

- Fire Radio Dispatch Console System Upgrade (Motorola MCC 7500E Consoles) – Fire Department
- VCHRP Payroll System 9.2 Upgrade – Auditor-Controller/County Executive Office Human Resources
- APPSIAN PeopleSoft Security – Auditor-Controller's Office/ County Executive Office Human Resources
- Checkpoint Infinity Security Upgrade – IT Services

Project Status Review (Continued)

5 active projects on budget and not on schedule (6 previously)

- Kronos Time and Attendance System – Health Care Agency
- Enterprise Content Management – Public Defender’s Office
- VMware System – Health Care Agency
- Automated Invoice Management & Document Digitization/Therefore – General Services Agency
(Status Report Not Submitted.)

-
- Virtual Desktop Infrastructure Modernization – Human Services Agency

1 project not within budget and not on schedule (0 previously)

- Integrated Property Tax Assessment and Collection System – Assessor/Auditor-Controller/Treasurer-Tax Collector

Project Status Review (Continued)

4 projects were completed and closed (1 previously)

- New Land Information System Upgrade (Tyler Technologies) – County Clerk-Recorder
- Sherpa Budget Software System – County Executive Office Finance
- Visionlink Disaster Recovery and Response Management System – Human Services Agency
- FPD Automated Ambulance System Status Management – Fire Protection District

New Land Information System Upgrade (Tyler Technologies)

County Clerk-Recorder

- Original Completion Date: 11/01/2021
- Actual Project Completion Date: 02/01/2022
- Original Budget: \$ 979,965.00
- Actual Cost: \$ 979,990.00

Measurable Outcomes

1. The new Tyler self-service kiosk has eliminated the need of all paper applications in our office. This has decreased costs associated with ordering applications through GSA Docu-Share. Our total savings since November 1, 2021, is approximately \$5K.
2. The Tyler self-service kiosk has also reduced customer wait times when processing the services we offer in our office. We are appointment only and we have been able to increase our appointment scheduler by 15% and accommodate more non-appointment customers.
3. The Tyler system uses scan first technology, and we are now able to scan in our vital record applications and FBN statements received through the mail which has increased staff productivity and improved our processing time by 1 business day.

Sherpa Budget Software System

County Executive Office
Finance

- Original Completion Date: For Implementation with FY23 Budget Process and FY22 Year End Projection Process
- Actual Project Completion Date: System materially implemented (Budget Development Manual, Year End Projections and Budget Process) as of Mar 1, 2022; a few reporting tasks remain outstanding at this time.
- Original Budget: \$ 1,261,395.00
- Actual Cost: \$ 935,770.00

Measurable Outcomes

1. System Functionality, and cloud migration, successfully mitigated our needs for IT Staff support. Core functionality and system maintenance is all managed by the vendor or CEO Budget and Finance Staff directly. We were able to free up the equivalent of 1.0 Full Time Equivalent (20% of CEO embedded IT staff), to support other needs of the County Executive Office.
2. Personnel Projection speeds have improved dramatically. A full year projection run now takes approximately 50 minutes, whereas in the prior system this would take over 4 hours.

Visionlink Disaster Recovery and Response Management System

Human Services Agency

Original Completion Date: Go-live

Phase 1: 12/31/2020

Phase 2: 9/7/2021

Phase 3: 3/4/2022

Actual Project Completion Date: Go-live

Phase 1: 12/31/2020

Phase 2: 9/7/2021

Phase 3: 3/4/2022

Original Budget: \$107,255.00

Actual Cost: \$55,410.00 (to date)

Measurable Outcomes

1. Ability to send ad hoc email and text messages will save time in communicating assignments to volunteers.
2. Ability to send ad hoc email and text messages will provide the flexibility of communicating shelter assignments to clients/customers and will save time in that the communication can happen in an online fashion rather than finding the cars where the clients/customers are waiting to be sent to the shelter.

FPD Automated Ambulance System Status Management

Fire Protection District

Original Completion Date: 6/30/2018

Actual Project Completion Date: 1/20/2022

Original Budget: \$355,570.00

Actual Cost: \$355,570.00

Measurable Outcomes

- This was a “just do it” project that is difficult to provide measurable outcomes because there were no baseline metrics to which we could compare.
- Even so, for the ambulance module, current dispatch staff metrics show that “compliance” to AMR’s business rules has increased from 65% to 95% since the LiveMUM application was implemented.
- User adoption of this automated solution has also increased from about 5% usage when a pilot implementation began in 2021 to an 85% adoption rate in 2022, which also supports the increased compliance metric.

Countywide IT Policies for Committee Review

- None



CIO Report



Updates from CIO

- I Action Items from Prior Meeting
- II ITC Process Update Recommendation
 - A. Increase minimum amount for ITC review from 50K to 100K
 - B. Documentation on what needs review
 - 1. Adding licenses
 - 2. Maintenance
 - 3. Training
 - 4. Subscriptions for Information Only Websites
- III ITC Website
- IV Cybersecurity Update

Information Technology Committee (ITC) Website

The Path: [Ventura.org](#) → Government → Meetings and Broadcasts →

Live Broadcasts and Upcoming Meeting Agendas

This webpage contains information to view Agendas, Meeting Materials, and Meeting Archives for:

- **Board of Supervisors' Meetings** – BOS Meeting Calendars: [2022](#) | [2023 \(Jan-Feb\)](#)
- Air Pollution Control Board Meetings
- Assessment Appeals Board Meetings
- Air Pollution Control District Hearing Board Meetings
- Fox Canyon Groundwater Management Agency (FCGMA)
- [Information Technology Committee \(ITC\)](#)
- Local Agency Formation Commission (LAFCo)
- Planning Commission
- Ventura County Consolidated Oversight Board (VCCOB)

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ITC Homepage

INFORMATION TECHNOLOGY COMMITTEE

[Agendas and Meeting Documents](#)

Next Meeting: *April 28, 2022*

Time: *3:00 pm*

Location: *Zoom Meeting*

Join Zoom Meeting

<https://us06web.zoom.us/j/89923544960?pwd=dzY2dE5WY2szTlZCempqQU5jMEpLZz09>

Meeting ID: 899 2354 4960

Passcode: 689857

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Dial by your location

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+1 346 248 7799 US (Houston)

[Submit Public Comment](#)

2021 ITC Meeting Dates

- April 28, 2022
- July 28, 2022
- October 27, 2022

ITC Members & Proxies

Chairperson – [Matt LaVere](#)

Vice Chairperson – [Terry Theobald](#)

County Counsel – [Tiffany North](#)

Members:

[Bob Huber](#)

[Sevet Johnson](#)

[Mike Pettit](#)

[Terry Theobald](#)

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Information Technology Committee Meeting Agendas & Minutes

2022

4/28/2022	Agenda	Minutes	Presentation
1/27/2022	Agenda	Minutes	Presentation

2021

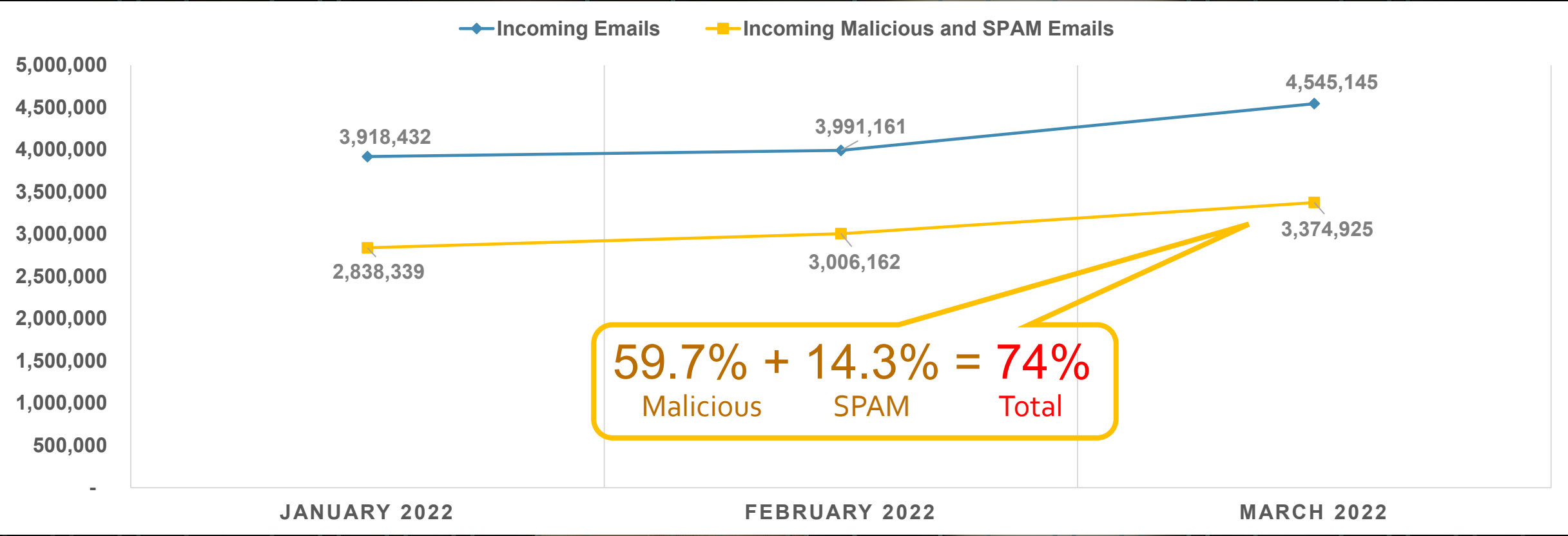
11/01/2021	Agenda	Minutes	Presentation
8/18/2021	Agenda	Minutes	
5/13/2021	Agenda	Minutes	
1/27/2021	Agenda	Minutes	
	Agenda		

Cybersecurity Updates



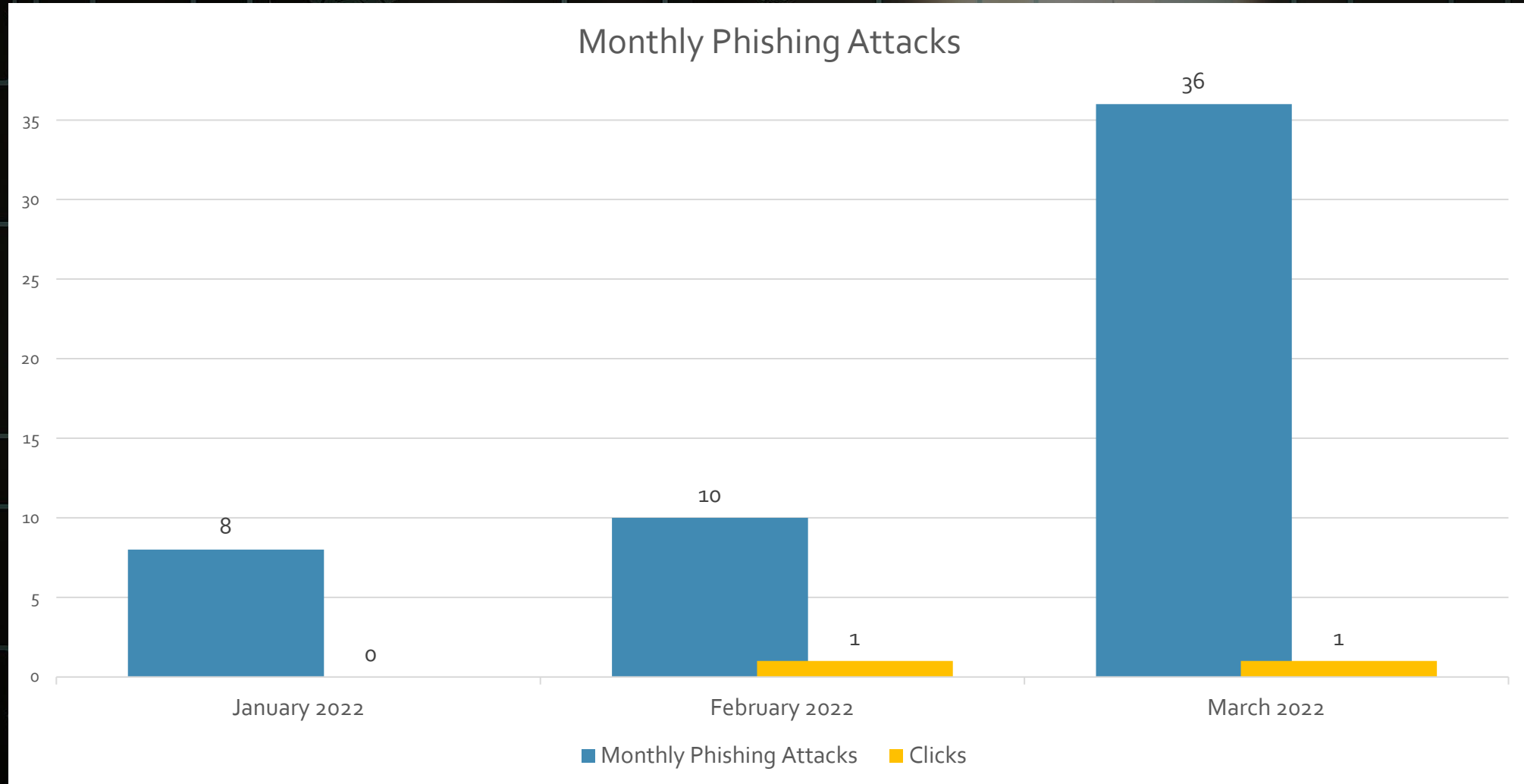
Cybersecurity - Emails

- Cisco Email Security Statistics (January through March 2022)



Cybersecurity - Phishing

- Phishing Attacks Against the County (January through March 2022)



Closing Agenda Items

- Review of Today's Meeting Action Items
- Closing Comments/Agenda Items for Next Meeting July 28, 2022



Adjourn

Thank you for your time.

