

## **Investigation Update County Management of Computers**

The county has responded positively and with constructive actions to resolve the issues contained in the Grand jury recommendations numbers 1, 2, 4 and 5.

However, the remedy proposed by the County to recommendations number 3 is not satisfactory.

In forming the "PC Power" group, the County has only addressed the basic training needs. The PC training which Personnel offers covers PC fundamentals and does not train employees to become participants in development and operation of serious technological applications for their departments.

### **RECOMMENDATIONS**

The 1995/96 Grand Jury recommends:

1. The Board of Supervisors should make its priority to upgrade the job related technical skills of its employees and send such a message to all County Directors and Managers.  
The County should make use of the resources within ISD and if necessary use outside qualified consultants to accomplish the training. The Board of Supervisors should provide the funds with which ISD or a highly qualified consultant can conduct advanced system training to County employees.
2. Training should be funded and employees should have the opportunity to learn how to:
  - Conduct work simplifications, analyze procedures, study information flows, re-engineer forms and processes.
  - Identify innovative opportunities for automation.
  - Use technology to transform labor intensive and routine work to challenging, satisfying and more productive work.
  - Cooperate with ISD technical specialists to plan and develop systems.
  - Participate in installation and training of departmental computer applications.
3. The PC Power program must gain wider recognition among all employees. Managers should be given incentives to encourage wider employee participation.

### **RESPONSE REQUIRED**

From the Board of Supervisors.