


COUNTY OF VENTURA
MEMORANDUM
PERSONNEL DEPARTMENT

Date: February 15, 1996

TO: M. L. Koester, CAO

FROM: Ron Komers, Personnel Director 

SUBJECT: Response to Grand Jury First Final Report

The Personnel Department has the following suggestions regarding a response to the "County Management of Computers" section of the Grand Jury Report, Recommendation #3. The CAO may wish to integrate policy directives with our proposed response.

"Based upon the recommendation of the Auditor Controller's 1995 audit of Personal Computer usage in the County, the Personnel Department was given the responsibility to develop and implement a personal computer training program that would be both flexible and comprehensive in meeting the diverse training needs of County employees. Personnel Department staff, in cooperation with the Oxnard Adult School, developed an initial program that operated from March through June of 1995. During that time period, over 200 employees received training at a minimal cost. Also during this same time period, the Personnel Department staff was better able to identify specific training needs and methodologies and at the same time be flexible and comprehensive.

In September, 1995, after researching all local area personal computer training providers, the Personnel Department entered into an agreement with Computer-Focus, located in Oxnard, CA, to provide heavily discounted, comprehensive personal computer training on all software packages that County departments were using, as well as working directly with departments on training of customized software systems. In addition, ComputerFocus would perform much needed personal computer training needs assessment surveys free of charge to all County departments requesting such service.

The Personnel Department has been monitoring employee feedback on the training. The majority of responses have rated the training "very high" to "outstanding" in respect to the quality of training received, the appropriateness of the training facilities, and the help/support after the training. The Personnel Department

intends to hold a series of information exchange meetings in order to maintain an awareness of the various County departments personal computer training needs, and continue to develop and improve a personal computer training program that is a valuable resource to all County employees.

There is an issue of lack of budgeted training funds, specifically for personal computer training, which has been continually brought up by County departments. We believe an increase of training budgets for this specific purpose would enhance the PC training program's effectiveness, and in turn continue to provide employees with the tools to be more productive.

Notwithstanding the budget dilemmas that County departments face, the PC training program has still been very successful. Many County departments have taken advantage of the assessment services and over 800 employees have been trained in the various personal computer software training courses to date."