



INFORMATION SYSTEMS DEPARTMENT

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August 27, 1996

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SUBJECT: RESPONSE TO THE 1995-96 VENTURA COUNTY GRAND JURY FINAL REPORT

As requested and required, here are the Information Systems Department's responses to Recommendations one and two as listed on page 22 of the Ventura County Grand Jury Final Report, 1995-96.

RECOMMENDATIONS:

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.

ISD'S RESPONSE:

The Board of Supervisors, through the creation of its Information Technology Committee, and through recent policy directives on the part of its Chief Administrative Officer, has sent a message to the departments and their management as to the importance of information technology and its use in Ventura County. The Board, the CAO, and ISD agree that upgrading the job-related technical skills of County employees in order to participate in the development and operation of serious technological applications for their departments should have a high priority.

We have agreed on the value of training employees in the proper and advanced use of any technology installed and implemented throughout the County. However, the scope, extent, and depth of that training should be determined by the applications and systems being installed and implemented, the level of expertise available or expected within each department, the extent of involvement with other departments and the County's technological infrastructure, and the level of dependence upon ISD and its leveraged resources.

The Information Technology Committee, the CAO, and ISD have received and intend to evaluate projects identified as needed by the individual County departments totalling in excess of \$40 million dollars as we begin putting together the Technology Plan for Ventura County.

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We would suggest and recommend, that rather than using an across-the-board approach as recommended by the Grand Jury, that the individual departmental training requirements be identified and funded as an integral component of each project as it goes through installation, implementation, operation and into eventual maintenance. Specific training requirements can then be identified and funded based on the systems being implemented and on the individual capabilities and needs of each department.

We have identified a need which can be addressed as a universal requirement, the need for project management skills on the part of any departmental employee charged with monitoring the progress of a project through the development cycle. Funding should be provided as part of any project and ISD will make its resources or that of highly qualified consultants, available as appropriate.

If you have any questions regarding the above material, or if you would like additional information or clarification on specific responses, please feel free to call me at 654-3543.

Respectfully submitted,



GEORGE E. MATHEWS, Director
Information Systems Department

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Attachment

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