

This document is an extract of a larger publication.

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Section 1: ISD Administration

Administration provides support, leadership and management of all ISD activities. The focus of ISD in FY 2016-2017 includes:

- Modernization of the radio system
- Modernization of the data network
- Implementation of the Voice Over Internet Protocol (VOIP)

Section 2: Information Systems (IS)/Communications

IS is responsible for designing and maintaining the digital network infrastructure and enterprise system. The IS team provides the following enterprise services to all 23 county departments:

- Electronic messaging
- Web content management
- Database management
- Local and wide area network management
- Server virtualization
- Document management
- Network security

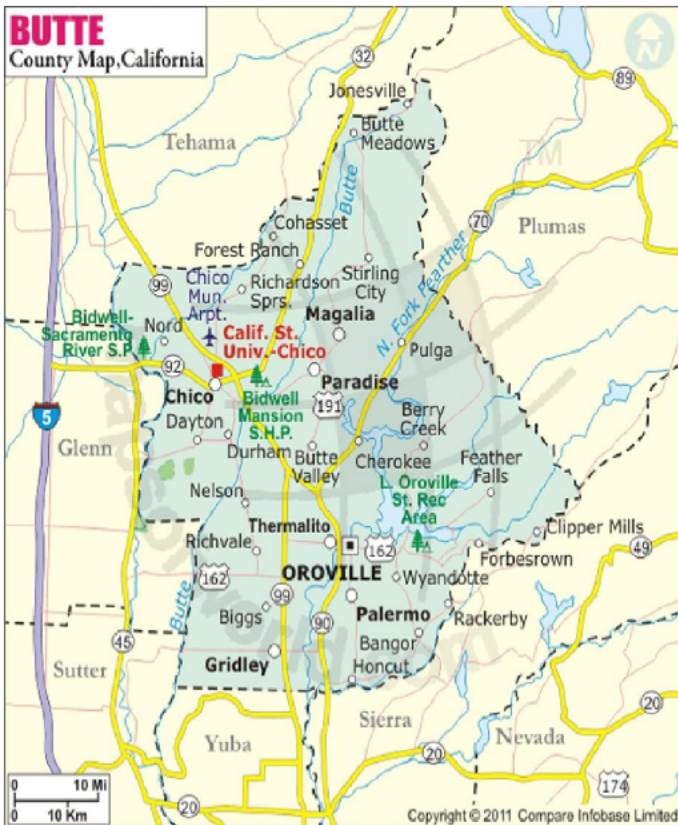
The enterprise system also helps to ensure that information can be shared across all functional and management levels. The IS section is the point of contact between departments and telecommunication suppliers. All products and suppliers or vendors are selected using competitive bid contracts.

Communications is also the E-9-1-1 coordinator to all of the Public Safety Answering Points within the Butte Operational Area along with cellular phones, pagers and other telephone services.³

Section 3: Radio Services

Butte County radio technicians manage and maintain radio infrastructure supporting Butte County departments: Sheriff, Fire, Public Works, Public Health, Probation, District Attorney and Office of Emergency Management. The infrastructure includes numerous radio sites, mobile equipment in vehicles and portable equipment carried by individuals.

Section 4: Geographic Information Systems (GIS)



A Butte County Map showing the county boundaries, county seat, major cities, highways, roads, rail network, airport and points of interest. This is just one example of the many varieties of maps produced by GIS.

Interactive Map Viewers: Interactive map viewers allow the user to identify, query, zoom and pan on map layers and the records contained within them.

www.buttecounty.net/gis/home.aspx

³ www.buttecounty.net/is/home

GIS shares data and coordinates with regional groups and agencies such as Butte County Association of Governments, Local Agency Formation Commission, CAL FIRE, incorporated municipalities within Butte County and similar agencies in adjacent counties to create, display, manage and analyze geographic information. The GIS also provides data integral to county business processes and to the public. Primary users are: Development Services, Public Health, Office of Emergency Management, Water and Resource Conservation, Communications and Public Works, along with law enforcement and fire support.⁴

During subsequent Grand Jury interviews additional information was provided:

- 1) A SharePoint website for developing the plan has been established. Individuals, teams and organizations are able to produce, share and collaborate on content in one place. It allows all personnel to have access and is user friendly.
- 2) The Grand Jury was informed that the ISD is satisfied with the support of county administration and the approved funding received from the FY 2016-2017 budget. Budget approval permitted the ISD to fulfill their largest planned infrastructure projects, i.e. radio towers, network switching and modernization of the radio system.
- 3) Radios have been delivered from the manufacturer, Motorola, to Delta Wireless, the implementation vendor. The radios still need to be inventoried in Sacramento, operationally tested, pre-programmed and then delivered. No equipment has been shipped to Butte County for use at this point. With regard to the network infrastructure, approximately 30% of the new network

⁴ https://www.buttecounty.net/Portals/1/Budget/FY16-17Recommended/Information_Systems.pdf

equipment has been installed. More equipment is being readied for installation, but has not yet been placed.

- 4) ISD is moving ahead with the radio modernization site preparation. The manufacturer will have a team visiting each of the sites to formally assess their readiness for the new equipment. The site visits will focus on the implementation and “turning up” the full 700 MHz system in January 2019. A detailed design review has been scheduled. The focus for this review is to work on the specific details of the implementation in Butte County.
- 5) Unified communication between county departments is vital for the ability to conduct county business remotely and securely. One aspect of the proposed strategic plan involves adding cloud based apps in order to become more efficient. What was formerly referred to as outsourced is now called the cloud. The cloud is able to provide more storage, is easy to access, requires less onsite storage and can save money.

The ISD ensures that Butte County governmental organizations are able to perform their functions to the best of their abilities by providing efficient, secure, consistent, cost effective and reliable communication infrastructure. This infrastructure also allows the departments to more effectively serve a wide variety of needs of Butte County residents.

Throughout the past few years, despite the lack of a strategic plan, the Grand Jury recognizes the ISD is well managed and effectively serves Butte County departments. There is a supportive working relationship within the department as evidenced by the results of interviews with ISD employees. Maintaining a positive atmosphere helps retain valuable employees. This is a very important factor since

hiring trained, knowledgeable employees is a problem in many areas of Butte County government.

FINDINGS

F1. The 2005 ITSP was the last plan available and is presently obsolete.

F2. The ISD is developing a current strategic plan, with regularly scheduled department meetings and employee input. The newly completed plan should help forecast expenditures, ensure better use of resources and help manage unexpected changes in technology and staffing needs. This is to be completed prior to the end of the FY 2016-2017.

RECOMMENDATIONS

R1. The ISD should ensure they have developed and implemented a strategic plan for Board of Supervisors review prior to the end of 2017.

R2. Beginning with FY 2017-2018, yearly plan updates should be scheduled to keep up with the rapid changes in technology, unexpected department needs and staffing.

R3. ISD should notify the Butte County Chapter of CGJA regarding the completion of the department's FY 2016-2017 strategic plan as previously requested.

R4. The Butte County Administration Office and Board of Supervisors should provide continued annual support for ISD funding, staffing requests and the continuation and regular updating of the newly developed ITSP.

RESPONSES

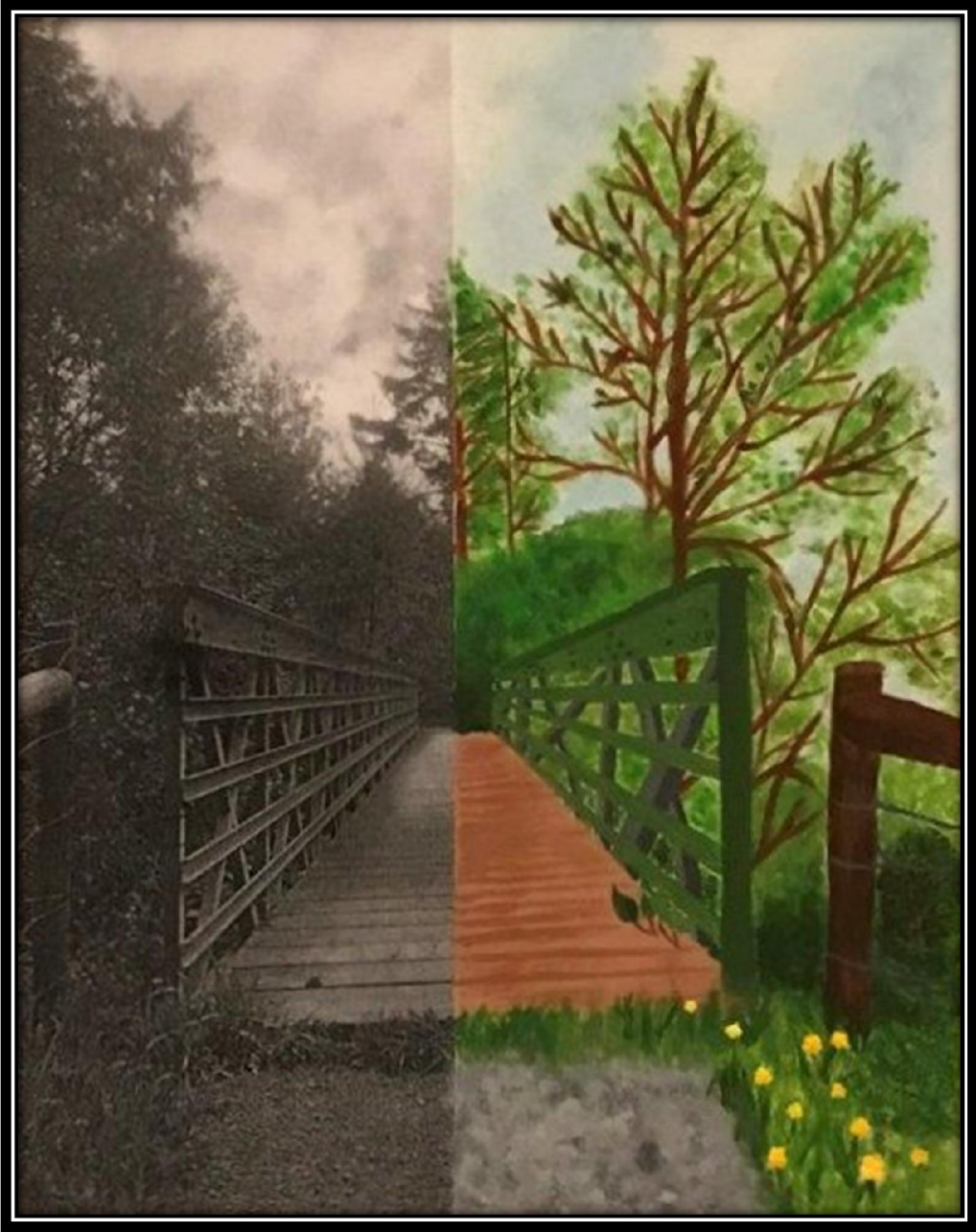
Pursuant to Penal Code section 933.05, the following response is required:

- Information Systems Department Director: respond to F1, F2, R1, R2 and R3 within 90 days

The Grand Jury invites the following responses:

- Butte County Administration Office, Chief Administrative Officer: respond to F1, F2, R1 and R4 within 60 days
- Butte County Board of Supervisors: respond to F1, F2, R1 and R4 within 60 days

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