



COUNTY OF LOS ANGELES

CHIEF INFORMATION OFFICE

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The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS FOR VARIOUS
DEPARTMENTAL TECHNOLOGY PROJECTS
(3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

- (1) Approve and authorize the use of \$99,000 from the Information Technology Fund (ITF) to support the Department of Parks and Recreation's Website Revision Project.
- (2) Approve and authorize the use of \$138,500 from the Information Technology Fund (ITF) to support the development of Department of Human Resources' Appeals Management System.
- (3) Authorize the Chief Information Officer to approve a contingency of an additional 10% of the project cost for each of the above ITF projects, based upon justification of the project expense.

PURPOSE OF RECOMMENDED ACTION

In their August 12, 2002 meeting, the ITF Executive Committee recommended support of two department projects: (1) the Department of Parks and Recreation's (DPR) Website Revision Project, and (2) the Department of Human Resources (DHR) Appeals Management System. Your Board's approval of the recommended actions will provide funding in the amount of \$99,000 to the DPR, and \$138,500 to the DHR and authorization for the Chief Information Officer (CIO) to approve up to a 10% funding contingency for either or both projects, if appropriately justified.

Implementation of Strategic Plan Goals

The Website Revision Project, as proposed by the DPR, supports County Strategic Plan Goal 1.0 for Service Delivery. This project improves the ability of the DPR to provide current program and service information to constituents. The Appeals Management Systems, proposed by the DHR, supports County Strategic Plan Goal 3.0 for Organizational Effectiveness by developing a system designed to streamline the current appeals process.

JUSTIFICATION

In August 2002, the ITF Executive Committee approved ITF support of two (2) department technology projects.

Parks and Recreation

The first recommended action provides funding in the amount of \$99,000 for the DPR to rebuild their website. The current website was developed several years ago; currently, in-house staff lack the sufficient skills and development tools to provide functionality to meet constituent needs. The site contains outdated information, lacks visual appeal, and is difficult and time consuming to maintain.

Your Board and the Chief Administrative Office requested DPR to upgrade their website to provide constituents with better information about Parks and Recreation services. The proposed ITF project will provide a foundation for the DPR to expand functionality of the website and will be the basis of a second phase project funded by the DPR. The first phase will also implement a new "look and feel" consistent with the new County Portal web-page. Phase II plans include additional enhancements such as language translation for diverse ethnic backgrounds, 360-degree visual images of park locations, online reservations for picnics, camping and film permits, interactive educational web pages, and other features.

Human Resources

The second recommended action provides funding in the amount of \$138,500 for the DHR to develop an Appeals Management System. The existing appeals database is over nine (9) years old and was developed to track filed appeals and to bill departments. Currently, DHR receives approximately 3,500 appeals annually from individuals contesting the refusal of an employment application, employment suspension or termination. The system is unable to handle the increasing volume of requests stemming from appeals. In addition, the process is heavily manual, in that it requires that individual case folders (containing supporting materials) be maintained; contributing to unnecessary paperwork and storage requirements. DHR will procure a document imaging workstation and acquire or develop an automated Appeals Management System to eliminate the conventional paper filing

system and expedite processing of appeals. This project will also continue DHR's implementation of the "look and feel" that is consistent with the new County Portal web-page.

FISCAL IMPACT/FINANCING

Upon approval by your Board, \$99,000 and \$138,500 will be awarded from the ITF to the DPR and the DHR, respectively, to implement various technology projects. The Chief Information Officer may approve an additional 10% in project contingency funding based on the department's request and justification of the expense.

The DPR website revision project will include funding to cover professional services to design, program and implement the revised website and also provides for any licensing costs associated with the use of the County's content management software.

The Appeals Management System will include funding for professional services, hardware and software related costs.

There is no other fiscal impact.

FACTS AND PROVISIONAL/LEGAL REQUIREMENT

The Appeals Management Systems satisfies the Civil Service Requirement for record keeping of appeals cases for two years.

IMPACT OF CURRENT SERVICES

Parks and Recreation

The DPR revised website will be more user-friendly, contain up-to-date information, and be easily maintainable by non-technical staff. More importantly, the website will better assist citizens in finding park programs, recreational opportunities, and cultural events throughout Los Angeles County. Greater accessibility to park programs through patron use of the website should raise additional revenue through increased user participation in park programs.

Human Resources

The Appeals Management System is a web-based browser system that will allow DHR employees to create an online appeals case folder containing all documents pertaining to an appeal. By maintaining an online record of the appeal process, the staff will improve efficiencies and eliminate the dependence on a paper filing system.

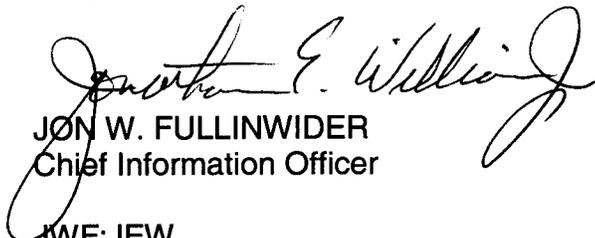
items, and calendar events will be stored in an electronic folder and will be accessible through a browser by DHR Appeals staff. The appeals folder will be archived at the end of the appeals process to satisfy Civil Service Rule record-keeping requirements.

The Appeals Management System will generate reports concerning appeals cases and departmental billing information. Approximately 50 countywide users of this system, including the appropriate departmental personnel staff, will have access to the system in order to determine the status of appeals cases. The development of this system will greatly improve the appeals process and relations with appellants seeking the status and location of their appeal. Appeals files will also be more easily tracked and readily accessible; appellants would not have access to this system. Specified countywide departmental personnel will have access to the DHR intranet site to determine status of appeals cases.

CONCLUSION

Your Board's approval of the recommended actions will authorize the use of ITF funds in the amount of \$99,000 to the DPR, and \$138, 500 to the DHR. Your Board's approval will also authorize the Chief Information Officer to approve up to an additional 10% of the project cost as contingency funding to either department.

Respectfully submitted,


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