Los Angeles County
Department of Regional Planning

Planning for the Challenges Ahead

Jon Sanabria
Acting Director of Planning

February 2, 2010

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

Dear Supervisors:

DEPARTMENT OF REGIONAL PLANNING AND THE CHIEF INFORMATION OFFICE: AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS TO SUPPORT IMPLEMENTATION OF ENTERPRISE CONTENT MANAGEMENT (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)

SUBJECT

The Department of Regional Planning is seeking Board authorization to accept a funding award of $500,000 from the Information Technology Fund (ITF) to implement the County's standard Enterprise Content Management (ECM) solution throughout the Department of Regional Planning's operations.

JOINT RECOMMENDATION WITH THE CHIEF INFORMATION OFFICER THAT YOUR BOARD:

Authorize the Director of the Department of Regional Planning to accept an award of $500,000 from the Information Technology Fund for Fiscal Year 2009-2010 to implement Enterprise Content Management solutions relating to document management, case capture, web content management and future workflow at the Department of Regional Planning's headquarters and field office locations.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

In their meeting and correspondence on June 9, 2008, the Information Technology Fund (ITF) Executive Committee voted to recommend utilizing $500,000 in funding from the ITF to support the implementation of Enterprise Content Management (ECM) at the Department of Regional Planning (Department). During Fiscal Year 2008-2009, the Department funded an ECM study to complete a current state assessment, study alternatives and identify a recommended solution for an ECM implementation, in consideration of the County's ECM strategic direction. The Department ECM study was completed in February 2009 and recommended EMC/Documentum as the best solution. EMC/Documentum is a product of EMC Corporation and is considered to be an industry leader in the field of Enterprise Content Management.

On July 7, 2009 your Board approved EMC/Documentum as the ECM standard for the County of Los Angeles (County). Working in conjunction with EMC/Documentum and the Chief Information Office, the Department of Regional Planning has prepared a draft Statement of Work detailing implementation services, hardware and software to deploy EMC/Documentum at the Department. The Department's ECM proposal is in full compliance with the County's ECM standard and supports the County's strategic direction. In addition to providing the ECM infrastructure at the Department, this project will provide the tools needed to proceed with electronic submission and mark-up of case materials.

This implementation will greatly improve customer service by accelerating fulfillment of case file requests in electronic format in lieu of waiting for paper case files to be sent from off-site storage. There will also be efficiency and quality of service improvements due to the accessibility, reliability and comprehensiveness of the new system. These improvements will occur by establishing a centralized file management system within the Department and by creating electronic versions of case materials as new cases are filed. This will reduce reliance on paper documents, which can only be viewed by one person at a time and are occasionally misplaced. This project is a day-forward implementation; efficiency improvements will start small and increase over time as more aspects of the Department business process are assimilated. Efficiencies in document retrieval are expected to improve a minimum of 10% initially increasing to greater than 50% within five years. Document management productivity will similarly see improvements of 10-20% within the first year increasing to greater than 75% over time.

The Department will structure this implementation as a comprehensive, department-wide solution that will be used for all aspects of the Department's business. This project will install the hardware/software infrastructure for ECM to be used throughout the Department, but full implementation will be dependent on future projects that will address each specific business unit. ECM is a key strategy identified in the Department's FY 2009-2010 Business Automation Plan.

Finally, implementation of ECM within the Department is an important and necessary preparation for permit and land development solutions that will be an outcome of the PALMS (Permit and Land Management Solutions) study. ECM-based solutions will be one of the key recommendations from PALMS, as document and file sharing within departments and across the enterprise is a critical strategy for effective collaboration in the permitting and land regulation process.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The project supports the County's Strategic Plan goals of Operational Effectiveness (Goal 1) and Community and Municipal Services (Goal 3) by ensuring service delivery systems are effective, efficient and customer service-oriented

FISCAL IMPACT/FINANCING

On June 9, 2008, the ITF Executive Committee voted to recommend funding this project in the amount of $500,000. The estimated project cost breakdown is as follows:

Description	Estimated Cost
Software	$100,000
Hardware	$100,000
Implementation Services	$300,000
Project Total	$500,000

The software covered by this funding will provide the appropriate licensing to serve the Department with EMC/Documentum software components that include its Content Server, My Documentum Server, Webtop client, Developer Studio, Brava for CAD webtop and scanning capability. The hardware provided will include multiple servers and sufficient networked storage capacity to support the implementation. Hardware will be installed at the Department, an approach which has been reviewed and approved by the Chief Information Office and ISD/ITS. Lastly, EMC's Implementation Services will include Project Management and a diverse consultant team that will be responsible for design, installation and testing of the Department's ECM environment, staff training and, ultimately, deployment of the new system.

OPERATING BUDGET IMPACT

The recommended action is to accept the $500,000 funding, which will not affect the Operating Budget. The new system will be assimilated into the Department's existing IT infrastructure and no new staff will be required to operate or maintain the system. Future costs to repair or maintain the system will be minimal and will be absorbed within the Department's Operating Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

There are no legal requirements or prohibitions related to this recommended action. County Counsel has reviewed and approved this action as to form.

IMPACT ON CURRENT SERVICES/PROJECTS

The recommended action will provide for the initial implementation of ECM at the Department. This implementation will utilize the Department's existing Information Technology assets to create a content management infrastructure. As ECM is deployed, the Department will begin to realize productivity enhancements, improved efficiency and better quality of service to the Department's customers. Improvements include:

- Document retrieval and management
- Document sharing with other departments, including Public Works, Fire, Parks and Recreation and Public Health, as well as document availability to the public
- Public access to case and project information
- Reduced costs associated with paper file storage, retrieval and transportation
- Efficiency improvements of 10% or greater, increasing over time, with enhanced document integration into permit tracking, Geographic Information Systems and other critical business software components

CONCLUSION

Your Board's approval of the recommended action will authorize the use of ITF to support the implementation of the County's recommended standard ECM solution at the Department. All ITF grant recipients are required to establish a project plan and provide bi-monthly reports to the Chief Information Office. All projects are established in the Information Technology Project Tracking and Status System and monitored by the Chief Information Office.

Please instruct the Executive Officer-Clerk of the Board to return one adopted copy of this action to the Chief Executive Office, and two copies to the Department of Regional Planning and Chief Information Office.

Respectfully Submitted,

JON SANABRIA
Acting Director of Planning

RICHARD SANCHEZ
Chief Information Officer

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors