



# 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, CA 90012

Dear Supervisors:

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

**IT IS RECOMMENDED THAT YOUR BOARD:**

1. Approve and authorize the use of \$97,900 from the Information Technology Fund to support the Arts Commission's project – *LA County Online Cultural Calendar -- Phase II*;
2. Approve and authorize the use of \$324,682 from the Information Technology Fund to support the Department of Animal Care and Control's (ACC) project – *ACC VoIP Implementation Project*;
3. Approve and authorize the use of \$95,000 from the Information Technology Fund to support the Chief Administrative Office's project – *Central Geographic Information System (GIS) Automated Geocoder Tool*;
4. Approve and authorize the use of \$689,670 from the Information Technology Fund to support the Department of Internal Services' project – *Centralized Business Intelligence Reporting/Data Sharing Infrastructure*.

### **PURPOSE OF RECOMMENDED ACTION**

In their June 13, 2005 meeting, the ITF Executive Committee voted to recommend support of the above-mentioned project proposal grant awards from the Information Technology Fund (ITF). Your Board's approval of the recommended actions will authorize four (4) ITF grants for a total amount of \$1,207,252 to support these projects.

#### **Implementation of Strategic Plan Goals**

The Arts Commission's LA County Online Cultural Calendar Phase II proposal is consistent with the County's Strategic Plan in supporting Goal 1 – Service Excellence.

The Department of Animal Care and Control's ACC VoIP Implementation proposal is consistent with the County's Strategic Plan in supporting Goal 1 – Service Excellence, Goal 3 – Organizational Effectiveness, and Goal 4 – Fiscal Responsibilities.

The Chief Administrative Office's Central GIS Automated Geocoder Tool proposal is consistent with the County's Strategic Plan in supporting Goal 3 – Organizational Effectiveness and Goal 4 – Fiscal Responsibility.

The Department of Internal Services' Centralized Business Intelligence (BI) Reporting/Data Sharing Infrastructure proposal is consistent with the County's Strategic Plan in supporting Goal 3 – Organizational Effectiveness and Goal 4 – Fiscal Responsibility.

### **JUSTIFICATION OF RECOMMENDED ACTION**

On June 13, 2005, the ITF Executive Committee voted to recommend Board approval of these departmental technology projects described below:

#### **LA County Online Cultural Calendar – Phase II**

Through an initial grant from ITF, the LA County Online Cultural Calendar and Information System was launched in April 2004 (Phase I) providing a valuable source of information for cultural events and activities in the region.

Phase II leverages the Phase I calendar platform and infrastructure to extend the calendar from an intelligent information store to a true interactive network. Phase II enhancements will utilize new web-based technologies to upgrade personalization, redesign site/calendar, site architecture, and cultural community building/information access. The project will help further the mission of the Arts Commission to foster excellence, diversity, vitality, and accessibility of arts in the County of Los Angeles.

#### Department of Animal Care and Control (ACC) VoIP Implementation Project

An increasing number of complaints have been directed to the Department, as well as to the Board offices and contract cities, indicating a large number of callers are being dropped or are experiencing a busy signal while attempting to contact the Department for services. The ACC has identified, through the Internal Services Department, a single integrated, cost-effective solution using the latest telecommunications technologies to provide improved telephony service for all animal control locations.

The solution will consolidate the current six individual call centers into one location at the Downey Animal Shelter and one Automatic Call Distribution (ACD) application will remain at headquarters, and the project will include the replacement of outdated and poorly performing existing telecommunications equipment.

#### Central Geographic Information System (GIS) Automated Geocoder Tool

The Chief Administrative Officer proposes the development of a software tool that will reduce data access costs and expand the use of GIS in Los Angeles County. The Central GIS Automated Geocoder Tool will automate the inclusion of departmental data into the Central GIS Repository at the Internal Services Department, making data available, reducing the cost and increasing the value of a department's GIS investment.

#### Centralized Business Intelligence (BI) Reporting/Data Sharing Infrastructure

In May 2005, the Board of Supervisors adopted Cognos software as the County's standard for business intelligence/ad hoc reporting software. This proposal establishes a central hardware and software infrastructure that will support countywide departmental reporting.

The central infrastructure will consist of three environments, which are sized to meet the anticipated demand and will allow County departments to develop reports, dashboards, data cubes, and scorecards to meet departmental missions and to support data sharing initiatives. The central shared BI infrastructure will be housed in the Downey Data Center and will preclude the need for each department using the Cognos software to purchase servers to support their ad hoc reporting needs. This central infrastructure will be the platform to support the departments' Performance Counts reporting, development of departmental and countywide score cards, the collection of data for the County Report Card, etc.

### **FISCAL IMPACT/FINANCING**

Following approval by your Board, \$1,207,252 will be awarded from the ITF to support these projects. Maintenance cost for these projects are either no additional cost, the responsibility of the individual departments, or will be recovered from the departments using the shared environment. These recommended actions will not require additional net County cost.

There are no other fiscal impacts.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

There are no legal requirements or prohibitions related to these recommended actions.

### **IMPACT OF CURRENT SERVICES**

#### **LA County Online Cultural Calendar – Phase II**

The benefits of Phase II of the calendar project will have a positive impact for the County and its residents. They include:

- A centralized, trusted source for public access to LA County cultural event information;
- Easy-to-use transit and cultural information for residents who rely primarily on public transit for mobility;
- Support other County projects/goals, such as increased use of public transit and economic development, and address the County Strategic Plan goal of better service for residents;
- Use of existing County resources to partner with other agencies;
- A cost effective way for large and small cultural/arts organizations to directly publish events to the web, and dramatically enhances their web presence;
- Real time access to event information, reducing costly print publications that quickly become dated;
- Support plans to increase cultural/arts related tourism to the County;
- Access to a wide and diverse audience via the web; and
- Ability to search events by several criteria, including free, family friendly, ADA accessible and geographical area.

### ACC VoIP Implementation Project

The ACC's VoIP Implementation Project will allow for more efficient, controlled and timely answering of calls and reduces the occurrences of complaints. It will also allow for a more efficient use of staff, better supervision, and will result in better service to department constituents. In addition, it will allow the Department to conduct business better, faster, and less expensively by operating on the converged network.

### Central GIS Automated Geocoder Tool

The project improves employee productivity, leverages existing infrastructure and software investment in the Central GIS Repository to save deployment costs, expand the countywide capabilities of this system, and provide a platform for data sharing among departments. The County will realize benefits from its investment in the Central GIS Automated Geocoder Tool, which include:

- Reduced costs
- Improved quality
- Increased access to information
- Portability
- Improved interdepartmental collaboration

The performance outcome of this tool will be measured by the number of data sources that are being accessed, percentage of addresses being correctly geocoded, speed of the geocoding, and the completion rate of the geocoding cycles.

### Centralized Business Intelligence (BI) Reporting/Data Sharing Infrastructure

Establishing a centralized shared BI infrastructure for all County departments to use will minimally provide the following benefits along with cost savings:

- Facilitates electronic information sharing between County departments to support both the County Strategic Plan and Department missions;
- Provides the technical architecture needed to combine and report on County information stored in departmental databases;
- Develops a common enterprise of metadata to be used in reporting information stored across County departments;
- Establishes a method for managing software licenses and software version upgrades in a regulated manner;
- Provides a single sign-on approach for accessing reporting, data cubes, and scorecards stored for County departments;
- Includes a software license tracking system that enables each County department to pay Cognos Corporation for licenses used by their staff;

- Creates a supported production environment that is monitored continuously throughout the year with help available from an established Centralized Help Desk;
- Provides consistent platforms/environments that avoid incompatibility issues during change control of new and updated program objects;
- Minimizes the proliferation of multiple server farms throughout the County; and
- Provides an economical approach for deploying training, development, test, and production environment for BI usage.

### **CONCLUSION**

Your Board's approval of the recommended actions will authorize the use of ITF funds in the amount of \$97,900 to Arts Commission, \$324,682 to Department of Animal Care and Control, \$95,000 to Chief Administrative Office, and \$689,670 to Department of Internal Services for their technology projects.

Respectfully submitted,



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Chief Information Officer

JWF:JEW  
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- c:     Laura Zucker, Executive Director, Arts Commission  
       Marcia Mayeda, Director, Animal Care and Control  
       David E. Janssen, Chief Administrative Officer, CAO  
       Dave Lambertson, Director, Internal Services Department  
       Raoul Freeman, Chair, ISC  
       Quinn McCauley, CAO Analyst  
       ITF Project