



COUNTY OF LOS ANGELES

CHIEF INFORMATION OFFICE

500 West Temple Street
493 Kenneth Hahn Hall of Administration
Los Angeles, CA 90012

JON W. FULLINWIDER
CHIEF INFORMATION OFFICER

Telephone: (213) 974-2008
Facsimile: (213) 633-4733

REVISED

May 8, 2007

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

Dear Supervisors:

RECOMMENDATION TO USE INFORMATION TECHNOLOGY FUND (ITF) TO SUPPORT THE COUNTY PORTAL INFRASTRUCTURE AND REDESIGN PROJECT (All Districts – 3 Votes)

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and authorize the use of \$3,500,000 from the Information Technology Fund (ITF) to support the Chief Information Office's *County Portal Infrastructure and Redesign Project*.
2. Approve IBM WebSphere Portal as the software standard for developing and deploying all County public-facing (Internet) department portals and websites.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The Board of Supervisors and the County Strategic Plan has set the direction for the County to bring seamless electronic government to its citizens. To fully realize this vision, the Chief Information Office (CIO) is partnering with Internal Services Department (ISD) to establish an Internet portal/website development and management infrastructure using IBM WebSphere Portal software. The key benefits resulting from this project include:

- Better integrates and presents online services and information in a manner that promotes seamless government by utilizing a "One-Stop-Shop" approach for County services and information that transcends department and organization boundaries;

- Enhances Search capabilities for Board documents and a geographical/spatial presentation of County services into the redesigned County Portal using a user-centric Map Viewer;
- Supports automated translation of content into multiple languages used by Los Angeles County residents;
- Provides a consistent user experience across County websites in terms of a similar “look and feel” by using standard templates for website presentation;
- Streamlines management, maintenance, and support of County websites to facilitate timely updates and website changes in a matter of hours instead of months;
- Enables local administration of content and website presentation at the department level while utilizing standard templates and predefined rules for review and approval of such content; and
- Provides a standard technology platform allowing for consistency of development and training of staff across all County departments.

Implementation of Strategic Plan Goals

This project supports the County’s Strategic Plan Goal 1 – *Service Excellence*, to provide the public with easy access to quality information and services that are both beneficial and responsive. This initiative is also consistent with Goal 3 – *Organizational Effectiveness*, by ensuring that service delivery systems are efficient, effective, and goal-oriented.

BACKGROUND

In September 2005, the CIO established the eGovernment Advisory Committee (eGAC), comprised of 24 departments, to gain department input and develop an updated countywide strategy for the use and provision of County services on the Internet. A bi-product of this initiative was the requirement to develop a countywide portal infrastructure and a redesigned public-facing portal to enhance access to and delivery of County information and services to the public, businesses, visitors, employees, and other government entities.

To leverage software that the County already had under existing license agreements, a comparative analysis of the IBM WebSphere Portal (WebSphere) and Microsoft Office SharePoint Server (MOSS) was conducted in December 2006. The analysis was performed utilizing a set of technical and non-technical requirements that were reviewed by eGAC. On February 26, 2007, WebSphere was selected as the recommended portal product based on functionality and proof of concepts provided by IBM and Microsoft, evaluation of implementation and maintenance costs, as well as independent

assessments and recommendations from Gartner and other industry analysts. The formal recommendation to proceed with WebSphere was approved by eGAC on April 19, 2007. In approving WebSphere as the portal solution for the County, the Board would be adopting it as the software standard for developing all public-facing department websites.

The requested funding will support a two-phased project over a sixteen month period. Phase I will establish the technical infrastructure, standards, and GIS services for website development and culminate with the redesign of the County Portal website (www.lacounty.gov) and development of five websites associated with the Unincorporated Areas. Development of the Unincorporated Area websites will be performed in collaboration with your Board, Chief Administrative Office and County Departments. These will serve as a pilot for future Unincorporated Area websites which will be developed by the County.

Phase II of the pilot project includes additional training and the migration of 30 existing websites utilizing the new web services infrastructure and standards.

FISCAL IMPACT/FINANCING

On April 9, 2007, the Information Technology Fund (ITF) Executive Committee voted to recommend funding this project in the amount of \$3,500,000. The project cost breakdown is as follows:

Phase I

Consulting Services

Web Services Infrastructure \$ 1,485,000

County Portal 300,000

Training and Support Services 450,000

Additional Software Licenses 165,000

Phase II

Consulting Services to Migrate Existing 30 Websites 600,000

Additional Software Licenses 85,000

Project Contingency 415,000

Project Total **\$ 3,500,000**

FACTS AND PROVISIONAL LEGAL REQUIREMENTS

County Code Section 2.119.03(C) provides that the Office of the CIO shall "Adopt standards for countywide information technology, which shall be subject to approval by the Board of Supervisors. County departments and County information technology bodies shall adhere to such standards."

CONTRACTING PROCESS

The consulting services for the *County Portal Infrastructure and Redesign Project* will be procured using the Board-approved IBM Master Service Agreement. IBM Consulting Services is uniquely qualified for the project because of their broad expertise and experience in developing government portals and websites using WebSphere. Subsequent development and implementation of department websites can be performed by other vendors and County staff utilizing standards established in the initial phases of the *County Portal Infrastructure and Redesign Project*.

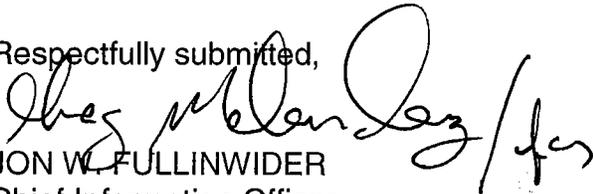
IMPACT ON CURRENT SERVICES/PROJECTS

The *County Portal Infrastructure and Redesign Project* will improve access and enhanced user experience to County information and online services. Phase I of the project, targeted for completion eight months from project initiation, will establish the technical infrastructure, standards, and GIS for website development and culminate with the redesign of the County portal website and a pilot of five websites associated with the Unincorporated Areas. Phase II of the project, targeted for completion by August 2008, will include migration of 30 existing websites currently maintained by ISD over to the new web services infrastructure and standards.

CONCLUSION

Your Board's approval of the recommended actions will provide the funding for the *County Portal Infrastructure and Redesign Project*. My office will work with the eGovernment Advisory Committee and department CIOs/IT Managers to design and implement the standards developed in the project for all County department internet sites.

Respectfully submitted,


JON W. FULLINWIDER
Chief Information Officer

JWF:PL:pa

c: Chief Administrative Officer
County Counsel
Director, Internal Services Department
eGovernment Advisory Committee
Information Systems Commission
ITF Project