



# County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration  
500 West Temple Street, Room 713, Los Angeles, California 90012  
(213) 974-1101  
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA  
Chief Executive Officer

January 4, 2011

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:

## ADOPTED

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

10 January 18, 2011

*Sachi A. Hamai*  
SACHI A. HAMAI  
EXECUTIVE OFFICER

Board of Supervisors  
GLORIA MOLINA  
First District

MARK RIDLEY-THOMAS  
Second District

ZEV YAROSLAVSKY  
Third District

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Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

### **AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS TO SUPPORT IMPLEMENTATION OF COUNTYWIDE TECHNOLOGY PROJECTS (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

#### **SUBJECT**

The Chief Executive Office and the Chief Information Office recommend Board authorization to: 1) utilize \$2,808,000 in Information Technology Fund monies for implementation of three countywide projects – Central Enterprise Content Management Infrastructure, Department of Human Resources Internet/Intranet site, and an eCAPS Grantor Tracking System; and 2) approve usage of County's Master Services Agreement Work Orders with EMC Documentum for the deployment of the Central Enterprise Content Management Infrastructure for a maximum amount of \$839,000.

#### **JOINT RECOMMENDATION WITH THE CHIEF INFORMATION OFFICE THAT YOUR BOARD:**

1. Authorize utilization of \$2,808,000 in Information Technology Funds to support the implementation of three countywide information technology projects that will improve countywide operations and provide operational efficiencies.
2. Approve execution of a series of work orders for consulting services under the County's Master Services Agreement with EMC Documentum to assist in the establishment of the Central Enterprise Content Management Infrastructure Project. Work orders will not exceed \$839,000 and are included in the total amount requested from the Information Technology Fund.

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## **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The Information Technology Fund (ITF) was established to fund countywide or multi-departmental technology projects that improve delivery of services to the public, generate operational improvements to one or more departments or programs, and improve inter-departmental or inter-agency collaboration.

This recommended action seeks Board authorization to award ITF grant funding totaling \$2,808,000 to support the implementation of three countywide information technology projects.

### **Central Enterprise Content Management Infrastructure**

In July 2009, your Board approved an Enterprise Content Management (ECM) strategy to bring better management (i.e., creation, modification, retrieval, preservation, and disposition) of the growing amount of electronic documents and enable the County to provide more efficient and effective services to its constituents.

This strategy:

- Adopted EMC Documentum as the County's technology standard for ECM software to achieve economies for software licenses, software maintenance and support, and to increase interoperability among departments; and
- Identified the need to implement a central ECM infrastructure to facilitate greater sharing of information and processes between departments.

This project will:

- Benefit County departments through establishment of a central shared ECM infrastructure. The infrastructure will be deployed at the Internal Services Department Downey Data Center and will support existing and planned ECM systems;
- Implement three ECM pilot projects. The pilot projects (EMC/Microsoft SharePoint integration, County Records Management, and Human Resource Electronic Forms) will allow the County to gain insight and experience in the implementation of key ECM technologies. These projects will support the County's ability to simplify ECM deployments, comply with Federal/State regulatory mandates (e.g., Federal Rules of Civil Procedures) and the County's Records Management Initiative, and automate common manual, paper-based processes; and

- Provide first-year annual maintenance and support for the central infrastructure. This will cover the Internal Services Department (ISD) data center personnel and equipment required to support the base infrastructure. It will also fund ISD technical and programming resources required to support the operations of ECM systems using the infrastructure.

To support implementation of the central ECM infrastructure and three pilot projects, we are requesting Board authorization to execute a series of work orders totaling \$839,000 using the County's MSA with EMC Documentum.

#### Department of Human Resources (DHR) Internet/Intranet Website Redesign

DHR's Internet/Intranet Websites serve as important gateways for the public and employee access to County personnel information (e.g. employment opportunities, employee benefits, classification and salary information, vacancy transfer opportunities, etc.). This project will support the redesign of both sites to improve the overall "look and feel," features and usability. It will also integrate the County's online job search and online job application system on the DHR Internet that are externally hosted.

#### eCAPS Grantor Tracking System

The Los Angeles County Regional Park and Open Space District (RPOSD) is charged with the management, monitoring, and assessment of 2,000 grants totaling an estimated \$1.2 billion. Currently, RPOSD utilizes an obsolete and unsupported grants management system to support the administration of these grants.

This project will develop a scalable eCAPS Web-based Grant Tracking System (GTS) module to replace RPOSD's grant management systems and meet the future grantor needs of other County departments. The eCAPS GTS module will leverage the existing eCAPS grant and project accounting functionality and the County's American Recovery and Reinvestment Act grantee system. The project will be a collaborative effort by Regional and Open Space District/Parks and Recreation, Auditor-Controller, ISD, Chief Information Office, and the Chief Executive Office.

#### Implementation of Strategic Plan Goals

The recommended action is consistent with the County's Strategic Plan Goal No. 1, Operation Effectiveness, which is to maximize the effectiveness of processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.

**FISCAL IMPACT/FINANCING**

Requested is authorization to fund the implementation of these countywide projects. The recommended cost breakdowns of the project are:

<b>PROJECT DESCRIPTION</b>	<b>COST</b>
<b>Central Enterprise ECM Infrastructure</b>	
Consulting services	\$839,000
Software	93,000
ISD infrastructure services (first year)	1,219,000
Contingency	108,000
<b>Subtotal</b>	<b>\$2,259,000</b>
<b>DHR Internet/Intranet Website Redesign</b>	
ISD Web development charges	\$150,000
Contingency	30,000
<b>Subtotal</b>	<b>\$180,000</b>
<b>eCAPS Grantor Tracking System</b>	
ISD programming services	\$280,000
Software	15,000
Contingency	74,000
<b>Subtotal</b>	<b>\$369,000</b>
<b>TOTAL</b>	<b>\$2,808,000</b>

Ongoing operations and maintenance of the Central Enterprise ECM Infrastructure and eCAPS Grantor Tracking System will be covered in eCAPS/eHR operating budget. DHR will fund maintenance and supports costs associated with their project.

**FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

There are no legal requirements or prohibitions related to this recommended action.

**IMPACT ON CURRENT SERVICES (OR PROJECTS)**

These projects will provide the following benefits:

- A cost-effective common ECM infrastructure that can be leveraged by all County departments. This will enable consolidation of existing stand-alone infrastructures and achieve significant cost avoidance in building and supporting new separate

ECM installations by centralizing certain ECM components and technology support staff. Gartner, a leading IT research firm, estimates that a centralized infrastructure can save up to 20 percent in overall operating costs. Experience with County ECM engagements, indicates departments are spending up to 40 percent of the total project cost to stand-up these infrastructures. In addition, it will provide cost-effective disaster recovery capabilities to minimize data loss in case of an outage or event.

- Enhance access to County information and services. Redesigned DHR Internet/ Intranet Website will improve access to a variety of personnel information to the public and County employees. Moreover, it will serve as a doorway for the public to access County employment opportunities.
- Improve grant administration and management. The eCAPS GTS module automates grant process and provides standardized system to support grant administration and management (i.e., application, review, approval, notification processes, budgeting and accounting, reporting requirements and performance tracking). This system meets an immediate need to replace the obsolete grant management system at RPOSD, while providing a solution for other departments with similar needs.

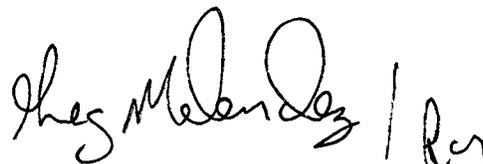
### **CONCLUSION**

Your Board approval of the recommended actions will enable the County to implement these countywide projects that improve information sharing and yield business process improvements for multiple departments.

Respectfully submitted,



WILLIAM T FUJIOKA  
Chief Executive Officer



RICHARD SANCHEZ  
Chief Information Officer

WTF:EFS:RS  
TT:ef

c: Executive Office, Board of Supervisors  
County Counsel