E-Government Update

Information Systems Commission

September 12, 2011

lacounty.gov

eGovernment Vision and Goals

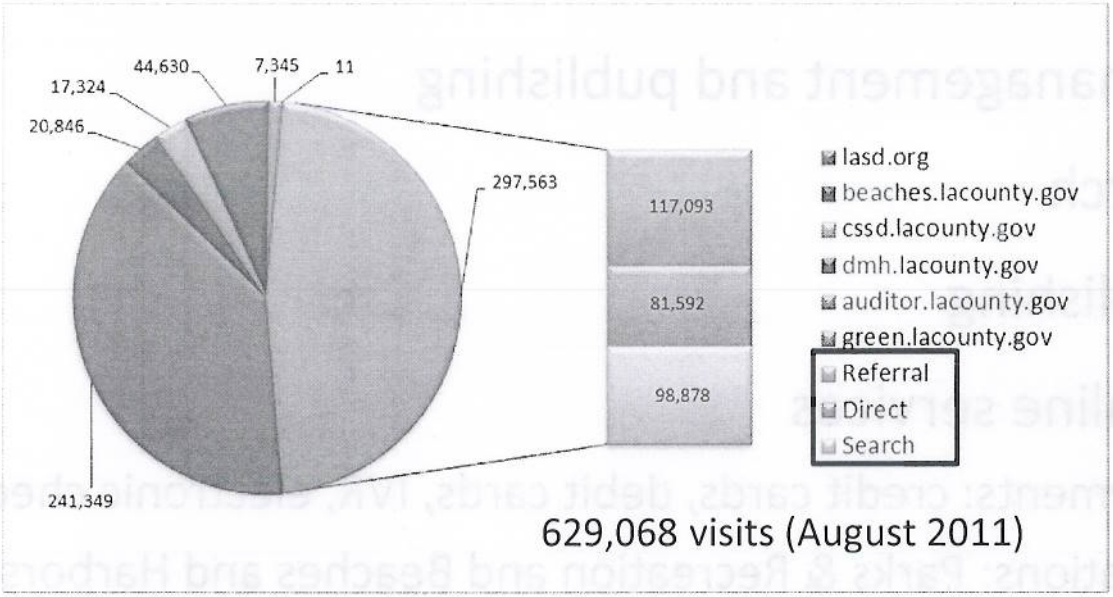
Enhance the access, ease and efficient delivery of County information and services to the residents, businesses, visitors, employees, and government entities via the County's Web-based systems.

- Promote seamless government -- organized from the audience's points of view
- Establish a County brand for a common user experience
- Portal infrastructure must be scalable, flexible and allow departments to have full control of their content
- Use shared web-services to reduce costs and time to deploy

County Shared Portal Infrastructure

- Web content management and publishing
- Enterprise search
- Document publishing
- Countywide online services
  - Electronic payments: credit cards, debit cards, IVR, electronic check
  - Online reservations: Parks & Recreation and Beaches and Harbors
- Common applications, e.g. Services Locator and Web 2.0 features
- One-time cost for onboarding with NCC funding for ongoing operations

County Portal Infrastructure Analytics



629,068 visits (August 2011)

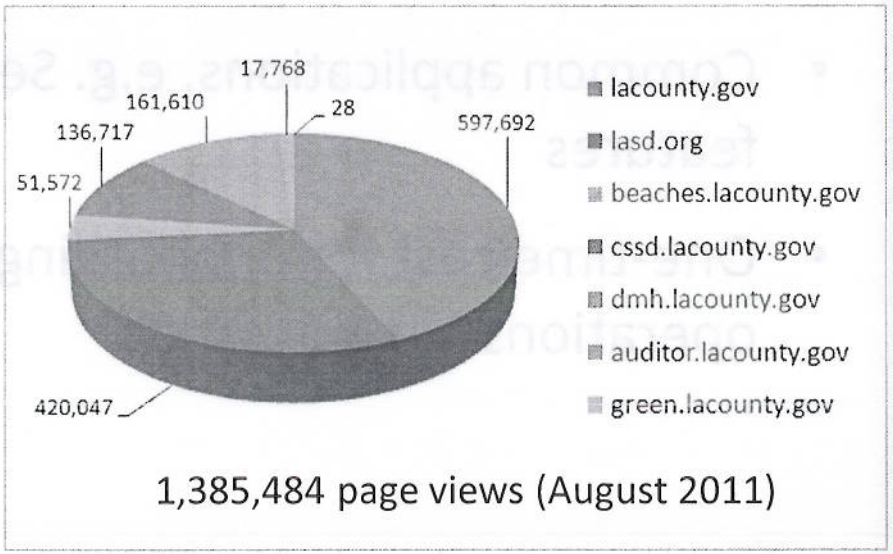
lacounty.gov

1:57 min average length of visit
2.01 page views per visit

Search key terms:
52% - Los Angeles County
20% - Public records
18% - Jobs/employment
4% - Business license/permits
3% - Sheriff/jails
2% - Animal shelters
1% - Other

Browsers:
Internet Explorer – 62%
Firefox – 12%
Safari (Apple) – 11%
Chrome (Google) – 7%
Android (Google) – 6%
Other – 2%

Mobile devices (11.4%):
Android– 56%
iPhone – 23%
iPad – 12%
iPod – 4%
Blackberry – 3%
Windows Mobile – 0.3%
Others – 1.7%



1,385,484 page views (August 2011)

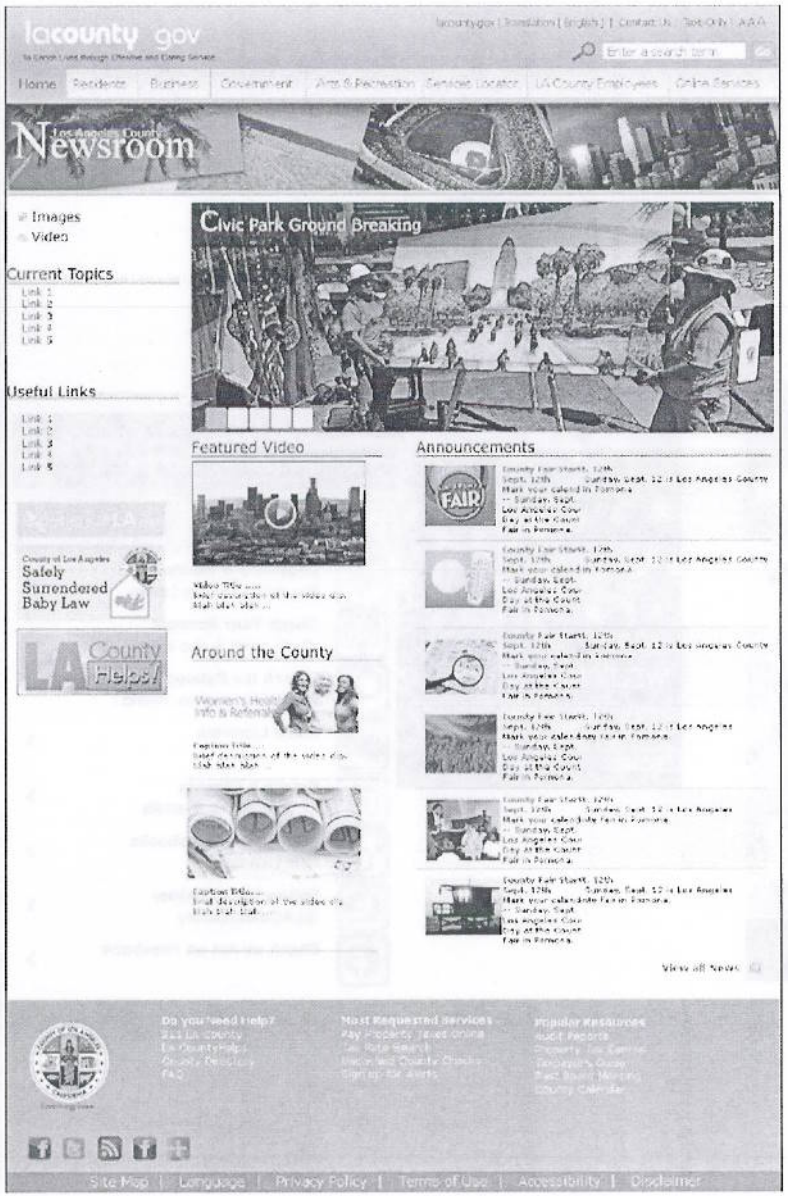
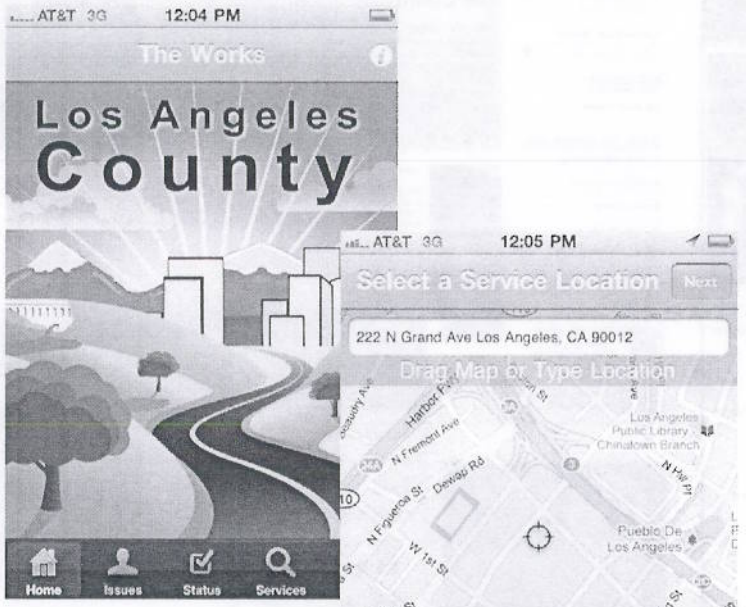
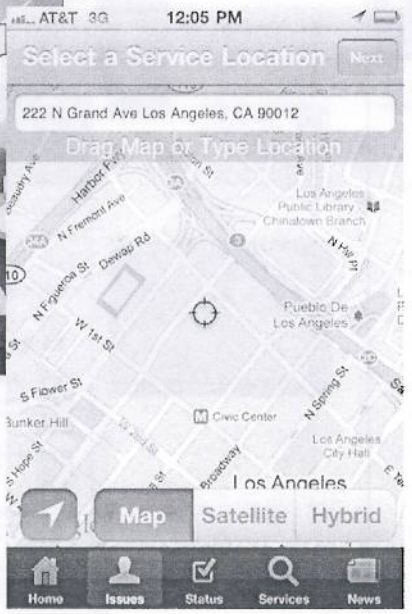
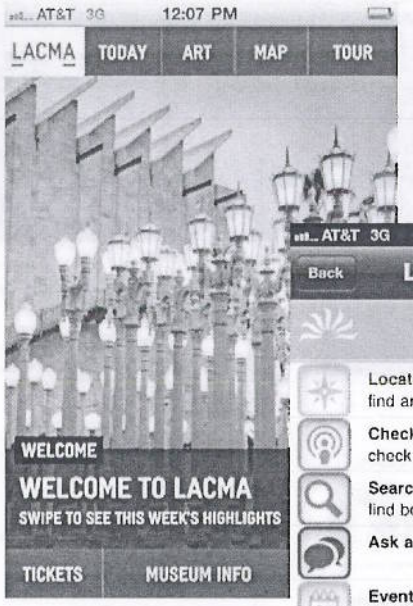
Accomplishments

- Over 125 public-facing online services deployed
- 25 online payment services
- Countywide online reservations system implemented
- Software Developers Agreement with Apple
- Departments on-boarded:
  - Auditor-Controller
  - Beaches and Harbors
  - Child Support Services
  - Mental Health
  - Sheriff

Work in progress

- Video archiving and streaming services
- Social media
- Mobile website and mobile applications
- Department on-boarding
  - Human Resources
  - Parks and Recreation
  - CEO
  - Public Social Services
- Platform consolidation
  - Document repository with EMC Documentum
  - Services Locator with Enterprise GIS
- eCommerce (Online Payments) RFP
- 5-year Budget Plan for Portal Infrastructure
- County Intranet Re-design
- County Strategic Plan: Communications Initiative

New Portal Style



Examples of County Mobile Solutions