



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

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

March 28, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

Richard Sanchez
Chief Information Officer

THIRD QUARTERLY REPORT ON MAJOR INFORMATION TECHNOLOGY (IT) PROJECTS

This quarterly informational IT report highlights major IT projects to keep your Board apprised of some of the new and ongoing efforts to leverage IT for operational efficiencies and enhanced service delivery.

Electronic Commerce (eCommerce)

A Request for Proposals (RFP) was issued for a fully integrated solution to process electronic checks and credit/debit card payments from various payment channels, including the Internet and Point of Sale terminals in July 2011. The RFP was prepared in a multi-departmental collaborative effort between the Internal Services Department, Treasurer and Tax Collector, Department of Public Works, and Chief Information Office, and includes updated requirements for a countywide online payment gateway.

Current Status

The County Evaluation Committee completed the evaluation of the proposals on January 10, 2012, and the negotiations with the selected vendor are to begin in March 2012. A completed agreement for Board consideration is targeted for September 2012. The existing contract with the current e-Commerce vendor has been extended to March 2013 to provide continued support for existing County e-Commerce applications.

"To Enrich Lives Through Effective And Caring Service"

**Please Conserve Paper – This Document and Copies are Two-Sided
Intra-County Correspondence Sent Electronically Only**

Los Angeles Regional Imagery Acquisition 3 (LAR-IAC 3)

The Los Angeles Imagery Acquisition Consortium (LAR-IAC) is a multi-jurisdictional arrangement that enables participating governments to benefit from combined economies of scale to efficiently and cost-effectively acquire and update high-definition aerial imagery. This imagery data supports property assessment, facilities management, flood control, road design, planning and zoning decision-making, emergency response, service planning, and fraud detection. LAR-IAC 3 will update aerial data acquired in 2008 with orthophoto (satellite-view) images, oblique (birds-eye) images, updated elevation data, and quality control services from an independent vendor.

Current Status

Oblique imagery was delivered and made available to participating agencies in September 2011 via an online application called Pictometry Online. The orthophoto imagery was delivered at the end of February 2012. The Los Angeles County Enterprise GIS Program has loaded half of the data into the Enterprise GIS data repository for utilization by County departments, and will complete loading the data at the end of March 2012.

Regional Geographic Information System

The CEO Office of Emergency Management's (OEM) Geographic Information Systems (GIS) Framework Project is a multi-phased Homeland Security grant-funded project that will integrate regional applications into the County's Enterprise GIS infrastructure, and deploy hardware and software components at the Emergency Operations Center and Internal Services Department to support the project.

GIS Framework Project will provide access to a GIS portal to download and access GIS information, and Web map with GIS analysis tools to support emergency management, response planning and decision-making. All emergency response agencies will be able to leverage the web map which will be integrated in OEM's Emergency Response systems (OARRS, SNAP, EOS, and others) and will enable emergency staff to view critical map layers, use geographic tools for modeling and analysis, and provide access to data from external applications and sources. County departments, cities, and agencies involved in emergency response will use these systems to support emergency and disaster response.

Current Status

In February 2012, the County's Enterprise GIS acquired, and deployed, new servers to provide increased capacity to develop new GIS applications, and accommodate increased demand map requests for emergency management planning and response across the County's Operation Area during disasters. The GIS Portal technology has been installed and is being configured to provide access to the County's mapping and GIS data resources. The Web map is in development. A draft release has been completed that provides access to critical infrastructure and known hazards, with reporting and printing capabilities. The estimated project completion date is April 2012.

Enterprise Content Management (ECM) Infrastructure

In January 2011, your Board approved \$2,259,000 in Information Technology Fund (ITF) monies to establish a shared ECM infrastructure for storing and retrieving documents and other content. This centralized ECM environment provides a cost-saving alternative to departmental systems being deployed, and avoids duplicative support and staffing expenditures. Additionally, the central ECM infrastructure operating at the County's Data Center is backed up at the County's disaster recovery center in Orange County to avoid loss of data in the event of an outage.

Current Status

The shared ECM infrastructure was deployed in October 2011. The Coroner's Electronic Case File System and the Public Health Children's Medical Services' eChart System will use this new shared ECM infrastructure; both are scheduled to be implemented in March 2012. Upcoming projects that will leverage the ECM infrastructure include eCAPS, which will integrate the County's financial system, the County's Portal to make documents available to the public, and integration with existing County Microsoft SharePoint applications to manage internal department documents and content.

Enterprise Software License Agreements

In November 2011, a five-year Enterprise Software License Agreement (ELA) was negotiated with CommVault for data backup and archiving software and services for ten departments. This agreement established a new pricing model for this software that is based on the volume of storage used rather than the number of software licenses, which allowed the departments to save \$2 million over the term of contract.

In February 2012, the CEO requested that the CIO work with departments to investigate potential benefits and costs for establishing a countywide ELA with Microsoft.

Current Status

In the next six months, the CIO's staff will work with the remaining departments to review their backup and archiving needs and perform a cost benefit analysis to determine whether the CommVault ELA would be beneficial for them.

The CIO surveyed all departments to capture the number of County Microsoft licenses. CIO and CEO held an initial meeting with Microsoft in early March to discuss potential elements to be included in an agreement. The CIO will be working with Microsoft to identify software licensing options for consideration by the County.

E-mail Migration to Countywide E-mail System

The Department of Health Services (DHS) desires to transition its 15,000 e-mail users to the Countywide E-mail System managed by ISD. DHS' current legacy e-mail environment consists of six different e-mail systems and lacks a structured process to add or delete employees and

Each Supervisor
March 28, 2012
Page 4

non-County workforce members, such as contracted service providers. The Countywide E-mail System will enhance interoperability and information sharing, and simplifies e-mail administration. DHS estimated the costs to upgrade their current system would be \$12.59 per email user. By migrating to the countywide email system the per user cost will be \$6.29, a 50 percent savings. Additionally, with the migration of DHS, ISD will reduce their email user costs from \$10 to \$6.29 per seat/month benefiting all departments on the ISD centralized email system.

Current Status

CIO and DHS will be requesting Board authorization to allow CIO to execute Statement of Service under the Microsoft Master Services Agreement to support the e-mail migration project. This request is targeted for Board approval in April 3, 2012. Additionally, the CEO has asked that the CIO and ISD prepare a proposal for a phased consolidation of other County departmental email systems to increase efficiencies and reduce email costs.

Data Mining Solution (DMS) for Child Care Fraud Detection

DMS is a collaborative effort of the Department of Public Social Services (DPSS) and the CEO Service Integration Branch. DMS utilizes the SAS Fraud Framework for preventing, detecting, and deterring fraud that occurs in the CalWORKs Stage 1 Child Care Program administered by DPSS. DMS uses data mining technology, advanced analytics, social network analysis, alert management, and Web services for preventing and detecting fraud. The SAS Social Network Analysis component enables DPSS welfare fraud investigators to detect and prevent fraud by going beyond transaction and account views to analyze all related activities and relationships within a network. Using numerous data sources provided by DPSS and child care provider agencies, DMS analyzes and performs the appropriate analytical modeling techniques to prioritize referrals, provide new referrals, and equip the investigators with insight into participant and provider history and potential fraud.

Current Status

DMS was implemented on May 9, 2011, and has proven to be an effective tool in improving the detection and prevention of fraudulent activities among individuals and groups participating in the CalWORKs Stage 1 Child Care Program, as evidenced by new fraud referrals, early fraud detection, and increased efficiency in the investigation process. DMS is in its early stages of implementation and, therefore, more data will be made available in the upcoming months. Preliminary results clearly indicate that implementation of DMS in the CalWORKs Stage 1 Child Care Program is an effective tool in fraud detection with the potential to significantly reduce financial loss in the program. We are also presently evaluating the effectiveness of using the solution for other programs, such as IHSS and GR.

Please contact Richard Sanchez at (213) 253-5600 or rsanchez@cio.lacounty.gov, if you have any questions or require additional information on any of these projects.

WTF:EFS:RS:ef

c: All Department Heads