



STATEMENT OF PROCEEDINGS FOR THE REGULAR
MEETING OF THE
LOS ANGELES COUNTY INFORMATION SYSTEMS
COMMISSION

L.A. WORLD TRADE CENTER
CHIEF INFORMATION OFFICE, GRAND CONFERENCE ROOM
350 SOUTH FIGUEROA STREET, SUITE 188 - 1ST FLOOR
LOS ANGELES, CALIFORNIA 90071

Monday, September 9, 2013

3:30 PM

AUDIO LINK FOR THE ENTIRE MEETING. (13-4306)

Attachments: [AUDIO](#)

Present: Chair Jonathan Fuhrman, Vice Chair Alfred Samulon,
Commissioner Henry Huang, and Commissioner Tom Ross

Absent: Commissioner William Chen

Excused: Commissioner Ying Tung Chen

Call to Order. (13-3819)

**The meeting was called to order by Chair Fuhrman at 3:45 p.m.
Commissioner Ross joined the meeting at 4:00 p.m. and Vice Chair
Samulon at 4:37 p.m. establishing a quorum.**

I. ADMINISTRATIVE MATTERS

1. Election of Officers. (Continued from the "No Quorum Meetings" of January 7, 2013 and May 6, 2013) (13-0242)

On motion of Commissioner Tom Ross, seconded by Commissioner Henry Huang and unanimously carried, Commissioners Jonathan Fuhrman and Alfred Samulon were nominated and reappointed Chair and Vice Chair, respectively.

2. Approval of the Minutes of September 10, 2012. (Continued from the "No Quorum Meetings" of December 3, 2012, January 7, 2013 and May 6, 2013) (12-4022)

On motion of Commissioner Tom Ross, seconded by Commissioner Henry Huang and unanimously carried, this item was approved.

Attachments: [SUPPORTING DOCUMENT](#)

3. Receive and file the Summary of Notes from the “No Quorum Meetings” of December 3, 2012, January 7, 2013 and May 6, 2013. (13-3827)

On motion of Commissioner Tom Ross, seconded by Commissioner Henry Huang and unanimously carried, to receive and file the Summary of Notes from the “No Quorum Meetings” of December 3, 2012, January 7, 2013 and May 6, 2013.

Attachments: [SUPPORTING DOCUMENT](#)
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II. PRESENTATIONS

4. Presentation on the e-Government 2.0 Task Force Report and Recommendations.

Arne Kalm, Commissioner
Citizens’ Economy and Efficiency Commission (13-3917)

Arne Kalm, Commissioner, Citizens’ Economy and Efficiency Commission (EEC), introduced Edward Eng, Executive Director of EEC. Mr. Kalm proceeded by reporting that in October 2012 the Board of Supervisors (BOS) instructed EEC to conduct a review of the County’s transition to electronic government applications that include online filing and access by citizens together with electronic processing and approval by County departments; and recommend ways to improve efficiencies in the County’s system. He further stated that for the past eight months EEC’s e-Government 2.0 Task Force has interviewed 30 County Department Heads and their CIOs, outside consultants such as Accenture and Cerner, and conducted a thorough extensive literature search worldwide on what other agencies are doing.

Mr. Kalm indicated that the report to the BOS is a draft and unsuitable for distribution at this time therefore he will provided a verbal outline of the key findings. He also indicated that EEC charge is not to suggest new and innovative ideas but to deliver a critical critique of what is working well in the County and what are the barriers that prevent departments from expediting technologies.

The following findings were addressed:

- **Leadership – There is a strong indication of support from the BOS**

and Chief Executive Office for innovative technologies however leadership at the project level lacks consistencies for approving and funding projects which makes it more difficult for prioritization at the departmental level. There is strong evidence of success with large innovative projects that have a strong project sponsor that can push through needed change within the organization. Therefore strong and consistent leadership during the course of the project is critical for the advancement of strategic projects within the County.

- **Implementation** - In place are several management tools; the County's strategic plan, the department's strategic plan, the map goals that set bonus compensation, and the County's business automation plan. All of these tools are available but are inconsistently applied when it comes to e-government projects. For an example, the project may be supported in the County's strategic plan but can't be found in the map goals or business automation plan. The CIO is viewed by department heads as supportive and critical in the development and implementation of project however a few indicate more specialized consultants are needed.

The EEC has found an array of commissions, committees and counsels that were originally designed to manage the process of technology adoption but all of them do not function effectively. Many of the exiting commissions need to be redesigned. The Information Systems Commission is a tool that is underutilized.

- **Barriers** – Budget constraints, especially for the smaller departments have prevented technology advancements. An external mechanism is needed for departments to access funding; a startup fund is sorely needed in Los Angeles County. Blumberg finances government project to help departments with programs. Another key barrier is that there is a lot of old mainframes systems in the County and the County need to pursue a rigorous schedule to eliminate these legacy systems. Internal Services Department billing is considered too high. Also, there is a need for finding a solution to speed up the recruiting process for information technology employees that may find employment prior to be hired by the County.
- **Innovation** – What has become popular is changing the CIO title to Chief Innovation Officer which the terminology that would assist the County in becoming innovative. There are new management concepts, new kinds of applications, use of digital technologies from public and private sector, and widespread knowledge transfer practices.

Government Iphone applications are innovative and can be designed by the private sector.

- **Transformative Approaches - Digital trans jurisdictional applications that can be used by the county and/or the state.**

Commissioner Ross suggest that the County's vision statement should echo a modern/futuristic approach to technology that would set the tone for the grand plan to be a leader in technology that would encourage new ideas and innovations.

Chair Fuhrman suggested offering departments free services for being on board with the County's approved project and discourage departments from billing each other.

Commissioner Huang suggested having a platform that constituents use to upload applications for government documents, etc.

Chair Fuhrman thanked Mr. Kalm for his informative presentation.

III. REPORTS

- 5. Chairperson's Report for the month of September 2013. (13-3918)**

There was no report.

- 6. Chief Information Officer's Report for the meeting of September 2013.**

Richard Sanchez, Chief Information Officer (13-3822)

Richard Sanchez, CIO, provided the Commission an update of the following items:

- **Deputy Chief Executive Officer Appointments: Santos Kreimann, Deputy Chief Executive Officer, was appointed to oversee the Operations Cluster of the Chief Executive Office along with Greg Polk, Deputy Chief Executive Officer, who will oversee Health and Mental Health Services Cluster which are a part the five County of Los Angeles Department Clusters.**
- **The 14th Los Angeles Digital Government Summit held September 4 - 5, 2013: CIO Sanchez reported that he attended the complimentary Summit that was geared towards government information technology managers, executives and policy makers specifically located in the Los Angeles region.**

The annual event recognized accomplishments of project teams and managers in addition to foster discussion and dialogue on the latest in digital government solutions, current policy issues and network with key government executives, technologists and industry specialists.

- **The Leader Replacement System Project (LRS):** LRS project staff is working well with contracted Accenture in developing a comprehensive e-Government service. CIO Sanchez also reported that he was not aware of any issues at the Norwalk facility.
- **The Electronic Health Record System (EHR):** The Department of Health Services (DHS) and contracted Cerner Corporation flew over 90 county employees to Kansas for system reviews, walks through, and prioritizations examination of the code. Attendees were clinicians, subject matter experts and management. The second trip of three will take place in a few weeks to cover details of the design, requirements and showcase their work.
- However, CIO Sanchez stated that both agencies, DHS and Cerner, are having difficulty in recruiting employees. DHS and Cerner are doing a great job in recruiting but the background checks have delayed the hiring process and some of the recruited have found other jobs due to the delay. They need 10 to 12 more technical employees. Despite being short of staff, Cerner is doing a good job in meeting scheduled deadlines and requirements.
- Conversely, CIO Sanchez reported that on September 9, 2013, the Board of Supervisors approved an increase in funds to allow the Department of Public Works to purchase long-lead equipment necessary to complete projects required to support the DHS' Online Realtime Centralized Health Information Database (ORCHID) System. He reported the funds were added to manage the physical construction of the project that went undetected for six hospitals and a few clinics that will need wiring, generators, equipment, cabling and asbestos removal. Wireless access is useful for nursing stations and administrative offices but does not support the distribution of images.

Commissioner Ross suggested that CIO Sanchez consider Meraki's mess routing system as an alternative to the hardwiring the entire facility. Meraki, which is owned by Cisco, extends coverage to hard to wire areas and creates a self-healing network that is resilient to cable and switch failures. He stated that the mess networking system has

real-time cloud management capabilities and could save the County 20% of the cost of demolition.

7. Receive and file the Technology Management Framework's Quarterly Report on major information technology projects. (The December 20, 2013 Supporting Document was continued from the "No Quorum Meetings" of December 3, 2012, January 7, 2013 and May 6, 2013) (13-3823)

On motion of Commissioner Tom Ross, seconded by Commissioner Henry Huang and unanimously carried, to receive and file the Technology Management Framework's Quarterly Reports on major information technology projects that were dated December 20, 2012 and August 23, 2013.

Attachments: [SUPPORTING DOCUMENT](#)
[SUPPORTING DOCUMENT](#)

IV. MISCELLANEOUS

Matters Not Posted

8. Matters not on the posted agenda, to be discussed and (if requested) referred to staff or placed on the agenda for action at a future meeting, or matters requiring immediate action because of an emergency situation or where the need to take action came to the attention of the Committee subsequent to the posting of the agenda. (13-3824)

There were no matters presented for a future agenda.

Public Comment

9. Opportunity for members of the public to address the Commission of items or interest that are within the jurisdiction of the Commission. (13-3825)

There were no members of the public present to address the Commission.

Adjournment

10. Adjournment for the meeting of September 9, 2013 (13-3826)

The September 9, 2013 meeting adjourned at 5:00 p.m.