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July 20, 2016

To: Supervisor Hilda L. Solis, Chair
Supervisor Mark Ridley-Thomas
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Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Sachi A. Hamai
Chief Executive Officer

ENTERPRISE INFORMATION TECHNOLOGY UPDATE

On March 29, 2016, the Board of Supervisors (Board) adopted the Chief Executive Office Organization Redesign that included a reassignment of the strategic information technology functions and personnel from the Chief Information Office (CIO) to the Chief Executive Office (CEO). The CIO core strategic functions, information technology strategic/business automation planning, information security and information management, were assigned to the CEO's Strategic Integration Branch to support the Board priorities. The following are updates to key CIO initiatives in support of Board priorities.

Countywide Master Data Management

On July 14, 2015, the Board approved the use of Information Technology Fund for three Work Orders to establish a Master Person Index (MPI) at the Departments of Children and Family Services (DCFS) and Mental Health (DMH), and a Countywide Master Data Management (CWMDM) Shared Infrastructure connected to a Master Patient Index at the Health Agency. This capability can assist departments to identify common clients to facilitate the coordination of care and service delivery, e.g. inmate diversion and re-entry, homelessness and child protection.

The DCFS MPI launched into production operations on June 27, 2016, with 2.5 million foster children demographic records collected over the past 20 years. The department has embarked on utilizing its MPI to identify and correct/reconcile duplicate records. The DMH team is testing its MPI comprised of approximately 800,000 client demographic records and is on schedule to go into production operations at the end of July, 2016. The CWMDM is planned for completion at the end of August, 2016. At that time, the CIO project team will continue to work with department MPI teams to identify common clients across DCFS, DMH and DHS.

With the remaining implementation of CWMDM and department MPIs on target for completion, the CIO team will begin the following initiatives:

1. Work with DCFS and the Office of Child Protection to develop a mobile application that will allow emergency response social workers to electronically access health, mental health, and public safety information to conduct child safety assessments, as governed by the Child Abuse Multidisciplinary Team protocol;

2. Work with the Research and Evaluation Services to enhance the Enterprise Linkages Initiative by leveraging CWMDM common client information and to create datasets to publish on the County's Open Data Portal to facilitate public policy and economic research; and

3. Outreach to other social services and public safety departments to provide person demographics information to CWMDM.

Enterprise Data Center

The Enterprise Data Center (EDC) Evaluation Committee, comprised of representatives from CEO, ISD, CIO and the CIO Leadership Committee, is completing its evaluation and selection and is planning to seek Board approval of a negotiated agreement by the end of August, 2016. The Enterprise Data Center Steering Committee (EDCSC) has convened to provide ongoing data center governance and will work with departments to develop a schedule to consolidate the County's 47 data centers over the next three years. When completed, the consolidated data center will be more secured, resilient and cost effective.

Protecting County Digital Assets

As the cyber security threat landscape continues to evolve, traditional defenses, such as antivirus and network firewalls, are not sufficient to protect County digital assets. It is the County's Information Security Strategy to establish a more resilient security infrastructure that expands the traditional defenses to include capability that anticipates and responds to disruption-related risks and adapt to complex and changing circumstances. To this end, the Chief Information Security Officer will, in consultation with ISD and the Information Security Steering Committee:

1. Conduct a reassessment of the County's Information Security Architecture to include the resilient capabilities to protect, detect and respond to evolving cyber threat landscape;

2. Develop a countywide Identity Access Management (IAM) Strategy that includes a single point of authentication to access County IT resources;

3. Direct the countywide implementation of an Enterprise Mobility Solution to protect County data and mobile devices; and

4. Develop a Cyber Disruption Response Plan to plan for, prevent, mitigate and respond to cyber risks and disruptions to County's IT services.

The CIO will continue to explore and identify other opportunities to support Board priorities. If you have any questions or need further information, please contact me at (213) 974-1101.

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PL:lc/yjf

c: All Department Heads