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"To enrich lives through effective and caring service"

September 23, 2010

To: Each Supervisor

From: Tom Tindall
Director

A handwritten signature in cursive script that reads "Tom Tindall".

Subject: **STATUS REPORT ON THE TRANSFER OF DCFS INFORMATION
TECHNOLOGY INFRASTRUCTURE TO ISD**

This memo provides the fourth status report to your Board on the transfer of Department of Children and Family Services (DCFS) information technology (IT) infrastructure to the Internal Services Department (ISD). This important project will improve DCFS social workers' access to client data, and enable DCFS management greater focus on its core mission.

BACKGROUND

In 2008, at the direction of the Chief Executive Office (CEO), ISD and DCFS conducted an assessment of the IT infrastructure within DCFS. Due to the critical nature of DCFS operations and the need for improved IT support, the CEO determined that ISD should be responsible for the DCFS IT infrastructure, with the following expected results:

- Significantly improved data security
- 24/7 monitoring of network, PC and server systems
- Comprehensive disaster recovery services
- Improved core IT services, remotely supported

DCFS and ISD worked to obtain the State and federal approvals needed to obtain subvention funding for this project. On January 13, 2010, the County secured final federal approval for this transfer. In addition, the County secured required federal conditional approval for "thin client" technology in June 2010.

TRANSITION ACTIVITIES

While waiting for Federal approval, ISD worked closely with DCFS on the following information technology initiatives:

- Replaced Anti-Virus clients for 6,900 users. 485,000 potential threats found in old anti-virus system.
- Relocated mission critical data base servers from DCFS Norwalk to the Downey Data Center thereby avoiding additional environmental failures in server room.
- Brought all Local Area Network equipment under ISD management
- Upgraded fifteen Wide Area Network sites to accommodate the new services.
- Recycled and deployed more than 800 Dell PCs donated from other departments to prop up aging equipment.
- Consolidated 28 State owned CWS/CMS servers located at various sites to Downey Data Center resulting in a reduction to 12 servers maintained at a single site.
- Relocated four State-run active directory servers from Sacramento to the ISD Data Center in anticipation of DCFS migration
- Established new desktop technology titled Hosted Virtual Desktop (HVD) which will significantly improve the ability of the case worker to perform duties on their desktop from any location.

Beginning July 1, 2010, ISD assumed responsibility for DCFS' IT infrastructure, including components at remote office locations. Consolidation of servers and desktop functions to the Downey data center will continue through the remainder of the year to provide the required improvements in stability and reliability. All affected DCFS IT employees completed the transfer to ISD by the end of June 2010.

As a key component to the project, ISD has begun to provide DCFS case workers with improved access to their client data from the field and in remote offices with newer technologies, including the use of "thin client" desktop devices instead of standard personal computers. To date, five offices and 740 DCFS staff have been converted to the ISD email and desktop support service.

The attachment provides detail on major tasks, both completed and in progress, to complete the migration of DCFS information technology to ISD.

PC MOBILITY

The project has incorporated additional remote access capabilities to mobile case workers in those offices already converted to the ISD support model. The introduction of "**mypc.lacounty.gov**" allows designated DCFS staff the ability to log into their office PC remotely and access all critical systems, emails and files. This access is achieved from any PC, whether the employee is at a different office, assigned a DCFS tablet or using their own device at home via the internet.

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As DCFS offices migrate to the ISD service within the next few months, priority will be given to mobile workers to gain access to this system.

NEXT STEPS

ISD continues to roll out the new environment and work closely with DCFS management to determine the priority of locations to be converted. Local Area Networking equipment replacement will run concurrent to the PC roll out at remote offices to improve connectivity to the centralized services.

As approved by your Board on September 21, 2010, ISD will engage Oracle to assist in building more robust database support for critical DCFS databases that will reside in the Downey data center

ISD will continue to keep your Board informed, including any significant changes to the transition plan. If you have any questions, please contact me at 323-267-2101, or Dave Chittenden at 562-940-2901.

TT:JJ:DC:dw

Attachment

c: Chief Executive Officer
ISD Board Deputies
Chief Information Officer
Trish Ploehn, DCFS
Armand Montiel, DCFS
Nick Bhatt, DCFS

| Task | Status/Action |
|---|---|
| PROCURE NEW DESKTOPS THIN CLIENT DEVICES Original Target: January 2010 Adjusted Target: May 2010 | <ul style="list-style-type: none"> • Complete |
| MIGRATE WINDOWS SERVERS Original Target: March 2010 Actual Completion: April 2010 | <ul style="list-style-type: none"> • Complete |
| PROCURE UNIX SERVERS Original Target: April 2010 Adjusted Target: May 2010 | <ul style="list-style-type: none"> • Complete |
| MIGRATE DESKTOPS AND EMAIL Original Target: July 2010 Adjusted Target: December 2010 | <ul style="list-style-type: none"> • Five DCFS offices are now converted to new email and desktop support. • Additional remote access capabilities have been incorporated into the project schedule. The new completion date is expected to be December 2010 |
| MIGRATE/CONSOLIDATE ORACLE DATABASES AND APPLICATIONS Original Completion: August 2010 Adjusted Target: March 2011 | <ul style="list-style-type: none"> • The priority for this task has been reduced because ISD has already moved DCFS databases to the Downey Data Center. DCFS and ISD mutually agreed to extend the consolidation to accommodate resource constraints. • Board approved work order with Oracle on September 21, 2010. |
| UPGRADE LOCAL (LAN) AND WIDE AREA NETWORKS (WAN) Target Completion: December 2011 | <ul style="list-style-type: none"> • All existing LAN sites managed by ISD. • All WAN capacity upgrades completed. • LAN equipment for 8 sites is ready for installation pending CEO lease approvals |