

July 23, 2024

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

**APPROVE THE USE OF THE INFORMATION TECHNOLOGY INFRASTRUCTURE FUND  
FOR GOVERNANCE SUPPORT AND ENHANCEMENTS TO ELECTRONIC PERMITTING  
AND INSPECTIONS – LOS ANGELES (EPIC-LA) AND AN APPROPRIATION  
ADJUSTMENT FOR FISCAL YEAR 2024-25  
(ALL SUPERVISORIAL DISTRICTS – 4 VOTES)  
CIO RECOMMENDATION: APPROVE (X)**

**SUBJECT**

The Department of Regional Planning (DRP) is requesting the Board of Supervisors' (Board) approval of an appropriation adjustment to use \$350,000 in one-time funding from the County of Los Angeles' (County) Information Technology Infrastructure Fund (ITF) to support ongoing implementation of the 2023 Gartner Study recommendations of County's Electronic Permitting and Inspections – Los Angeles (EPIC-LA) program (\$290,000) and development of data interface between Accela and EPIC-LA for the Fire Department (\$60,000).

**IT IS RECOMMENDED THAT THE BOARD:**

1. Approve and authorize the use of a total of \$350,000 in one-time funding from the ITF for an Enterprise Services Master Agreement (ESMA) Work Order Change Order with Gartner Consulting Incorporated (Gartner) for \$290,000 to support ongoing implementation of the 2023 Gartner study recommendations and \$60,000 for the development of an interface between Accela and EPIC-LA for the Fire Department to improve data sharing.
2. Approve a Fiscal Year 2024-25 appropriation adjustment in the Information Technology Infrastructure Fund to reallocate \$350,000 from Services and Supplies to Other Financing Uses, and increase the Regional Planning's Services and Supplies appropriation and revenue.

3. Authorize the Internal Services Department (ISD), as the County's Purchasing Agent, to execute an ESMA Change Order with Gartner, in compliance with Board required ESMA guidelines, for \$290,000 that will increase the Work Order total from \$550,000 to \$840,000.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The County's EPIC-LA is a multi-departmental program comprised of business processes, workflows, and an information technology system used to administer land development, permitting, inspections and related business functions. Feedback from EPIC-LA customers (homeowners, engineers, architects, contractors, land developers, small businesses, and other professional groups) on their experience with EPIC-LA indicated inconsistent experiences with EPIC-LA and that program processes are not easy to understand and navigate. A common theme from this customer feedback is the desire for faster and more predictable service.

In June 2021, the Board directed DRP and Department of Public Works (DPW) to engage a consultant to assess the EPIC-LA service model and provide recommendations for organizational changes, process improvements and technology improvements.

DRP and DPW collaborated with the County's Office of the Chief Information Officer and other EPIC-LA departments to develop and issue a competitive solicitation through ISD's ESMA, which that led to the selection of Gartner to conduct the EPIC-LA engagement.

In February 2023, Gartner completed an ITF funded comprehensive assessment of EPIC-LA. It provided recommendations for organizational changes, process improvements and technology improvements to improve the efficiency and effectiveness of EPIC-LA operations. The initial set of recommendations was implemented, including a new Governance structure and development of a proposed centralized EPIC-LA funding model.

In June 2023, the Board directed DRP and DPW in collaboration with EPIC-LA departments to expedite implementation of the 2023 Gartner Study recommendations and to report back quarterly on progress of the implementation work.

We are requesting Board approval for one-time funding in the amount of \$350,000 from the County's ITF to engage Gartner to support ongoing implementation of the 2023 Gartner Study recommendations per the June 2023 Board motion (\$290,000) and development of interface for the Fire Department (\$60,000).

### **Implementation of Strategic Plan Goals**

The recommended action supports County Strategic Plan North Star 1, Focus Area Goal C – Housing and Homelessness: Support efforts to that prevent displacement, increase access to housing stability, develop more affordable housing, sustain homeownership opportunities, and enhance the effectiveness of the County's homeless rehousing system.

**FISCAL IMPACT/FINANCING**

The ITF, governed by the County’s Information Technology Investment Board (ITIB), was established to fund Countywide or multi-departmental technology projects that improve the delivery of services to the public; generate operational improvements to one or more departments or programs; and improve interdepartmental or interagency collaboration.

The County’s ITIB previously approved the use of \$550,000 in one-time funding from the ITF to engage Gartner to conduct an independent assessment of the EPIC-LA service model, including organization and governance, business processes, and technology.

On April 29, 2024, the County’s ITIB approved the use of \$350,000 in one-time funding from the ITF to support ongoing implementation of the Gartner recommendations and development of an interface between Accela and EPIC-LA for the Fire Department to improve data sharing.

The specific tasks funded through this Board action are detailed below:

Tasks	Cost
Develop Future EPIC-LA Portal Capabilities & SOW	\$ 125,000.00
Identification and establishment of department and cross-departmental performance metrics	\$ 15,000.00
EPIC-LA Steering Committee & Subcommittees Support	\$ 150,000.00
Accela and EPIC-LA data sharing interface for the Fire Department	\$ 60,000.00
Total Cost	\$ 350,000.00

Approval of the enclosed recommended appropriation adjustment in the Information Technology Infrastructure Fund will reallocate \$350,000 from Services and Supplies to Other Financing Uses and increase Regional Planning’s Services and Supplies appropriation and revenue.

**FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

There are no legal requirements prohibiting the recommended action. The terms and conditions of the ESMA have been approved by County Counsel. The contracted services are of an extraordinary, professional, or technical nature and are not restricted under Proposition A and are not subject to the Living Wage Program (County Code, Chapter 2.121).

The ESMA contains all the current County required provisions.

The CIO reviewed this request and recommends approval. No formal CIO Analysis is required because the CIO reviewed and approved the business case for this project, and the County’s ITIB approved the ITF request on April 29, 2024.

**CONTRACTING PROCESS**

On May 10, 2022, ISD released a competitive ESMA-143 Work Order solicitation for the EPIC-LA Consulting Engagement. The solicitation was released to 42 qualified contractors on ISD's ESMA Category 1 list. ISD received a qualified proposal from one contractor, Gartner. The proposal was evaluated by an evaluation committee consisting of third-party evaluators from other county departments and Gartner was recommended for award of the ESMA-143 Work Order.

In February 2023, Gartner Consulting completed an ITF funded comprehensive assessment of EPIC-LA. It provided recommendations for organizational changes, process improvements and technology improvements to improve the efficiency and effectiveness of EPIC-LA operations. This initial set of recommendations was implemented, including a new Governance structure and development of a proposed centralized EPIC-LA funding model. Additional work is needed to implement Gartner's recommendations necessitating the need for a Change Order for this project to be successful.

Consistent with ESMA guidelines, this serves as notification informing the Board of the intent to execute a Change Order to ESMA-143 Work Order in the amount of \$290,000 increasing total from \$550,000 to \$840,000. ISD will proceed with the amendment of this Change Order after Board approval.

**IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of the recommended actions will enable DRP to support ongoing implementations of the 2023 Gartner Study recommendations and the development of an interface between Accela and EPIC-LA for the Fire Department to improve data sharing.

**CONCLUSION**

Upon the Board's approval, the Executive Officer, Board of Supervisors, is requested to return one adopted stamped Board letter to DRP.

Respectfully submitted,



AMY J. BODEK, AICP  
Director of Regional Planning



PETER LOO  
Chief Information Officer

AJB:DLS:ia

c: Sheriff  
Chief Executive Office  
County Counsel

Community Development Commission  
Fire  
Health Services  
Library  
Parks & Recreation  
Public Works

S\_07\_23\_2024 INFORMATION TECHNOLOGY INFRASTRUCTURE FUND

July 23, 2024

COUNTY OF LOS ANGELES

### REQUEST FOR APPROPRIATION ADJUSTMENT

DEPARTMENT OF CHIEF EXECUTIVE OFFICER

**AUDITOR-CONTROLLER:**

THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. PLEASE CONFIRM THE ACCOUNTING ENTRIES AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF EXECUTIVE OFFICER FOR HER RECOMMENDATION OR ACTION.

**ADJUSTMENT REQUESTED AND REASONS THEREFORE**  
**FY 2024-25**  
**4 - VOTES**

**SOURCES**

**USES**

**INFORMATION TECHNOLOGY INFRASTRUCTURE FUND**  
B16-AO-2000-40033  
SERVICES & SUPPLIES  
**DECREASE APPROPRIATION**

**350,000**

**INFORMATION TECHNOLOGY INFRASTRUCTURE FUND**  
B16-AO-6100-40033  
OTHER FINANCING USES  
**INCREASE APPROPRIATION**

**350,000**

**REGIONAL PLANNING**  
A01-RP-96-9911-19350  
OPERATING TRANSFERS IN  
**INCREASE REVENUE**

**350,000**

**REGIONAL PLANNING**  
A01-RP-2000-19350  
SERVICES & SUPPLIES  
**INCREASE APPROPRIATION**

**350,000**

**SOURCES TOTAL** \$ 700,000

**USES TOTAL** \$ 700,000

**JUSTIFICATION**

This adjustment reflects a shift in appropriation in the Information Technology Infrastructure Fund from Services and Supplies to Other Financing Uses, and increases Regional Planning's Services and Supplies appropriation and revenue to support ongoing implementation of the County's Electronic Permitting and Inspections-Los Angeles.

**Albert Navas**

Digitally signed by Albert Navas  
Date: 2024.07.18 12:55:40 -07'00'

BOARD OF SUPERVISOR'S APPROVAL (AS REQUESTED/REVISED)

REFERRED TO THE CHIEF EXECUTIVE OFFICER FOR---

AUDITOR-CONTROLLER

B.A. NO. 006

ACTION

RECOMMENDATION  
BY **Andrea Turner**  
Digitally signed by Andrea Turner  
Date: 2024.07.18 13:31:39 -07'00'

DATE 7/18/24

APPROVED AS REQUESTED

APPROVED AS REVISED

CHIEF EXECUTIVE OFFICER

**Christine Frias**  
BY  
Digitally signed by Christine Frias  
Date: 2024.07.18 14:06:39 -07'00'

DATE 7/18/24