



COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

HEADQUARTERS

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LISA M. GARRETT
DIRECTOR OF PERSONNEL

February 03, 2026

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 APPROPRIATION ADJUSTMENT OF FUNDS FROM THE COUNTY'S INFORMATION TECHNOLOGY INFRASTRUCTURE FUND FOR THE IMPLEMENTATION OF AN ENTERPRISE EMPLOYEE ONBOARDING SYSTEM FY 2025-26 (ALL DISTRICTS AFFECTED) (4 VOTES)

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ()
DISAPPROVE ()**

SUBJECT

The Department of Human Resources (DHR) is requesting Board of Supervisors (Board) approve an appropriation adjustment and authorization to utilize \$290,000 from the County of Los Angeles' (County) Information Technology Infrastructure Fund (ITF) to acquire first-year software licenses and implementation services to replace the current Countywide electronic Personnel Records system (ePR) employee onboarding module. The new solution will leverage advanced enterprise content management and automation technologies available through Box's Enterprise Advanced platform and its native Box Sign functionality. It will support all County departments and be centrally managed by DHR.

IT IS RECOMMENDED THAT THE BOARD:

1. Approves an appropriation adjustment to transfer \$290,000 from the ITF to DHR's FY 2025-26 operating budget and approves and authorizes the use of \$290,000 for the recommended implementation.
2. Delegates authority to DHR to execute a Work Order, and subsequent Change Notices for

consulting and implementation services for a Box cloud-based solution to be acquired through Internal Services Department's County Enterprise Services Master Agreement (ESMA) and issue a Purchase Order for Box licensing agreements from a Box reseller following a competitive bid process.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The Information Technology Infrastructure Fund was established to fund innovative and enterprise Countywide technology projects that improve the delivery of services to the public, generate operational improvements across one or more departments or programs, and enhance inter-departmental or inter-agency collaboration.

The ePR, implemented in 2019, serves as a centralized online repository for personnel files and records. ePR is integrated with SignNow, a cloud-based electronic signature platform that supports electronic form processing and streamlines the onboarding process for new employees. Employees onboarding with the County must complete 15-30 unique onboarding forms, which departmental human resources (HR) staff send electronically to new hires before the start date. However, there are several challenges with the current onboarding solution.

If a new hire's email address has previously been used with the e-signature vendor, the system generates an error. As a result, before onboarding forms can be issued, DHR must verify that the employee's email address has not been used. If it has, staff must create a fictitious account to proceed. This workaround disrupts the automated notification process. While ePR is designed to send access instructions to the new hire automatically, the system instead sends the notification to a fictitious email address. HR staff must then manually forward the welcome message, bypassing the intended automation.

Additionally, the current solution does not support real-time collaboration between HR staff and employees, often resulting in incomplete or inaccurate submissions. This contributes to prolonged communication cycles, processing delays, and a higher administrative workload.

Lastly, when notifying new hires to log into the portal to complete the onboarding forms, the system automatically generates and emails a temporary password, creating a potential security risk.

These limitations reduce overall efficiency, place additional strain on DHR and HR staff Countywide, create delays, contribute to a poor onboarding experience for new hires, and raise security concerns.

Approval of the recommendation will allow DHR to accept and utilize \$290,000 from the Information Technology Infrastructure Fund (ITF) fund to DHR's FY 2025-26 operating budget for implementation costs.

Implementation of Strategic Plan Goals

The recommended actions support the County's Strategic Plan North Star 3, Realize Tomorrow's Government Today, through the implementation of technological business solutions to enable County departments to meet their core mission, create flexible and efficient infrastructure, and strengthen internal controls and processes.

A modern and integrated solution will ensure secure onboarding of new hires, improve

communication, and enhance business operations through automated processes.

FISCAL IMPACT/FINANCING

This request is to obtain authorization to utilize \$290,000 in one-time funding from the ITF for first-year software licenses and professional services for replacing the current ePR onboarding solution, and to approve a Fiscal Year 2025-26 appropriation adjustment for the ITF to reallocate \$290,000 from Services and Supplies (S&S) to Other Financing Uses, and to increase DHR's Other Charges budget.

By moving to the Box cloud-based solution, the County will save at least \$8,000 annually in licensing costs. Additionally, SignNow's tiered pricing increases with transaction volume, whereas Box provides unlimited e-signatures for all users at no additional cost.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

There are no legal requirements or prohibitions to this recommended action. Professional services will be solicited using the County's Enterprise Services Master Agreement, which was approved by the Board in February 2016 and is administered by the Internal Services Department.

In compliance with Board Policy 6.020 "Chief Information Office Board Letter Approval," the Office of the Chief Information Officer (OCIO) reviewed the IT components (management, design, development, acquisition, expansion, or purchase of IT systems and/or related services) of this request and recommends approval. The OCIO reviewed this Board letter and supporting documents and determined that this recommendation action(s) does not constitute a technology-related acquisition of hardware, software, or professional services that would necessitate a formal written OCIO analysis.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

A modern platform using Box's Enterprise Advanced content management platform and its native Box Sign platform will provide the following benefits:

- Eliminate Manual Workarounds: The new system will seamlessly integrate with e-signature tools, removing the need for DHR to verify email history or create fictitious accounts. All communications will be directed at the actual new hire, enabling true automation of the onboarding workflow.
- Real-Time Collaboration: Built-in collaborative features will allow live communication between HR and new hires, reducing incomplete or incorrect submissions, minimizing rework, and preventing delays.
- Enhanced Security: Single sign-on (SSO) will be implemented through Azure Entra ID for County employees. Non-county new hires will log in to Box using a local Box password after confirming their email address through the standard Box process.
- Increased Efficiency: By automating tasks and minimizing manual intervention, DHR and HR can focus more on strategic initiatives rather than administrative overhead.
- Enhanced Employee Experience: New hires will receive timely, accurate, and streamlined communications, setting a positive tone from the start.

- Mobile Friendly: Provides a mobile-friendly experience that is convenient, accessible, and seamless for all users.

CONCLUSION

Board approval of the recommended action will enable the County to speed up the onboarding process, enhance employee experience, strengthen security, and improve operational efficiencies across all County departments through a more streamlined and secure solution.

Respectfully submitted,



LISA M. GARRETT

Director of Personnel

LMG:RC:RZ:km

Enclosures

c: Executive Office, Board of Supervisors



Peter Loo

Chief Information Officer

Chief Executive Office

February 03, 2026

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 2025-26
4 - VOTES

SOURCES	USES
INFORMATION TECHNOLOGY INFRASTRUCTURE FUND B16-AO-2000-40033	INFORMATION TECHNOLOGY INFRASTRUCTURE FUND B16-AO-6100-40033
SERVICES & SUPPLIES	OTHER FINANCING USES
DECREASE APPROPRIATION	INCREASE APPROPRIATION
290,000	290,000
HUMAN RESOURCES A01-HM-96-9911-11201	HUMAN RESOURCES A01-HM-5500-11201
OPERATING TRANSFERS IN	OTHER CHARGES
INCREASE REVENUE	INCREASE APPROPRIATION
290,000	290,000
SOURCES TOTAL	USES TOTAL
\$ 580,000	\$ 580,000

JUSTIFICATION

Reflects the transfer of appropriation from the Information Technology Infrastructure Fund (ITF) to the Department of Human Resources' operating budget to acquire first-year software licenses and implementation services for replacing the current Countywide electronic Personnel Records system (ePR) employee onboarding module.

William Leung

Digitally signed by William Leung
Date: 2026.01.13 09:11:13 -08'00'

AUTHORIZED SIGNATURE

WILLIAM LEUNG, PRINCIPAL ANALYST, CEO

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

REFERRED TO THE CHIEF
EXECUTIVE OFFICER FOR--- ACTION

APPROVED AS REQUESTED

 RECOMMENDATIONAndrea
Turner
BYDigitally signed by
Andrea Turner
Date: 2026.01.14
14:30:08 -08'00'

APPROVED AS REVISED

AUDITOR-CONTROLLER

CHIEF EXECUTIVE OFFICER

Anthony
Baker
BYDigitally signed by
Anthony Baker
Date: 2026.01.14
16:08:30 -08'00'

B.A. NO. 092

DATE 1/14/26

DATE 1/14/26