

DOUGLAS COUNTY, NEBRASKA

# Douglas County, NE Technology

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**Reviewed by Douglas County IT Advisory Group 2/22/2016**

**Reviewed by Administrative Services Committee 3/15/2016**

This Douglas County Technology document outlines the guiding principles used for planning, selecting, funding, and controlling use of technology services.

## Executive Summary

Douglas County (The County) uses technology as an enabler in the delivery of high quality and efficient services to the public. The County's five high-level technology goals are:

1. Compliant for Mandated and Operational Requirements
2. Improved Service Quality and Efficiency
3. Enhanced Security and Lowered Risk
4. Current and Supportable Technical Infrastructure
5. Appropriate Funding, Leveraged Investments, Collaborative Shared Solutions

Thoughtful investments are made in human resources and monetary funding to enhance the use of technology towards achievement of The County's goals. Based on Department needs, projects are prioritized based on the benefits received and alignment with the technology goals.

## Technology Guiding Principles and Controls

Douglas County has a history of thoughtful technology funding and usage. The County's initial MIS group focused on mainframe technology, which created many valuable assets of software and data in areas such as criminal justice, property, and tax systems. The City of Omaha also had an IT group. It was decided in order to gain efficiency and cost savings to merge these two groups with an Interlocal Agreement that formed the Douglas Omaha Technology Commission (DOTComm). In order to address various recommendations to make DOTComm more effective the Interlocal Agreement was revised January 1, 2012 and new definitions, roles, and controls were introduced.

Many of the Technology Guiding Principles and Controls are outlined in the Interlocal (see Appendix) , with a few key points here:

- General Purpose of the DOTComm Interlocal Agreement between City of Omaha and Douglas County is to define how City and County will work together and cooperate with one another to their mutual advantage in an effort to obtain information technology services and support in a secure, cost-efficient and effective manner that matches their individual and joint technology needs, interests, and budgetary constraints.
- City and County will each have an IT Coordinator (ITC) who will champion IT causes, make sure technology needs and funding are known, and ensure projects are consistent with infrastructure and technology plans. There will be coordination between County and City IT Coordinators.
- DOTComm is governed by the DOTComm Oversight Committee, consisting of 3 City, 3 County and one community member.

- Appropriate policies will be written, reviewed, approved, published and enforced to keep end user and technician behaviors aligned to the technology goals. Policies will be published from the Oversight Committee and / or the County.

These groups meet monthly to discuss technology initiatives in order to collaborate across departments and influence technology usage.

- Oracle Board with members from The City and The County discuss Oracle projects and resources. A subgroup meets every other week to discuss and prioritize Oracle Service Requests.
- Douglas County Information Technology Advisory Group, (DCITAG), formed under Commissioners Administrative Services Committee, with members from elected and administration departments that meets to discuss technology projects, process, prioritization and metrics.
- Criminal Justice Information Technology Committee, (CJITC), formed under CJSMC Criminal Justice Systems Management Council with members from City and County meets to discuss Criminal Justice projects and initiatives.
- Public Safety Information Technology Committee, (PSITC), planned for 2016 with members from City and County to meet and discuss projects, tools and initiatives across departments for response to incidents and emergencies.

## **Technology Goals and Initiatives**

Based on our Technology history and Guiding Principles and Controls, the following Technology Goals and Initiatives are the basis for The County's technology plans.

1. Comply with Mandated and Operational Requirements
2. Improve Service Quality and Efficiency
3. Enhance Security and Lower Risk
4. Maintain Current and Supportable Technical Infrastructure
5. Provide Appropriate Funding, Leverage Past Investments, and Recommend Collaborative Shared Solutions

Each of these five high-level Technology Goals can be broken down further into more specific Initiatives. Because of the variety of County departments and services offered and the distributed office environment, departments will be very involved in setting their technology needs and priorities. The County IT Coordinator will facilitate department project submission and prioritization.

- Comply with Mandated and Operational Requirements
  - The departments must be able to offer high quality services to the public with minimal downtime and service disruptions. This will be enabled through timely completion of Incidents, Service Requests, and Projects based on defined priorities and department requirements.
  - Some departments provide services around the clock every day of the year. Other end users may need system access even if their department is closed. Therefore a 7x24x365

- Provide Appropriate Funding, Leverage Past Investments, and Recommend Collaborative Shared Solutions
  - The County hopes to take advantage of technology trends and continue cost shifts from capital purchases to cloud subscription services.
  - Departments are encouraged to consider their technology needs when submitting budget requests and to consider both purchasing and leasing of devices through DOTComm, including desktops, laptops, and multi-function printers.
  - Past investments have been made in the GIS Geographical Information Systems department, which has created a large inventory of mapping visual and text data that can be leveraged for internal and public uses on websites and mobile applications. The City also funds, builds and uses these assets.
  - Shoretel VOIP Voice Over Internet Protocol enterprise phone system is replacement for older phone systems and offers enhanced features and functionality. Initial installation was funded by City and County in Projects For Success. Department migrations will continue as prerequisites such as cabling and funding become available.
  - Oracle Financials, HR, Purchasing, Projects / Grants enterprise usage and benefits will continue to expand with new configurations, add-on modules, enhanced reporting with EIS and OBIEE and planned upgrades.
  - FileBound Electronic Document Management will be leveraged for scanning of paper, electronic forms to eliminate paper, self-service retrieval across departments, workflows, and electronic signatures. Additional upgrades and training are needed to get full functionality and to understand the limits to this solution. Record retention statutes and guidelines need to be understood and supported, and if necessary changed if unclear around use of modern technology.
  - Continue to leverage, train, suggest uses for the enterprise Google for Government Collaboration suite. Basic email and calendar functionality is used but much more is possible with Google Drive and other features.
  - As new software solutions are needed, integrated, enterprise systems will be searched out and selected whenever available to satisfy department requirements. City and County usage and multiple department usage will be considered with the goal to be well positioned for the future.

## **Current Year Project Focus (2016)**

Specific projects that are a focus for the current year are:

- Implementing purchased vendor software
  - GTL Jail Management System for Corrections
  - MediTech Electronic Health Records for Health Center, Community Mental Health, and Primary Healthcare Clinic
  - Motorola Records Management System for Sheriff
  - Landmark Land Records Management System for Assessor Register of Deeds

			Controlling	
1504	ENT - Filebound 7 Upgrade	Active	Executing and Controlling	High - 2
1537	ENT - SQL Environment & Infrastructure Upgrade	Active	Executing and Controlling	High - 2
1637-001	ENT: Salesforce WORK.COM Implementation	Active	Executing and Controlling	High - 2
1484	DCHC-File Server Replacement	Active	Executing and Controlling	Medium - 5
1534	DCTreasurer: Rebuild website using new template	Active	Executing and Controlling	Medium - 5
1444	ENT-Amazon Web Migration Group 1	Active	Executing and Controlling	Medium - 5
1560	Windows 2003 Server PROGRAM: Upgrade & Application Migration	Active	Executing and Controlling	Medium - 5
1560-007	ENT/DC - DOUCNTYPUB01 - IMS Print Server (NP)	Active	Executing and Controlling	Medium - 5
1586	ENT - Cloud App Backup Analysis & Recommendations	Active	Executing and Controlling	Medium - 5
1441	DCHD-Health Data Website PH2	Active	Executing and Controlling	Medium - 6
1637	ENT: Salesforce.com Implementation Program	Active	Initiating	High - 2
1625	DCCorr - Upgrade Court Room 50 Sound System	Active	Initiating	Medium - 5
1559	ENT - Web App (Java) Migration to AWS PROGRAM	Active	Initiating	Medium - 5
1589	ENT: EMA - Develop & implement web based Situational Awareness Logging	Active	Initiating	Medium - 6
1637-002	ENT: IT Inventory Database (CMDB) In Salesforce	Active	Initiating	Medium - 6

Program				
1506	DCCorr - Implement Replacement of Offender Work Program	On Hold	Originating	Low
1543	DCHR - Web Signup for Training Class Registration	On Hold	Originating	Low
1560-006	ENT/DC - Windows 2003 Server App Upgrade - Nortel Call Mgr.	On Hold	Originating	Low
1350	ENT - WebFOCUS software upgrade to current version	PEF	Initiating	Low
1489	DCDC-Parent Class Registration	PEF	Initiating	Medium - 5
1649	DCHC – CMS Staff Reporting	PEF	Originating	High - 1
1691	DCAdmin - Update Hyperion for FY2017 Budget	PEF	Originating	High - 1
1643	ENT - Implement Oracle Testing Suite	PEF	Originating	High - 2
1708	Oracle Fusion Upgrade Assessment	PEF	Originating	High - 2
1566	DCJuvCt: Payment App (AIS) Enhancements	PEF	Originating	High/Medium - 6
1655	DCClerk: VOIP Implementation	PEF	Originating	Low - 8
1695	VOIP for DC Treasurer - CC Harney Level	PEF	Originating	Low - 8
1698	VOIP for Youth Center	PEF	Originating	Low - 8
1470	ENT - Purchasing Use of Oracle Employee Supervisor Hierarchy	PEF	Originating	Low - 8
1672	ENT / Purchasing - Oracle Improved Fixed Asset Purchasing	PEF	Originating	Low - 8
1696	VOIP for DC Vital Statistics - CC Harney Level	PEF	Originating	Medium - 4
1697	VOIP for DC Attorney in HOJ	PEF	Originating	Medium - 4
1699	DCHC - ZirMed Billing File	PEF	Originating	Medium - 5
1560-004	ENT/DC - DC4DCSCAN01 - Scanning	PEF	Originating	Medium - 5

## Douglas County, NE Technology 2016

Version 1.1

1653	DCPurchasing: VOIP Implementation	Pending	Initiating	Low - 8
1654	DCEMA: VOIP Implementation	Pending	Initiating	Low - 8
1492	ENT-SSO Replacement for Google	Pending	Initiating	Low - 8
1592	ENT - CJ Conversion Code for LB 605/268	Pending	Initiating	Low - 8
1639	DCAdmin - LC: VOIP Implementation	Pending	Initiating	Medium - 4
1652	DCPubProp - VOIP Implementation	Pending	Initiating	Medium - 4
1627	DCAdmin - Sunset of Lotus Notes	Pending	Initiating	Medium - 5
1522	ENT - Amazon Web Svcs Website Migration Group 2	Pending	Initiating	Medium - 5
1559-003	ENT - DCDC - Jury Instructions Migration to AWS POC	Pending	Initiating	Medium - 5
1560-021	Windows 2003 Server Decommissioning	Pending	Initiating	Medium - 5
1228	Intranet Site - Health Center	Pending	Initiating	Medium - 6
1573	DCHR - Oracle Grade Step	Pending	Initiating	Medium - 6
1633	DCAttorney: RFP for eDiscovery Solution	Pending	Initiating	Medium - 6
NA	DC Assessor / ROD CAMA Realware v5 upgrade	Active		
NA	Interface SoftCode civil service to Justice for dispositions	Active		

**Identify and effectively utilize human and financial resources**

***In process of being done or has been completed:***

- Resolve G.A.L. provision issue (legislation pending and GAL task force has held its initial meeting)
- Seek increase in State aid (legislation pending)
- Develop a (cooperative and internal) legislative agenda (completed)
- Develop a comprehensive County employee compensation plan
- Enhance employee wellness policies and programs
- Enhance use of social media to engage employees and the public (we hopefully will hire a PIO next budget year)
- Facilitate at least one consolidation of duplicative services (including in-house)
- Develop a succession plan (being done informally department by department - cannot be done formally due to Civil Service hiring rules)
- Review, enhance and codify County Board executive best practices

***Still to be done:***

- Campaign for Bond Issue (discussions regarding campaign strategy has begun)
- Study and recommend a plan for an enhanced budgeting process
- Consider discontinuing retiree health insurance coverage in 2017

**Build County Government Awareness**

***Still to be done:***

- Establish a data research and empirical analysis process
- Hire a professional Public Information Officer (CAO will request this position in next budget)
- Design a robust citizen engagement process
- Explore and adopt use of existing tools to educate on building County government awareness

**Accelerate Criminal Justice Reform**

***In the process of being done:***

- Reform the provision of G.A.L. services (legislation proposed and task force has held its initial meeting)
- Establish a mental health court (discussions are ongoing)



March 2016

*Still to be done:*

- Develop a plan to reduce pre-trial numbers faster
- Develop drawings for a juvenile justice campus

**Enhance our health services system**

*In the process of being done:*

- Pursue public health partnership (V.A., UNMC and federally funded health centers)

*Still to be done:*

- Raise public awareness for Douglas County Health Center
- Research financial resources for Douglas County Health Center (both public and private dollars)
- Explore and coordinate with Douglas County Health Department on: 1) food security and justice, 2) Walkable communities, 3) Age-friendly communities, 4) Public Transportation improvements and 5) Community benefits dollars

## Public Safety Bond

### Potential 2016 Proposal

\$30 Million Bond from 2014 including Inflation

- E911
- Environmental Services
- Emergency Management
- Treasurers Branch

\$2.5 Million for Replacement of Radios for Corrections & Sheriffs

\$7 Million For Corrections (old side 1976) Infrastructure and renovation  
(Excluding Annex 1988)

**Total Bond Cost of \$40 Million**