

ISD

Information Systems Department

A woman with blonde, wavy hair, wearing a blue denim shirt and light-colored pants, is holding a tablet computer. She is looking to her right with a slight smile. The background is a blurred office setting with other people and modern decor.

Your Partner in Technology



Department Awards

ISD is proud to have consistently scored at or near the top of the NACo (National Association of Counties) Digital Counties Survey in the 500,000-999,999 Population Category. This survey identifies the best technology practices among U.S. counties, including initiatives that streamline delivery of government services, encourage collaboration and shared services, enhance cybersecurity and even reduce carbon emissions. Sonoma County received first place awards in 2016 & 2018, and second place awards in 2017 & 2019.



Special Achievement in GIS
2016 Award Winner

Content

02 Services

03 Collaboration & Projects

05 Innovation Services

06 Systems & Programming

07 Information Management

09 Technical Services

Mission Statement

The mission of the Sonoma County Information Systems Department is to provide technological services and leadership in the management and distribution of information through excellent and cost effective products and services.

About Us

The County of Sonoma's Information Systems Department originally began as part of the Auditor-Controller's Office in 1962. Called the Data Processing Center, the initial focus of the department was on automating financial systems related to payroll, accounting and taxes. The Center's name was changed to Computer Services and became an individual department in 1969. In 1994, the department's name was once again changed to Information Systems to reflect the expanded services provided.

1962

“Information Systems Department originally began as part of the Auditor-Controller's Office”

Our Goals

Customer Satisfaction and an Excellent Level of Service – providing cost effective, consistent and responsive technology tools and business services.

Product and Service Value

Quality support for individual employees, departments, and agencies in their delivery of efficient public services and products including systems that enhance transparency and public access.

Best Practices and Resiliency

Long-term comprehensive planning tied to best practice standards, procedures, and legal requirements. This includes a strong focus on maintaining the resiliency of County operations in the event of an emergency or cyberattack.



Services

Information Management

Provides technical and system integration services to meet needs. Work teams provide key services such as:

- ◆ web hosting and design
- ◆ document remediation
- ◆ geographical information systems
- ◆ document management
- ◆ records management
- ◆ Automated work flows with e-forms and signatures

Systems and Programming

Creates and maintains application software programs for both countywide and department specific needs.

- ◆ integrated justice
- ◆ human resources management
- ◆ financial systems

Technical Services

Designs, builds, supports, and provides high-quality core technology systems, services, and infrastructures essential for County workers to access and process information as well as communicate with clients, partner agencies, and coworkers. Key infrastructure includes:

- ◆ data centers, networks, telecommunications, server farms, storage systems, computers, mobile devices, and software
- ◆ maintaining secure access to information critical to departmental operations
- ◆ providing remote and on-site technical support to customers
- ◆ delivering programming and support to the multi-agency public safety consortium

Infrastructure and Desktop Replacement

Provides planned replacement of computers, servers, network routers, software, storage, and telephone systems to ensure assets are replaced before failure.

Resiliency

Provides data backup, remote access, and operational security to keep County infrastructure up and running in the event of a disaster.

Collaborations & Projects

Access Sonoma County

ACCESS (Accessing Coordinated Care to Empower Self Sufficiency) Sonoma County is designed to strengthen the County safety net system. Multiple ISD groups work with County safety net departments to integrate data from disparate systems providing a holistic view of individuals in need of service. Support is effectively delivered to clients with complex needs improving their health, well-being and economic stability.

IT Resiliency

A primary focus of our Technical Services Division. Teams from across the division are highly focused on protecting information, data, and communications infrastructure. This includes identifying primary County technology infrastructure, business systems, and critical facilities needed to support essential services. In addition, we replicate data daily to a remote physical location, and to the Cloud.

Agenda Management System

In partnership with the CAO's office, an electronic Agenda Management System was implemented for the preparation of legislative items and agendas for Board of Supervisors meetings. The new system provides an automated process that greatly reduces staff time spent drafting, reviewing, approving, and publishing

legislative items and agendas for Board meetings. This system also enhances public accessibility.

Learning Management System (LMS)

ISD supported Human Resources in the implementation of an updated Learning Management System (LMS). The new LMS provides modernization and ease of use for online, classroom, video, and mobile learning. Powerful administrative reporting and analytics provide critical data to support effective learning and development.

Content Management System (CMS)

The Web Team is implementing a new Content Management System (CMS). Working with stakeholders from all County departments, requirements were gathered to ensure the ideal system was chosen. The new system will be user friendly, intuitive and include tools for creating, organizing, publishing, and maintaining digital information on the Internet.

SoCo REPORT IT

At the request of the Transportation and Public Works Department our Applications Team implemented SoCo Report It: an online public access database with a reporting component. This interactive tool "promotes civic engagement, performance measurement, and transparency" in the County of

Sonoma. It allows the public to submit requests for service directly to County departments, facilitating a rapid response to residents. This is an essential service during emergencies and disasters. The demand for services like these are ever increasing and are being implemented more widely.

SoCoEmergency.org Implementation

Our Web Team supported the first Countywide testing of the emergency warning systems by developing an emergency and preparedness website. SoCoEmergency.org provides timely information about emergency events such as evacuations, warnings, shelters, and road closures. The site also includes information about disaster preparedness and readiness. During the alert system test there were 13,745 views of the site. During the recent flooding in February 2019, the content was viewed over 180,000 times.



Collaborations & Projects

Wildfire Recovery Document Delivery

Using OnBase as a repository and the ShareBase module for public access, our Document Management Team partnered with the Office of Recovery and Resiliency to make parcel cleanup documentation from the Army Corps of Engineers and the California Office of Emergency Services available. Affected homeowners are able to securely access these reports and provide any additional information to the County through this portal.

eForms

This project develops digital transaction services with electronic forms and signatures. The digitized forms include internal documents such as Human Resources forms and reimbursement requests, as well as forms submitted by citizens to governmental agencies, reducing costs and providing more efficient services.

Retention Schedule Update

Our Records staff works with County Counsel to establish resolutions granting authority to department heads to determine media format of their records that comply with State law and the time frames established by the Board approved retention schedules. This advancement allows departments to efficiently store and manage records in a variety of media types that embrace new technologies.

Conversion from Hosted Services to OnBase

Our Enterprise Document Management Systems (EDMS) Team collaborated with Permit Sonoma to implement OnBase as their electronic document repository. Using OnBase tools nearly 400,000 documents were imported and now are seamlessly available to users.

Court Records Integration

Our Integrated Justice Systems (IJS) Team designed and implemented real-time, bi-directional data exchanges for criminal and juvenile case types with the court case management system Odyssey by Tyler Technologies. The Team implemented a total of twenty inbound and outbound data exchanges related to court cases, court calendars, court minutes, warrants, jail confinement, and documents averaging over 4,000 transactions processed per day.

Probation Data Store

The Integrated Justice Systems (IJS) Team worked with the Probation Department to implement a stand-alone data store used for analysis and evaluation of the effectiveness of supervision programs. The data store is updated nightly from the IJS central data repository.

Electronic Medical Record System

As a part of an inmate medical contract, an Electronic Medical Record was implemented. Our IJS Team worked with the vendor to implement near real-time bi-directional data exchanges to facilitate the needs of medical providers.

Warrant Processing

Historically, the Sheriff's Office handled the submission of warrants for all local law enforcement agencies. At the Sheriff's request, the IJS Team implemented changes to the process that decentralized warrant entry, resulting in a reduction of labor and responsibility for managing the warrants of other law enforcement agencies.



Innovation Services

IT innovation is happening at a rapid pace creating opportunities to provide powerful, holistic services that facilitate greater efficiency and public transparency. Innovation Services was created to provide a rapid and flexible response to the implementation of new technologies. Some of these new technologies include Artificial Intelligence (AI), big data, and hybrid cloud tools that are applicable across multiple platforms. Innovation Services partners with Sonoma County leadership to stimulate an environment for system innovation while developing business strategies that serve the growing technology needs of the County. We work collaboratively with County departments and agencies in the selection, development, and implementation of new technologies, programs, and services that address business challenges and support their needs, appointing select technical teams to work on high profile projects. These projects lead to business process improvement through cross-departmental collaboration and data sharing, offering essential services to Sonoma County residents.

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Systems and Programming

The ISD Systems and Programming Division develops and supports application software for County business systems, partnering with County departments and entities to meet their needs.

Application Services

Our Applications Team provides software development services such as IT business analysis, programming, and project management. The Team assists County staff to support a wide variety of applications throughout the County such as the Enterprise Financial System (EFS) and Human Resource Information System (HRIS) by augmenting technical depth and resources. The team also provides County partners with IT project management expertise to implement new systems or upgrade existing systems.

The Applications Team works with departments to set up and maintain public access databases and public reporting systems that enhance efficiency in responding to public inquiries.

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Integrated Justice Systems

The Integrated Justice Systems Team provides software development and integration services in support of the Integrated Justice System (IJS). IJS is an enterprise case and records management system that supports County Justice Partners, Local Law Enforcement, and State and Federal agencies through a centralized data repository. Through a suite of custom in-house and vendor applications, real-time data sharing, and accurate reporting capabilities, IJS is structured to improve public and officer safety, reduce labor costs, and facilitate the timely delivery of justice. The IJS Team works closely with all stakeholders producing software solutions for emerging business needs, legal mandates, reporting, and third-party system integration.

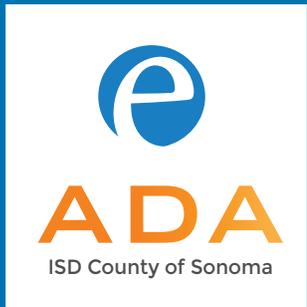
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Information Management



As the primary County agency responsible for data and information stewardship ISD has an opportunity to assist departments and agencies to serve the community by effectively distributing, using, managing, and storing the data they collect. The comprehensive Information Management Division was established to enhance data usability, expand data sharing, to improve compliance/accessibility while reducing risk, comply with and maintain information requirements, and to introduce opportunities for cost reductions.



Web Services

The Web Team supports the County's digital presence at every level. We serve County departments and agencies, community-based organizations, and the public at-large who increasingly turn to web pages for information on County services and processes. Our Web Team offers website programming, design, development, content editing, maintenance, and web hosting. They also offer website planning, strategy, design, accessibility analysis, testing, remediation, Search Engine Optimization (SEO), and custom services based on business requirements.

The Web Team also provides website accessibility assistance and document remediation, training, site monitoring, data analytics, trends to support data driven decisions, bulk e-mail, social media, photo library, and support for web editors.

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Geographic Information Systems

Our GIS Team provides centralized Geographic Information Systems (GIS) support to all County agencies and the public. GIS is a framework for gathering, managing, and analyzing spatial data. We construct and maintain digital, interactive maps that plot locations and visualize information about those locations. Over 80% of business data has a spatial component, and the GIS Team provides the tools for all departments to share and access geospatial data to address their business needs. Our GIS Team coordinates the development and maintenance of an organizational GIS, including maintaining authoritative geospatial data and providing access to interactive maps, applications, and web services. Enterprise GIS is critical for supporting the day-to-day business needs of County entities, and in the recovery and resiliency goals recently set by the Board of Supervisors.

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Information Management

Records Management

Our Records Management Team provides customers with records, mail, and courier services.

We manage the County Records Center to assist departments with records lifecycle management, handling records retrievals and refiles, as well as disposition of boxes. We partner with customers to modernize retention schedules. Our courier staff sorts and delivers interoffice mail, as well as collecting outgoing mail for processing. We seal, stamp, and barcode outgoing mail, offering the County discounts on USPS postal rates. Our mail staff processes approximately 2,000,000 pieces of mail per year.

We provide scanning services to customers to support document imaging efforts for departments utilizing OnBase. The Records Team is instrumental in developing and implementing electronic forms. This innovation has reduced costs and delivers more efficient services to County staff and the community.

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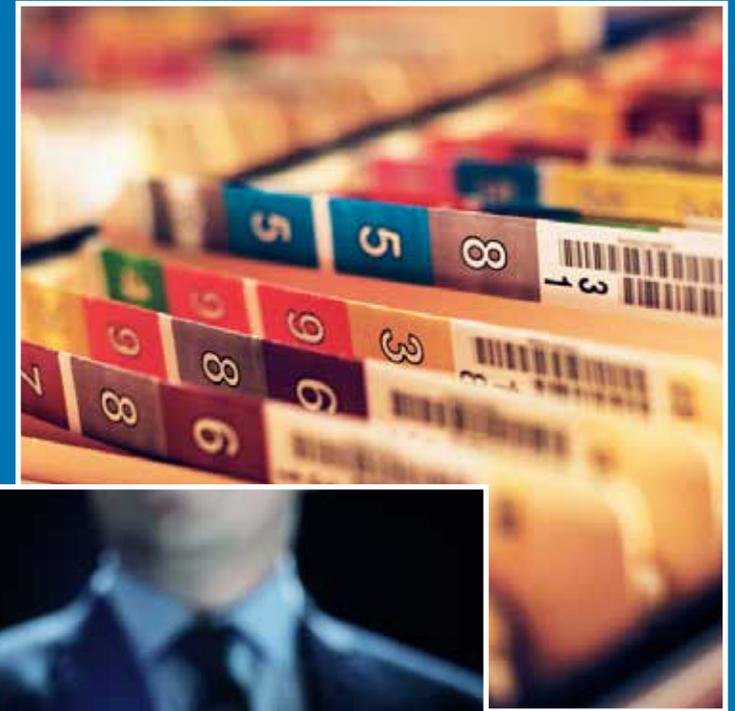
Document Management Services

Our Enterprise Document Management Team provides digital services that enable our customers to move from paper-based business processes to comprehensive digital solutions. The cornerstone for this transformation is OnBase, the County's enterprise document management system. The Document Management Team collaborates with customers in identifying business problems and ways how to improve service delivery including document capture, data entry automation, and multiple channels of document delivery.

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"Our mail staff processes approximately 2,000,000 pieces of mail per year"



Technical Services

Client Support Services

Our award winning Client Support Services Team provides 24/7 support for nearly 3,500 workstations, 4,500+ VoIP phones, 650+ printers, 2,000+ mobile wireless devices, and several hundred County applications. Our Desktop Modernization Program involves the replacement of over 600 County laptop and desktop devices annually. Mobile device management streamlines mobile provisioning, secures County information & resources, and simplifies management of our large, expanding fleet of mobile devices. We also offer enhanced end user accessibility such as password management and automated service requests.

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IT Resiliency and Security

Enables the planning, resiliency, and recovery or continuation of vital County technology infrastructure and line of business systems following a disaster or attack. This is a significant departmental focus that involves contributions from teams across the organization. Information security protects the confidentiality, integrity, and availability of County information assets, including support for litigation hold and Public Records Act requests, vulnerability tools and scans, internal assessments, audit compliance support, security awareness training, and incident response.

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Database Services

Our Database Services Team is responsible for County information systems infrastructure including enterprise tools for database administration and middleware integrations, as well as technical support for enterprise applications including EFS and HRIS. Services include database virtualization to enable offsite disaster recovery.

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Data Center Operations

Our Data Center Operations Team is responsible for maintaining the health, performance, and security of all county servers, both physical and virtual. We also service and maintain enterprise email, patch and update management, backups and restores, disaster recovery, deployment of new servers, access and identity management, external authentication services for single sign on, network file shares hosting, and management of the physical infrastructure of the County data centers. Additional services include provisioning of new servers, file and server level restores, processing of access requests, litigation holds, data center health monitoring, cloud services management, and security vulnerability remediation.

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Network Services

Our Network Services Team is responsible for interconnecting thousands of devices throughout the County of Sonoma and Public Safety Network. Services include high speed, resilient and secure internet access, wired and wireless connectivity, communications circuits, 24/7 network monitoring, data center and cloud-based networking, and network security. These services include the configuration and maintenance of network infrastructure devices – including switches, routers, wireless access points, VoIP servers, VPN appliances, and firewalls. Our Network Services Team provides a high speed and highly available network to hundreds of locations for critical services such as fire cameras, 911, internet, VoIP, and enterprise e-mail, including hundreds of data center servers and applications.

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Telecommunications

Our Telecommunications Team provides telephone and other communications and collaboration services to the County organization. Approximately 5,000 users make use of the phone, voice mail, speaker phones, cellular phones, paging systems, public address, and related systems. Services include streaming Board of Supervisors meetings, VoIP phone system, cabling services, and add, move, change, and project coordination.

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Sonoma County Public Safety Consortium

The ISD Team integrated with the Consortium is dedicated to providing systems, software, and networking support to the Law Enforcement, Fire, and Emergency Management System agencies belonging to the Sonoma County Public Safety Consortium (SCPSC). ISD Consortium services include: Mobile Public Safety (MPS) support for more than 350 public safety mobile vehicles, GIS mapping, secure mobile data and network access, a public safety data warehouse, and a Records Management System (RMS). We also support Computer Aided Dispatch (CAD) workstations and related hardware, including upgrading and extending CAD into the field on smartphones and tablets, and CAD integration with other systems for real-time and geospatial monitoring, including situational awareness, as well as interfaces to CalFire, Northern California Regional Intelligence Center (NCRIC), and other outside agencies.

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Technical Services

