

### Attachment 3 - ISD 5-Year Work Plan Alignment Summary

<b>Legend:</b>	Apps    Application Development Team	GIS        Geographical Information Systems Team	IJS        Integrated Justice Team
	eForms    Electronic Forms and Workflow Team	Web        Web and Social Media Team	TS         Technical Services Team
	EDMS     Electronic Document Management Team	Innovation: Innovation Services Team	Records    Records Management Team

Healthy and Safe Communities		
<b>Description:</b> Expand integrated system of care to address gaps in services to the County's most vulnerable		
<b>Goal 1:</b> Expand integrated system of care to address gaps in services to the County's most vulnerable		
Already Doing	Might Be Doing	Should be doing
Apps & IJS: ACCESS 3+ Apps & IJS: CPL eForms: Whole Person Care Apps, Web, GIS: Covid Support 1+ Web: Upstream GIS: ABC maps for DHS-Tobacco resellers near schools IJS: EMR - integrate IJS with health care system to manage inmate health care. IJS: EDOVO - integrate IJS with education services for inmates.	Apps: Upstream GIS: Mapping socio-economic patterns for DHS to assist with MediCAL recipients, Summary Health Measures, NACT (mental health access), CALFresh (food deserts), WIC (first 5), and other programs; safe routes to schools. Environmental health and Ag Commissioner have contracted with GIS to create inspection district boundaries based on number of hours of work and driving to equitably split the work load which should allow more frequent and timely inspections.	TS - Expand availability, recovery, and security of Safety Net systems, risk assessments, training, consolidation of services, access, more virtual services, protecting personal data, bilingual services
<b>Goal 2:</b> Establish equitable and data-driven distribution of services		
Already Doing	Might Be Doing	Should be doing
GIS & Web: Roadmap to reopening Covid 19 Apps: Implementing COVID-19 automated notification for testing results TS - Data warehouse/sharing of public safety data	Apps&GIS: Results Based Indicators Apps&GIS: Portrait of County Innovation: PM to research and implement Public Health Contact tracing and Elec Health Record line of business app, Innovation: Implement multi-channel alerts for Public Health and ACCESS	
<b>Goal 3:</b> Increase housing development near transportation and services		
Already Doing	Might Be Doing	Should be doing
GIS: Providing spatial data & ESRI services to PRMD&CDC Apps&EDMS: CDC Modernization 2+ Web: Web site support for CDC/PRMD Web: PRMD Look up tool	EDMS: CDC Modernization	

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<b>Goal 4: Reduce homelessness by enhancing services based on coordination and collaboration</b>		
<b>Already Doing</b>	<b>Might Be Doing</b>	<b>Should be doing</b>
<p>GIS: Tracking of homelessness w/mobile and Web Apps&amp;IJS: ACCESS</p> <p>eForms: Whole person care eform</p> <p>IJS: IJS - provide Sheriff Detention with a report of homeless people in custody.</p> <p>GIS: Assisting with annual homeless count via software and mapping support.</p> <p>Web: Assisting with revision to CDC website to improve access to services through online access.</p> <p>EDMS/APPS: Assisting with selection and implementation of software tools to improve utilization of CDC services (e.g. HAPPY and Neighborly).</p> <p>Innovation: ACCESS initiative support with newly allocated dedicated Project manager and programming services.</p>	<p>ACCESS PM to work with CDC installing Neighborly and Happy Line of Business Apps to serve homeless population.</p>	<p>IJS: two-way integration between IJS and ACCESS Sonoma to keep homeless state current in IJS and possibly other data points that would be relevant to wrap around social services and criminal justice community.</p> <p>IJS: IJS - make a system enhancement to utilize an unused data element to store 'transient' for an address which flags an individual as homeless. This information would simplify the process of determining which individuals are known homeless at last contact into the system.</p>
<b>Goal 5: Continue to invest in public safety so that residents and visitors feel safe in our community.</b>		
<b>Already Doing</b>	<b>Might Be Doing</b>	<b>Should be doing</b>
<p>GIS: Support CAD 911 system and Fire Runbook</p> <p>GIS: Crime mapping and analysis</p> <p>GIS: Evacuation Zones</p> <p>GIS: Mapping support to socioemergency</p> <p>IS: Map vulnerable populations for emergency response (IHSS Disaster Prep List)</p> <p>GIS: Watershed Task Force (mapping areas at risk to erosion/landslides)</p> <p>Web: Socoemergency web pages and public safety info</p> <p>IJS: IJS Modernization 3+</p> <p>GIS: Map vulnerable populations for emergency response</p> <p>TS - Mobile responder (MR); Person Level Tracking (PLT); NextGen911; Multi-Source Maps (MSM)</p>	<p>TS - Additional mobile apps for public safety</p>	<p>IJS: IJS Modernization to</p> <ol style="list-style-type: none"> <li>1) Enhance public and officer safety by leveraging current technologies and industry standards by shifting to web based development platform</li> <li>2) continue to meet the operational needs of the Justice Partners such as supporting mobile devices</li> </ol>

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<b>Racial Equity and Social Justice</b>		
<b>Description:</b> Achieve racial equity in County service provision and employment opportunities		
<b>Goal 1:</b> Foster a County organizational culture that supports the commitment to achieving racial equity.		
Already Doing	Might Be Doing	Should be doing
GIS: Provide access to racial & ethnic socioeconomic data from census (portrait of Sonoma); SB450 Voters Choice Act, accessibility for mail-in ballots Web: Provide bilingual content in support of communities IJs - Team fosters an environment for racial and gender equity. Team is comprised of 50% women and 33% minority ethnicities.	ISD: Opportunities for data integration	GIS: work with office of racial equity and social justice to create ArcGIS Hub site centered on socio-economic data IJS - attend training that focuses on racial equity and social justice.
<b>Goal 2:</b> Implement strategies to make County workforce reflect County demographic across all positions.		
Already Doing	Might Be Doing	Should be doing
ISD: Internship which focuses on socio-economic population (students) IJS - Team is racially diverse representing Asian, Hispanic, Pacific Islands, and White ethnicities.	ISD: Align more with HR on this & provide tools to integrate data to validate meeting this goal ISD: Internships targeted to socio-economic clubs	ISD - improve recruiting outreach to reflect community and racial equity goals
<b>Goal 3:</b> Assure racial equity throughout all County policy decisions and service delivery.		
Already Doing	Might Be Doing	Should be doing
GIS: Provide access to demographic (age, racial and gender) breakdown of COVID-19 cases IJS - provide Sheriff Detention with ability to manage Jail Programs as a service to inmates including Alcoholics Anonymous, Church Services, Conflict Resolution, Critical Thinking, Anger Management, Cognitive Therapy, etc. IJS - EDOVO - integrate IJS with educational service provider allowing adult/juvenile inmates to further their education such as achieving a GED. IJS - provide integrated system data to allow stakeholders to make decisions involving detention alternatives (diversion). TS - Racial and Identity Profiling Act (RIPA) system updates in progress to be implemented by January 1, 2021	ISD: Offer additional data analysis tools such as Power BI	GIS: Provide mapping support to visualize socio-economic, racial and ethnic variables. TS - Further partnering with providers to deliver Internet to underserved communities.

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<b>Goal 4: Engage key community and internal stakeholders to develop priorities and to advance racial equity.</b>		
<b>Already Doing</b>	<b>Might Be Doing</b>	<b>Should be doing</b>
Apps: CRM RFP GIS: ESRI ArcGIS Hub & collaboration platform IJS: IJS - provide over a dozen race related adult and juvenile statistical reports	Apps: Implement CRM Web&GIS: Special topic websites eForms: Gather data IJS: providing data for race based statistical analysis	GIS: Deploy ArcGIS Hub for BOS initiatives to engage citizenry

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<b>Organizational Excellence</b>		
<b>Description:</b> Be an innovative, effective, engaged, and transparent organization		
<b>Goal 1:</b> Strengthen operational effectiveness, fiscal reliability, and accountability		
<b>Already Doing</b>	<b>Might Be Doing</b>	<b>Should be doing</b>
ISD - utilizes a project portofolio and time tracking tools ISD - utilizes third party customer statisfaction survey for work requests eForms: Affordable solutions eForms and electronic signature: affordable solution to improve business processes and engage with constituents to improve service. Also increase use of workflows via eForms tool and OnBase digitization efforts. EDMS: eSignatures (small scale ) GIS: maintaining base map data & enterprise geo database provding centarlized access reducing duplication of effort IJS: - JesAdminNet - provide an administrative application IJS: Utilizing TFS for lifecycle management IJS: Employing RAD, DevOPs, Agile, continuous integration methodolgoies TS - Promote and support telework; integration of disparate systems; CSI surveys; metric reporting	EDMS: eSignatures (CalCards) GIS: Publish authoritative GIS data for their agency into geo database Innovation: Work with divisions to create Web meeting offering to be run and supported by ISD TS - Continue to look at ways to centralize and consolidate common technologies that are used across departments and agencies; TS - explore further shift from CAPEX to OPEX model as service move to cloud and software-as-a-service; TS - More internal eforms/electronic approvals to streamline processes.	EDMS: eSignatures (should be doing more i.e., contracts; lack resources) EDMS & eForms: increasing adoption of eForm use, digitization, etc. GIS: publishing more data to geo database IJS: Investigate integration of EDMS services into IJS eg Adobe Sign IJS: provide dashboard showing overall health of system for users IJS: Improve documentation ISD - Enhance IT governance and prioritization

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<b>Goal 2: Increase information sharing and transparency and improve County and community engagement</b>		
<b>Already Doing</b>	<b>Might Be Doing</b>	<b>Should be doing</b>
<p>eForms: enterprise workflows to capture data and improve employee retention - HR Exit Survey. OnBase digitization</p> <p>gis: data sharing between county agencies and public</p> <p>gis: data sharing between county agencies and public (Open Data site); VESCO ordinance (slope-percen map for public permits); Environmental health and Ag Commisioner have contracted with GIS to create inpection district boudaries based on number of hours of work and driving to equitably split the work load which should allow more frequent and timley inspections; SB450 Voters Right Act public comment application.</p> <p>eForms: HR Exit interview improving employee retention</p> <p>Apps: CRM RFP</p> <p>IJS: providng IJS data for ACCESS and CPL</p> <p>Justice: IJS - Integrated Criminal Justice System sharing a centralized data repository with over 30 departments spanning local, state, and federal levels.</p> <p>Justice: SCPSC - RMS (Consortium) - provide criminal data from IJS to support investigative analysis (DAT)</p> <p>Justice: SCPSC - CAD (Consortium) - Integrate Law Enforcement officer information (Badge) from CAD system into IJS.</p> <p>Apps: Online services for budget transparency</p> <p>Web: Providing emergency related data to public</p> <p>Web: Implementing new web sites improving ease of use and accessibility</p>	<p>Apps: CRM Implementation</p> <p>Web: Expanding use of social media platforms</p>	<p>GIS: Expand our open data site for GIS data</p> <p>Justice: integrate GIS information with IJS to provide mapping enhancements for Probation and Sheriff.</p> <p>Justice: Integrate IJS with SCPSC system allowing for Law Enforcement arrest information to auto populate a pre-booking form.</p>
<b>Goal 3: Become an employer of choice with a diverse workforce that reflects our community, and an employer with a positive work culture that results in engaged and developed employees.</b>		
<b>Already Doing</b>	<b>Might Be Doing</b>	<b>Should be doing</b>
<p>ISD: Department wide training roadmap for all tech jobs</p> <p>Web: providing staff with accessibility tools to improve working experience and productivity</p> <p>Justice: support training opportunities for professional and personal development</p> <p>Justice: established a strong mentoring program</p> <p>Justice: support and foster teamwork through transparent communication</p> <p>Justice: support collaboration and knowledge sharing through regular team meetings</p> <p>Justice: provide an encouraging and inclusive work environment</p> <p>TS - Data warehousing/sharing across agencies; integration of disparate systems</p>	<p>eForms: Employee exit survey</p> <p>ISD - expand telework capabilities</p>	<p>eForms: Possibly consider Entrance survey</p> <p>GIS: Emphasize characteristics of Sonoma County in map that make it a good place to live (e.g., recreation opportunities, culture); providing resources for County employees with an interest in GIS to increase their productivity in current position (i.e., training, resources, examples, templates, etc.)</p> <p>TS - Countywide collaboration and telework tools</p> <p>TS - Robust support org for remote work (training, virtual conferencing, access to cloud and on-premise systems, security,etc.)</p>

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<b>Goal 4: Seek out grant funding to enhance programs and improve infrastructure</b>		
<b>Already Doing</b>	<b>Might Be Doing</b>	<b>Should be doing</b>
TS - Applied for FEMA grants for IT infrastructure improvements ISD - Coordinating with departments to facilitate funding from State, Federal and local funders.		

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Climate Action and Resiliency		
<b>Description:</b> Make Sonoma County carbon neutral by 2030		
<b>Goal 1:</b> Make all County facilities carbon free and zero waste		
Already Doing	Might Be Doing	Should be doing
ISD: majority staff teleworking and creating workspaces that can be shared eForms: facilitate teleworking reducing carbon emissions and saves trees EDMS: reduces paper and physical County footprint; public access portals Gis: work with SCTA and RCPA providing GIS data and analysis for climate protection plans Web: creating online applications to reduce in person visits	GIS: Provide data & analysis of county facilities for solar potential	ISD: enable the solar array on top of data center ISD: continue planning around teleworking options with shared workspaces to reduce the overall County footprint Innovation: IOT for new County Complex
<b>Goal 2:</b> Maximize sustainability and emissions reductions in all County Fleet vehicles		
Already Doing	Might Be Doing	Should be doing
Records: Large step van is a hybrid vehicle reduced size from prior vans to improve fuel efficiency and reduce environmental impact; maximized courier routes to reduce fuel and emissions maximize courier routes to reduce fuel use and emissions IJS: moved to online training reducing need to travel Justice: support telework for all staff Justice: IJS - Reports are able to be distributed electronically (email)	Records: replace existing vehicles with hybrid	Records: Replace vehicle fleet with electric vans and anticipate shift towards hybrid on future vehicles
<b>Goal 3:</b> Maximize Carbon Sequestration through land conservation work and land use policies		
Already Doing	Might Be Doing	Should be doing
Gis: work with Ag and OpenSpace on Sonoma Vegmap Isd: supporting the ORR in recovery and resiliency efforts		
<b>Goal 4:</b> Invest in the community to become carbon neutral by 2030		
Already Doing	Might Be Doing	Should be doing
EDMS: Implementing digital plan review and public submission		GIS: Mapping locations of criteria of critical infrastructure & vulnera



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Resilient Infrastructure		
<b>Description:</b> Enhance services to the community by investing in County facilities and infrastructure; including roads, buildings, communications, and food protection.		
<b>Goal 1:</b> Invest in County buildings and technology solutions to enhance service delivery and improve employee mobility		
Already Doing	Might Be Doing	Should be doing
Isd: DR bubble (EFS & EDMS) Digitization: eForms and workflows; EDMS implement OnBase for CDC, OpenSpace, PRMD and DHS for remote access to information; eforms: WPC eForm eForms for telework as well as OnBase digitization projects Gis: Map locations of County facilities Web: provided externally hosted web site to improve access and stability during emergencies Justice: support telework options for staff.	Innovation: Migrating ACCESS hub to cloud	Gis: Use spatial analysis to enhance employee mobility & service delivery model Justice: utilize laptops with docking stations opposed to desktop PC
<b>Goal 2:</b> Invest in capital improvements to ensure resiliency of services and improve disaster preparedness.		
Already Doing	Might Be Doing	Should be doing
Gis: software and tools that can be leveraged Justice: all desktop systems have UPS (limited capacity battery backup devices). Justice: all virtual components of IJS infrastructure (Linux Application Servers, Windows Servers, Informix Database) are replicated to DR site in Alameda.	GIS: building GIS portals for staff use Justice: migrate from physical MS SQL Servers to virtual SQL Servers allowing for offsite hosting supporting disaster recovery.	Justice: utilize laptops with docking stations opposed to desktop PC Justice: determine options for continuity of services when power is unavailable Justice: migrate away from on-premises Application Lifecycle Management tool Team Foundation Server (TFS) to cloud based version Azure DevOps Server.
<b>Goal 3:</b> Continue to invest in critical roads infrastructure.		
Already Doing	Might Be Doing	Should be doing
Gis: assisting TPW with mapping their infrastructure; assisting in identifying where vegetation needs to be managed Apps: SocoReportIT for reporting road conditions & chipping requests		

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<b>Goal 4: Implement countywide technological solutions to promote resiliency and expand community access.</b>		
<b>Already Doing</b>	<b>Might Be Doing</b>	<b>Should be doing</b>
eForms: provide remote access to workflows for constituents. And are in a cloud based environment to support telework. Digitization efforts support telework and improved service Gis: working with EDB identifying served and underserved areas for broadband Digitization: eForms and workflows; EDMS implement OnBase for CDC, OpenSpace, PRMD and DHS for remote access to information;	Innovation: Migrating ACCESS hub to cloud	ISD: Actively convert to cloud based technologies that are less vulnerable to damage of facilities, evacuations, power outages, etc.
<b>Goal 5: Continue to invest in public safety so that residents and visitors feel safe in our community.</b>		
<b>Already Doing</b>	<b>Might Be Doing</b>	<b>Should be doing</b>
Gis: works with PermitSonoma in maintaining Russian River flood model; Evacuation zones development for Sheriff; provide Emergency Management with updated address locations that are compatible with CODE RED alert software. Digitization:		