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County of San Diego

NORMAN W. HICKEY
CHIEF ADMINISTRATIVE OFFICER
(619) 531-6226
(Location Code 730)

CHIEF ADMINISTRATIVE OFFICE

1600 PACIFIC HIGHWAY, SAN DIEGO, CALIFORNIA 92101-2472

October 1, 1990

TO: Benelia Santos-Hunter
Chairman's Assistant

FROM: Kathy Warburton
CAO Staff Officer

DATA PROCESSING SURVEY

Attached is the CSAC Sub-committee on Governmant Operations and Information Technology survey. The comments you requested were done by filling out the survey.

If you have any questions please call me at x5184.

Kathy

Kathy Warburton

CONTROL NR: 1-_____

CSAC SURVEY
COUNTY DATA PROCESSING AND AUTOMATION

PART I - GENERAL INFORMATION

Please circle the appropriate Y-Yes, N-No or ?-Not Sure/Don't Know

1.	Does the County have a long range strategic plan?	Y	(N)	?
2.	If "NO" was marked on question 1, do you feel this is important?	Y	N	?
3.	* Does the County have a long range strategic data processing plan?	(Y)	N	?
4.	If "NO" was marked on question 3, do you feel this is important?	Y	N	?
5.	Does the County have general guidelines in place to ensure a cohesive approach to applying and implementing data processing solutions?	(Y)	N	?
6.	If "NO" was marked on question 5, do you feel this is important?	Y	N	?
7.	Does the Director of Data Processing participate in County high level planning activities?	(Y)	N	?
8.	Do you feel the Director of Data Processing should participate in County high level planning activities?	(Y)	N	?
9.	Do you feel that automation and the effective use of information technology is strategic and critical to the County's long-term viability?	(Y)	N	?
10.	Is County information residing on your computer systems considered a County asset?	(Y)	N	?
11.	Do you feel that education and training with regard to the effective utilization of data processing solutions is important?	(Y)	N	?

* The County has multi-year and strategic planning efforts in place or in preparation in many critical areas such as County facilities (space management), justice facilities, solid waste, substance abuse and children's services. Impacts on all parts of the County & community systems & service are included in these planning efforts.

12. Would you be interested in having more executive level education on information technology so as to ensure a higher level of understanding in making/approving key data processing decisions? (Y) N ?

13. Do county departments and/or the data processing department provide sufficient justification (business case) for their requests regarding data processing solutions? (Y) N ?

14. If "NO" was marked on question 13, do you feel this area needs to be improved? Y N ?

15. Do you get information on how effective data processing solutions have been in improving County services, reducing costs, etc? Sometimes. Y N ?

16. If "NO" was marked on question 15, would you like this information? Y N ?

17. Do departments outside the data processing department have their own data processing systems (i.e., Mini-Computers) and support staffs? (Y) N ?

18. Question 17 deals with the concept of distributed computing. Do you feel this is more cost effective than a centralized data processing approach for providing county departmental services? Y N ?
The cost/benefit is determined on a case-by-case basis

19. Do personal computers (i.e., PC's) play a significant role in automating county departments? Y N ?

20. Is there a County strategy for acquiring and using PC's? (Y) N ?

21. Do you have visibility with regard to the total dollars spent on PC's and related PC base software annually? Y (N) ?

22. Are you concerned that you are spending too much for data processing services within the County? Y N ?
the question is whether we are getting the most productivity/effectiveness from our spending

23. Does the Data Processing Department meet your needs for automation services? (Y) N ?

24. Do you feel your Data Processing Department is providing the necessary leadership to ensure the effective application of information technology within the County? (Y) N ?

25. As a Board Member and/or CAO do you have an active interest in automation issues? (Y) N ?

26. Would you like to see data processing management issues related to the above questions discussed at breakout sessions during CSAC general conferences? (Y) N ?

27. With regard to question 26, would you attend these breakout sessions? (Y) N ?

Appropriate elected or appointed County representatives would attend

Do you have other issues and/or concerns of a specific nature that you would like to share with the committee? If so, please identify them below:

- In times of limited resources it is critical for counties to share as many ideas and products as possible.

- Counties cannot afford to be on the leading edge of the technology, but we do need to focus on automation and telecommunications improvements which will contain or reduce costs. Demonstrations of the cost savings is needed for elected policy boards and for information to our residents/taxpayers.

CONTROL NR: 2-_____

CSAC SURVEY
COUNTY DATA PROCESSING AND AUTOMATION

PART 2 - County Shared Application Development Opportunities

California counties have the unique opportunity to participate in the procurement and/or development of application software for most of their administrative areas. Because they are not competitive and for the most part perform the same basic functions, it would seem that they could take advantage of their compatibility and significantly reduce the costs associated with computer application development efforts. Although, counties have transferred software from one county to another for many years, it has been on an informal basis and with few exceptions there has been no particular effort to achieve a real sustained joint enterprise. Most counties continue to develop software for their own individual needs at considerable expense and time.

The reasons for this lack of coordinate effort and cooperation are many, however it may be time to rethink and establish a more formalized approach to application development through joint development efforts with other counties. It is the intent of this survey to ascertain your general impression of endorsing a more formal approach to joint development of applications systems with other counties sharing in the expense.

Please circle the appropriate Y-Yes, N-No or ?-Not Sure/Don't Know

1. Would you consider participating in a joint county development or procurement effort? (Y) N ?

2. Would you consider making the viability of a joint development effort a key and required alternative prior to making any decision on major application development effort for your county? Y N (?)
   More interested in joint procurement than joint development.

3. Would you be willing to develop some type of joint development funding arrangement on a multiple year basis? Y N (?)

4. Should counties/departments of a similar interest (i.e., Criminal Justice, Property Tax) be encouraged to implement a common/shared application solution? (Y) N ?

5. Should counties/departments of a similar interest (i.e., Criminal Justice, Property Tax) be mandated to implement a common/shared application solution? Y N (?)

6. I like the concept, however, I would like move information on the PRO's and CON's as well as technical issues associated with this concept (Y) N ?

If you have comments on this concept, please share them with the sub-committee:

The concept has obvious interest, but in accordance with #6, we should look in more depth at the associated issues; will solutions work for all counties despite size and demographic differences; could joint procurements be undertaken in a timely manner (we all have multi-stage procurement requirements; how can we coordinate procurements across multiple counties in a manner that keeps our projects on a reasonable timeline.)

San Diego would view joint procurements more favorably than joint development. ~~In the most part,~~ Whenever possible, we prefer to purchase operational products and tailor them if necessary. Joint development tends to take much longer than anyone plans/expects; multiple counties' joint development could suffer greatly from that problem.

CSAC SURVEY
COUNTY DATA PROCESSING AND AUTOMATION

1. Y

2. The County has multi-year and strategic planning efforts in place or in preparation in many critical areas such as County facilities (space management), justice facilities, solid waste, substance abuse and children's services. Impacts on all parts of the County and community systems of services are included in these planning efforts.

3. Y

4.

5. Y

6.

7. Y

8. Y

9. Y

10. Y

11. Y

12. Y

13. Y

14.

15. SOMETIMES

16.

17. Y

18. The cost benefit is determined on a case-by-case basis

19.

20. Y

21. N

22. The question is whether we are getting the most productivity effectiveness from our spending.

23. Y

24. Y

25. Y

26. Y

27. Y, Appropriate elected or appointed county representatives would attend.

In times of limited resources it is critical for counties to share as many ideas and products as possible.

Counties cannot afford to be on the leading edge of technology, but we do need to focus on automation and telecommunications improvements which will contain or reduce costs. Demonstrations of the cost savings is needed for elected policy boards and for information to our residents/taxpayers.