COUNTY OF SANTA CRUZ

INFORMATION SERVICES DEPARTMENT

701 OCEAN STREET, SANTA CRUZ, CA 95060-4073
(831) 454-2030   FAX: (831) 454-2122   TDD: (831) 454-2123
KENNETH D. WEDDERBURN, DIRECTOR

January 2, 2001

Agenda: January 9, 2001

Board of Supervisors
County of Santa Cruz
701 Ocean Street
Santa Cruz, California 95060

Update Status of Internet and Intranet Projects

Dear Members of the Board:

The purpose of this letter is to provide an update on the Information Services Department's work on County Internet and Intranet projects.

During budget hearings on June 23, 2000 your Board asked that the Information Services Department report back the first meeting in January 2001 with an update on the development of Internet and Intranet projects, including services to the public.

BACKGROUND

Since 1997 the Information Services Department and other County Departments have continued to provide the public with increased Internet availability to County Information. It seems every month that new or expanded information regarding County services is being added to the County's web site www.co.santa-cruz.ca.us currently hosted by a local Internet Service Provider ISP, Cruzio. Santa Cruz County is one of three counties in the state that provides the public with Board Meeting Agenda detailed backup materials to the public via the Internet. However, for the most part, the County's web site provides relatively static directive and documentary information regarding County services and events.

During fiscal year 1999-2000 plans were proposed to the Information Services Policy Committee and subsequently to your Board as part of budget considerations to begin the development of more advanced Internet services to the public. In addition, initial development of a County Offices Intranet was to begin. The proposals included are targeted at providing more interactive services that would allow real time access to County data sources in support of the Planning Department, Assessor, Tax Collector, Clerk-Recorder, and other departments in the future. Concurrent with the development of these plans the Planning Department and the Assessor's Department received grants to develop Internet based GIS and property information access capabilities. These

21

grant projects have progressed. As a result, the County has working web-based applications for accessing GIS and property information. These applications are currently available to a select group of customers for final review and refinement.

The current 2000-2001 work-plan and budget include the resources required to implement a County operated Internet web site and internal Intranet web site, including software and tools that would enable these expanded County capabilities. In addition, the evaluation of potential e-commerce applications would begin this fiscal year. Information Services has made significant progress in moving these plans forward. Both Internet and Intranet Servers have been procured, hardware has been installed, and Internet Server software has been implemented to support both web sites. Specialized software that allows the web server to gain access to the County's mainframe has been reviewed, tested, procured, and installed to support web to . mainframe access. Finally, the Information Services Department has made a significant investment in new technology training for the County employees being asked to support these applications. In order to complete these projects additional staff training will be needed, and a separate letter appears elsewhere on today's agenda on this issue.

Development projects included in the fiscal year 2000-2001 work-plan are:

INTERNET

1. <u>Assessors Office</u> - Provide access to property information. This includes general property information with property ownership, activity history, and adopted roll values. Current working values and specific property characteristics would remain confidential.

   Status: Application has been built utilizing grant funding. Linkages have been made between the GIS application and property information. Currently application is being reviewed by a select group of customers. To be implemented first on the Intranet followed by Internet access for public.

   Availability: Intranet...March 1, 2001; Internet... June 1, 2001

2. <u>Assessors Office</u> - Determine approach to be used to provide e-commerce application that would support the sale, billing and collection of fees for commercial level information provided by the Assessor's Office.

   Status: E-commerce usually entails financial transactions; therefore the Auditor-Controller's Office is taking the lead in evaluating appropriate approaches to conducting e-commerce for the County. A questionnaire directed to County departments has been prepared by the Auditor-Controller's Office and will be circulated soon. In addition, the Information Services Department conducted a review of County web sites throughout the State of California in order to identify different methodologies used to implement e-commerce applications.

   Availability: Internet.. .estimate FY 2001-2002.

21

3. <u>Board of Supervisors</u> - Provide the public Internet access to County Code Volume II. Enable citizens to have access to official codes that govern land use and development activities.

Status: The County has contracted with Business Publishing Company (BPC) to prepare code documents for publication on the Internet. County code for Volume I and II will be made available to the public.

Availability: Intranet and Internet.. .April 15, 2001.

4. <u>Information Services</u> – Implement a County supported Internet Server to support the development of interactive Internet applications with access to the County's mainframe data sources. This would include the identification, selection, procurement and installation of an Internet Server, Internet site software, ability to connect to mainframe data and development of initial pilot data access applications.

Status: The Internet Server has been purchased and setup with Internet site software; software for accessing mainframe data has been selected, installed and a pilot application has been developed. Development has started on applications for the Planning Department and Tax Collector.

Availability: First application, Planning permit status.. . March 1, 2001.

5. <u>Planning Department</u> - Provide building permit status on the Internet. This will be the first real-time application with access to the County's mainframe Land Use System (ALUS).

Status: Infrastructure, including Internet Server and mainframe access software have been procured and installed. Application development has begun.

Availability: Internet.. .March 1, 2001.

6. <u>Planning Department</u> - Provide public access to GIS information on the Internet. This project will provide map and property information to the public. It is not anticipated that this service will replace any existing fee-based map services but will provide useful information to the public that will result in a better-informed public and reduce foot traffic at Planning Department service counters. A complete report on this project appears elsewhere on today's agenda.

Status: This project builds on the GIS mapping grant received in 1999-2000. Application has been built and is currently being evaluated and refined by a select group of map users within the County. Planning Department GIS section continues to refine.

Availability: Internet.. . June 1, 2001.

21

7. <u>Clerk - Recorder</u> - Provide Recorders Index and images on the Internet; allow order of documents.

Status: An outside vendor supports the Recorder's automated systems. Project was awaiting installation of Internet Server. Clerk – Recorders Office will be contacting the vendor to establish a schedule for implementation.

Availability: Intranet.. . not scheduled; Internet.. .not scheduled.

8. <u>Treasurer/Tax Collector</u> - Provide property tax information on the Internet; study the feasibility of tax payments on the Internet.

Status: This application will provide real-time access to property information stored in the County's mainframe. Application was used as pilot to select and test web based mainframe access software.   Internet Server is now installed and work will continue to make the tax information component available to the public. In order to process tax payments on the Internet further study and will be required to establish an effective e-commerce capability. This e-commerce study is underway.

Availability: Tax information only on Internet. ...April 1, 2001.
              E-commerce capabilities.. .estimate FY 2001-2002.

INTRANET

1. <u>County Administrative Office/Information Services Department</u> – Implement Intranet for use by County Departments. The Intranet will make web functionality available to County Departments to conduct county business activities. The Intranet design will provide for County-wide resource access including County document keyword search (STAIRS replacement), Policies and Procedures, forms, notices, how to (help), GIS and property information, employee information. Some projects will be available on the Internet and the Intranet. The specific projects that follow are being developed initially for the Intranet.

Status: The Intranet Server has been purchased and set up. Work is in progress on a number of applications (specifics outlined in other items). Work is in progress on the County's Intranet homepage (portal) but is not finalized.

Availability: Initial homepage (portal) . . . March 1, 2001.

2. <u>Clerk of the Board</u> - Replace STAIRS keyword search access to Official document archive with Intranet web based keyword search of these documents.

Status: This project has been under development since 1999-2000, procedures have been established and archived data converted to be searchable using a web based search engine. Select persons in the County Administrative Office are currently reviewing the application. Some refinement in the application is expected. Currently Board meeting minutes are available on the County's Internet site (without STAIRS archive).

Availability: Intranet.. . March 1, 2001.

21

3. <u>Information Services Department</u> - Determine the feasibility of providing live audio multi-casting of Board of Supervisors meetings and establish audio archive of Board meetings. If feasible develop live audio and archiving application. This project was established as a result of request to replace current speaker system utilized to monitor Board of Supervisor meetings and a convergence of multi-media expertise becoming available in the Information Services Department.   0153

    Status: We have determined that providing audio multi-casting of Board meetings if very feasible and have proceeded with development of capability. Application is near completion, has been reviewed by internal staff and will within days become available for review by a broader audience. It is anticipated that this capability will be expanded to the County's Internet site to provide live audio and audio archive access to Board of Supervisor meetings.
    Availability: Intranet.. . March 1, 2001; Internet.. . March 1, 2001.

4. <u>Information Services Department</u> - Develop Intranet application for ISD service requests with customer access to request status. This would be used as a pilot intranet application for staff recently trained in Internet technology capabilities.

    Status: Project on hold pending available resources and completion of training.
    Availability: Intranet.. . not scheduled.

5. <u>Personnel Department</u> -- Provide automated personnel information to the public on the 3rd floor outside of personnel to assist with job search and understanding County Personnel procedures.

    Status: This project was established in FY 1999-2000. Considerable work has been performed. It was determined early in the design of this application that web browser technology should be used. Computer equipment has been delivered and is available. Delays have been experienced in preparing web content to be presented to the public, i.e., job classifications, salary tables and Personnel policies and procedures. Project pending Personnel staff availability to develop content and maintain site; and the General Services Department completion of a cabinet to house equipment.
    Availability: Intranet, Personnel Department location.. . March 1, 2001.

SUMMARY

Each week the Information Services Department progresses toward the goal of making County information and services more accessible to the public via the Internet. However the County is still at a relatively early stage of this technology. The County is currently developing real-time access to County databases, and at an early stage of understanding multi-media capabilities with the development of multi-cast audio of Board meetings. Next year the County will work to progress to e-commerce applications that will combine data access with financial transactions. By the time these goals have been achieved, new opportunities will most certainly arise. The Information Services Department will continue to work hard to be prepared for these opportunities.
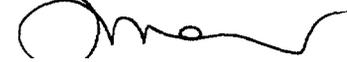
21

It is therefore RECOMMENDED that your Board:

Accept and file this report updating the status on Internet and Intranet projects.   0154

Sincerely,

Kenneth D. Wedderburn
Director of Information Services

Recommended:

Susan A. Mauriello
County Administrative Officer

21