

**COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY**

(Board Policy A-38 Rescinded by minute order 3.35 of 04/10/2012)

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Policy:

Riverside County encourages the use of information technology to improve the delivery of services to the citizens of the county in meeting statutory requirements and to further the goals and objectives set by the Board of Supervisors by:

1. Encouraging the use of technology to improve both the efficiency and effectiveness of service delivery;
2. Using cost effective automation and technology as an option to respond to increasing workloads;
3. Providing incentives and funding for information technology projects that improve the quality and reduce the delivery costs of county services;
4. Encouraging the creation and maintenance of shared information files except where legal, operational or ethical constraints require redundancy;
5. Having the Riverside County Information Technology department (RCIT) function as an advisor to county departments in evaluation and implementation of new technology and in the creation of those hardware and software standards necessary to implement the policies contained herein;
6. Providing required communications and centralized computing services for county departments through the RCIT;
7. Improving public access to county information and services through the development of kiosks, interactive voice response systems, etc. Design considerations for public access systems should include commonality and consistency to facilitate shared use by departments, minimize costs and foster ease of use by the public. RCIT shall be the lead agency to manage the development and implementation of kiosks and other public access systems in coordination with county departments with the objective of maximizing shared use and consistency of design.

Purpose:

1. Use information technology to accomplish new or expanded programs as an alternative to expanding staff, and/or increasing the use of other resources. Implementation approaches:
 - a. Evaluate new automation on the basis of staff and other resource requirements;
 - b. Report new funding made available for automation projects.
2. Maximize the benefits and effective life of existing automation solutions.

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- a. Evaluate the impact on existing information systems as a part of phasing in new technology.
 - b. Provide the County Executive Officer an up-to-date list of information systems in use in each agency/department, the date of implementation and the annual cost of maintenance of hardware, software and support. This list will be available as a reference to all departments contemplating new or expanded information systems.
3. Coordinate new automation solutions with all departments that may be impacted by a proposed project. Proposed automation projects which impact the networks or central mainframe, which will be reviewed by Information Services prior to their submission to the Board for approval.
4. The Information Services Department will create, and the county will enforce only the minimum standards required to allow current and future integration and maintain the value of existing applications and previous training through:
- a. Review of county policies, procedures and guidelines.
 - b. Continual training efforts to take advantage of existing applications.
5. Information technology projects will be encouraged and funded based on their demonstrated short and long-term benefit to the county.
- a. The annual budget will have an amount set aside to fund new information technology projects and a determination made regarding the costs of development and maintenance if shared among using departments. Departmental funding of projects will continue.
 - b. New projects will be evaluated based on their benefit to the county.

Reference:

Minute Order 3.20 of 06/19/1990
Minute Order 3.29 of 09/26/1995
Minute Order 3.7 of 11/07/2006
Minute Order 3.35 of 04/10/2012 (Rescinded)