

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
ELECTRONIC GOVERNMENT POLICY (E-GOVERNMENT)	A-55	1 of 2

BACKGROUND

Electronic Government (E-Government) is the combination of information technology and the World Wide Web to bring services directly to the public. E-Government is an industry standard for providing the opportunity to enhance services, offering new services, improving the efficiency and effectiveness of existing services, fostering regional collaboration, and improving local government and citizen relationships.

PURPOSE

This policy is intended to help ensure that the benefits of E-Government delivery service are accomplished. The policy describes the Board of Supervisors' intended use of E-Government, the purpose and role of the E-Government Advisory Committee, responsibilities of the Information Technology Department and other departments, and implementation.

BOARD OF SUPERVISORS INTENT AND FOCUS

It is the intent of the Board of Supervisors (Board) to use E-Government and focus on:

1. Providing continuous seven day by 24-hour service;
2. Bringing local government services to the homes and businesses of its constituency; and transacting business electronically, whenever both are possible and economically practical;
3. Re-engineering internal operations to streamline service delivery;
4. Transacting business with its business partners, suppliers, and vendors; and
5. Seeking out partners to share in the costs and benefits of E-Government initiatives;

E-Government will be the service approach of choice where both feasible and practical. Common county infrastructure will be utilized wherever possible.

In pursuit of these objectives, individual agencies and departments are responsible for:

1. Analyzing current and future service and business operations for opportunities that are compatible with the Board's E-Government's goal; and,

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
ELECTRONIC GOVERNMENT POLICY (E-GOVERNMENT)	A-55	2 of 2

2. Taking the necessary steps to implement services, internal operations, and business transactions in electronic form.

To prevent redundant investment, common county infrastructure components will be utilized wherever possible including but not limited to network, security credit card payment processing, and digital certificate related components.

E-GOVERNMENT ADVISORY COMMITTEE

The E-Government Advisory Committee, comprised of representatives from county departments and agencies is empowered to recommend standards, organizational implementation priorities, and the countywide role in support of E-Government.

While the E-Government Advisory Committee has the responsibility for overseeing continuity and overall E-Government implementation, responsibility for implementing and maintaining E-Government services shall be a joint responsibility between departments/agencies and the Information Technology Department (RCIT).

The E-Government Advisory Committee will act as a support body to departments in website development to ensure consistency in the look and feel of E-Government applications.

INFORMATION TECHNOLOGY

The county, through the (RCIT), is responsible for acquiring, developing, maintaining, and monitoring the use of common infrastructure components required to facilitate individual department initiatives relative to the Board's E-Government.

E-GOVERNMENT IMPLEMENTATION

All E-Government projects shall support the Board's E-Government policies, and conform to the standards and guidelines recommended by the E-Government Advisory Committee.

Reference:

Minute Order 2.0 of 06/18/2001
Minute Order 3.7 of 11/07/2006