

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

Subject:
ACQUISITION AND MANAGEMENT OF
INFORMATION SYSTEMS, TECHNOLOGY AND SERVICES

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Policy:

1. Purpose

To encourage the use of information technology (IT) to help meet the business needs of county departments/agencies/districts, and to improve the delivery of services to the citizens of the county. In order to meet these objectives the Chief Executive Officer (CEO) of Riverside County will establish a Technology Standards & Oversight Committee (TSOC) to develop standards and provide oversight of procurements of county information systems, technology, services, and renewals to meet the goals and objectives set by the Board of Supervisors. The TSOC will be chaired by the Chief Information Officer (CIO) and no more than six (6) Department/Agency/District Head level staff appointed by the CEO. In addition, an IT Policy Committee chaired by the CIO and comprised of Information Technology Officers and Managers, will recommend standards to TSOC that will be streamlined through an automated submittal system.

2. Scope

This policy applies to all information and communications systems, technology and related services used by county agencies, departments and districts. It encompasses voice, data, radio, video, image, audio systems, technology services, software/hardware products, and maintenance.

3. General Guidelines

- A.** The use of technology is encouraged to meet business needs and to improve both the efficiency and effectiveness of service delivery.
- B.** The use of effective automation and technology is an option to respond to increasing workloads.
- C.** The use of information technology shall be explored to accomplish new or expanded programs as an alternative to expanding staff, and/or increase the use of other resources.
- D.** The acquisition and management of information systems, technology and services will meet established county-wide standards while assuring that the costs of unwarranted systems, duplication, and incompatibility are avoided.
- E.** Software packages and applications developed for fiscal purposes shall be submitted to the Auditor-Controller for review to ensure that effective

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data processing accounting controls are used and auditing standards are met.

- F.** To provide maximum flexibility for accommodating inevitable future growth and in the interest of reliability and economy, all voice, data, radio, wireless, video, image and audio systems will use the county's central telecommunications systems and networks when technically feasible.
- G.** Departments shall obtain H-11 approval prior to obtaining bids for the respective product/service.
- H.** The following are excluded from the H-11 approval process: new/additional/updgrade licenses and renewals through the Microsoft Enterprise Agreement, cabling for new county buildings and building modifications, and other software previously approved by the Board of Supervisors, including multi-year agreements, and products and services covered by state systems or consortia agreements.
- I.** All technology purchases must comply with Ordinance 459 and the Purchasing Policy and Procedure Manual.

4. Responsibilities

A. Chief Executive Officer (CEO)

- 1. Establish a Technology Standards & Oversight Committee (TSOC) to develop county technology standards and provide oversight of all county procurements over \$100,000 of information systems, technology and services.
- 2. Appoint up to six (6) department/agency/district Head level staff to comprise TSOC.
- 3. Review as appropriate, recommendations coming from the TSOC.
- 4. Delegate to the committee the administrative authority to make changes to the IT procurement review procedures in order to be responsive to the business needs of county departments.

B. Technology Standards and Oversight Committee (TSOC)

- 1. Approve county technology standards and provide input in the development of the county's information technology (IT) strategic plan.
- 2. Establish an IT Policy Committee (ITPC) chaired by the CIO and comprised of Information Technology Officers and Managers, to

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recommend standards to TSOC that will be streamlined through an automated submission system.

3. Schedule meetings as determined by the committee.
4. Review for approval the County-wide IT Strategic Plan and submit to CEO and Board of Supervisors as appropriate.
5. Review for approval all technology requests within the following independent criteria:
 - i. over \$100,000 (total value);
 - ii. “non-recommended” by RCIT, and at initiators request; and
 - iii. requiring county standard changes or waivers.

C. Information Technology Policy Committee (ITPC)

1. Develop and recommend technology standards and policy for TSOC approval that will be streamlined through an automated submittal system and considered standard solutions for use across the County of Riverside.
2. Establish sub-committees as necessary to review new technologies and evaluate solutions to be considered as standard.
3. Review for approval the County-wide IT Strategic Plan and submit to TSOC as appropriate.
4. Establish new policies and review existing ones to ensure appropriate use of technology and streamline innovation in a secure and cost effective manner.

D. Riverside County Information Technology (RCIT)

1. Establish relevant subcommittees, per direction of TSOC or ITPC, to facilitate development of county technology standards and policies, and provide recommendations of all county non-standard procurements of information systems, technology, services and renewals.
2. Provide consultation and technical assistance to the TSOC, ITPC, and departments in planning, designing and acquiring information systems, technology and services.

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3. In coordination with departments, plan, acquire, operate and maintain the County's central Data Center known as the Riverside County Collaboration Center (RC3).
4. In coordination with departments, plan, acquire, install and maintain the County's central telecommunications systems and networks.
5. Manage the County's radio frequency resources, remote sites, facilities and cable plants.
6. Through shared services to the consolidated departments, provide all user technician (desktop/mobile device) support, system administration (server/storage), application development and database administration for all systems (including state and consortia systems managed at the local level).
7. Develop business and IT service continuity plans for systems managed and supported by RCIT.
8. Ensure that life-cycle technology replacement costs and IT Capital Improvement costs for replacement of legacy systems or implementation of new systems, is factored into the annual budgetary process in order to maintain system integrity.
9. Evaluate new technology for application within the County.
10. Review for approval all non-standard technology requests under \$100,000 (total value). Forward to TSOC non-recommended requests for review at initiators request.
11. Review for recommendation to TSOC all technology requests:
 - i. over \$100,000 (total value);
 - ii. requiring county standard changes or waivers.

E. Departments

1. Provide administration, training, support, security management, business and IT service continuity planning for off-the-shelf departmental systems (including those state or consortia systems) not managed and supported by RCIT.
2. Provide technical services/vendor support for testing and fault isolation of departmental systems connected to the County's central telecommunication networks.

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3. Strictly adhere to copyright laws and vendor licensing agreements as described in documentation provided with purchased software. Unauthorized copying/use of software will not be condoned.
4. Coordinate with RCIT on any new equipment or systems that include networking and/or connection to the County's telecommunications systems and/or networks, or for any system managed and supported by RCIT.
5. Coordinate with RCIT for all cable, wireless and conduit installation within or between County facilities.
6. Coordinate all requests through RCIT for telephone services, voice applications, mobile/portable radios, mobile/wireless data computers, and data network services.
7. New systems (except those departments exempt from the Board approved IT consolidation) must consider cloud options (externally hosted) first followed by hosting options at the County's Central Data Center RC3.
8. Actively participate in all technology and business systems committees established by the TSOC or CIO.
9. Provide the CIO by January of each year an update to an online application systems inventory of information systems in use in each agency/department. This will be available as a reference to all departments contemplating retiring, expanding or replacing information systems.

5. Procedures

- A.** Technology procurements shall be submitted to RCIT for review via an automated Technology Procurement Form (TPF). All Technology requests will flow through the H-11 process to capture total IT spend county-wide. The form shall be submitted for IT purchases from departments that provide their own IT support and/or process their own IT procurements.

The following is a list of criteria for procurements that shall be submitted with justification on the automated H-11 form for review:

- If the total aggregate value is \$50,000 or more (multi-year approval may be requested);
- If it is for new hardware or software not currently utilized by the department;

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- If it is for new software or maintenance support;
- If it is for new license purchase;
- If it is a request for computing/support services (external professional services);
- If it is a request for wireless network/systems;
- If it is a request for new internet or other external connections;
- If it will create or replicate an existing enterprise system;
- If it is a request for network equipment or connectivity;
- If it is for security access devices, cameras, or systems;
- Requests for new domain names; and,
- Cabling for new county buildings and building modifications.

The following is a list of criteria for procurements that shall be **excluded** from the H-11 review process:

- Standard Desktop and laptop purchases, including any purchases for monitors, keyboards, mice and other peripherals;
- Standard Printers/copiers/fax machines/scanners;
- Cameras;
- Thumb drives;
- Audio visual equipment/services (i.e., projectors, filming cameras, video recording) not for security purposes;
- Batteries;
- Health services imaging equipment/services;
- Memory/hard drive replacements;
- Standard Public Safety Radios (PSEC reviews may be required); and,
- New/additional/upgrade licenses and renewals through the Microsoft Enterprise Agreement.

Reference:

Minute Order 6.9 of 02/26/80 (Rescinded: Eff.: 09/03/1991)
Minute Order 3.27 of 09/03/91
Minute Order 3.24 of 09/24/91 (Appendix 1 and Appendix 2)
Minute Order 3.20 of 02/09/93
Minute Order 3.8 of 03/09/93
Minute Order 3.4 of 12/18/07
Minute Order 3.35 of 04/10/12
Minute Order 1-4 of 09/21/15