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Welcome To the November Issue of the OC IT Newsletter! □

NEW TEAM MEMBERS

CARL CROWN

We bid welcome to Carl Crown to the Orange County IT team where he will head up the new Client Services Division. Carl came to the County after a 25-year career in the U.S. Coast Guard where he held senior



positions in Port Operations, Search and Rescue, Human Resources and as the Commanding Officer of Bases in Hawaii and California. While in the Coast Guard, he received several awards citing his innovation and customer service focus. Before joining the IT team, Carl spent three years with CEO Human Resources where he conducted organizational assessments and led process re-engineering efforts that resulted in improved service delivery. Carl is responsible for ACS support for application fixes, maintenance, and enhancements and project management oversight; for countywide digital imaging efforts; and for providing all IT services outsourced to CEO/IT from County Agencies and Departments.

YVONNE FLORES

Yvonne joined the county family in April 1994. As of August 8, 2003 Yvonne Flores was appointed Executive Secretary to Dr. Daniel Hatton, Assistant CEO, Chief Information Officer. Her nine years have been spent



working primarily in the County Executive Office. During this time she was assigned to the Administrative Services division supporting the senior executives and administrative staff and working closely with the public. Working one-on-one with the public has always been Yvonne's forte.



CIO'S MESSAGE

Hello! This is Dr. Dan once again and a hearty welcome to the Orange County Information & Technology Newsletter. My staff and I are here to serve you and our constituents as integral members of the Orange County Team.

This will be a bit unusual, but I would like to devote the majority of this Newsletter to welcoming 4 members to the Orange County-wide IT Team and then to congratulate an additional member on completing a graduate school program. Next, I would like to continue discussion of Orange County C3 Era mentioned in our previous edition. Finally, I'll close with a brief introduction to IT Assessments being conducted through collaborative efforts across the County. The topic of IT Assessments will be continued in detail in the next Newsletter.

Orange County IT Staff Recognition

The first welcome goes to Ms. Patricia M. Sipek who joined the Probation Department's Data Systems Division June 2003. She is the Manager of Systems & Programming, focused on management and supervision of the business application software development and support staff. Patricia has over 20-years of solid experience to include substantial supervision, management, and leadership positions with "big six" consulting firms. She has earned an A.A. Degree in Mathematics from Golden West College and has 1 year of work remaining to obtain her BA Degree in IT from the University of Phoenix.

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NEW TEAM MEMBERS

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Lori White has been with the County of Orange since October 2001. She started in CEO working in the Admin dept. under Michael DeMatteo. Lori recently received a promotion

into the Information and Technology dept. and is now working with Chief Technology Officer Reza Khayyami at 1501 E. St. Andrew Place. It was a good move for Lori and a step in the right direction for her career with the County of Orange. She resides in Long Beach with her two teenage boys JT, Cody, boyfriend Andrew and two year old cat "Sunny".

Lori considers herself very blessed to be with the County and gives thanks to all who have welcomed her with kindness. "I am very lucky to be part of such a warm and loving family."

LORI WHITE



PATRICIA SIPECK

Patricia M. Sipek has joined the Probation Department's Data Systems Division as the Manager of Systems & Programming. She has management and supervision responsibilities for the business application software development and support staff



Patricia has over twenty years of experience in Information Technology, Supervision and Project Management. Patricia's background includes technical experience in operations, applications development and programming, and network storage systems.

Patricia has held project management positions with the "big six" consulting firms (Cap Gemini Ernst & Young) and with several large private sector corporations. She most recently held a Project Manager position with a major network storage hardware technology firm. She has her Project Management Professional (PMP) certification through the Project Management Institute, and is a member of the local chapter.

IT CALENDAR

OPS Council Meeting

Every third Wednesday of the month
 November 19th
 December 17th

IT Steering Committee Meeting

Every fourth Wednesday of every four months

ISMF

Every first Tuesday of every other month

CIO'S MESSAGE

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Something I'd particularly like to mention is that while many aspire to achieve the highly respected Project Management Professional (PMP) certification, few actually achieve it. Patricia is PMP certified by the Project Management Institute (PMI) which can be found at <http://www.pmi.org/info/default.asp>. A large number of organizations in both the public and private sectors hire only Project Managers who have earned this coveted certification. I've also been told that Patricia is an advocate of "life-long-learning" to keep her technical, management, and leadership skills current and that will always serve to increase her value to any organization of which she is a member. Welcome Patricia!

Next, Ms. Yvonne Flores joined the CEO-IT/CIO Team as Executive Secretary on August 8, 2003. Yvonne has been a member of the Orange County team for 9 years. She comes to us from CEO-Administrative Services and she has a wealth of administrative experience and knowledge. She is very highly regarded throughout the County for her pleasant personality, ability to organize workload to get the job done and obtain concrete results, and her absolute dedication to customer service. Yvonne is very creative and has taken coursework to support the ideas she brings to the team and make significant contributions to CEO-IT/CIO, our customers, and Orange County. Welcome Yvonne!

On October 3, 2003 Ms. Lori White joined the CEO-IT/CIO Team as Secretary to the Orange County CTO, located on Grand Avenue. Lori, who came to us from CEO-Administrative Services, has been a member of the Orange County Team for nearly 2-years. She is best known for her friendly personality and her remarkable ability to rapidly learn new administrative skills and put them to immediate use to the benefit of her organization and customers. Lori is already accomplishing great things in support of the Team. Welcome Lori!

The final person I would like to introduce in this Newsletter edition probably requires no introduction since many of you already know Mr. Carl Crown. However many of you don't know much about him. August 8, 2003, Carl

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was competitively selected and joined CEO-IT/CIO as the Division Manager of the Enterprise Data Center (EDC) Client Services Division (CSD). He is a Direct Report to the CTO. Carl joined the Team from CEO-HR where he was a manager responsible for a multitude of projects and he had a very significant positive impact on Orange County. He joined the County 3 + years ago after a stellar 25 year career as a highly decorated US Coast Guard Officer. His US Coast Guard service includes nearly all management, executive, and leadership levels to include CEO (Commanding Officer). He earned a BA degree at the University of Florida and an MA degree at George Washington University. Carl is already leading several critical customer support initiatives with his Team. For example, he is responsible for Orange County Applications Development support, Digital Imaging support, and IT support outsourced to the EDC by our customers. Carl is very highly respected throughout Orange County for his affable personality, his collaborative management and leadership style, his solid customer advice, his breadth & depth of experience, and for his keen ability to successfully focus resources on positive customer service delivery results. Our customers and the CTO already say you and your team are doing a superb job of County-wide support. Welcome Carl!

At this time, I would like to congratulate Carlos Bustamante, CEO-IT, a Direct Report to John Wheeler, Asst. CIO, on successfully passing his comprehensive MA Degree exams and coursework to obtain his MA Degree in Organizational Leadership from Chapman University. Carlos has also earned an AA Degree from Santa Ana College and a BA Degree from CAL-State University Fullerton. Again, congratulations Carlos!

Note: If you have new members join your IT organizations, someone complete a certification or college degree milestone, or there is some other recognition you would like in the Newsletter, just let us know. Please forward the supporting information and a digital photograph of the Team member to: carlos.bustamante@ocgov.com

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FEATURED ARTICLE

Probation Department California Registered Sex Offender Information Available at Orange County Fair

By Keith Gotts
Supervising Probation Officer
Adult Sex Offender Unit
Orange County
Department of Probation



The Probation Department's Megan's Law Booth opened the first day of the 2003 Orange County Fair and ran for a total of twenty-one days. The booth utilized nine viewing stations, each with a Fujitsu laptop computer containing an updated version of the California Department of Justice's Megan's Law database.



Viewers of the database were able to watch a continuous loop PowerPoint presentation explaining Megan's Law, as well as general information regarding public safety in relation to sexual offenders while they waited. Booth staff were available to answer questions from the public and to assist viewers with questions, concerns or emotional responses while viewing the database.



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CIO'S MESSAGE

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Orange County C3 Era

At the expense of sounding too academic, I would like to devote some time again to our Newsletter to discussion about what I have coined the "Orange County C3 Era" and about an introduction to one of our Orange County IT Initiatives (IT Assessments). I trust it will be informative to you and that you will then call upon me and the CEO-IT/CIO team to conduct, with you, a collaborative IT Assessment of your organization. More on that topic a bit later.

First, what is an "Era."? It is often confused with or used in place of the term "Age," such as the "Dinosaur Age." Well, according to the Oxford Dictionary, the Free Dictionary, and a couple of other sources, depending on which one you select, an "Era," like an "Age," can be a period of days, years, or centuries. Probably the most important aspect upon which all sources seem to agree, and the use to which I'm putting it, is that regardless of how short or long it is, an "Era" is marked by some rather distinctive attribute(s).

In the case of Orange County I submit the period will be just about 3 years in duration, probably seem longer, and the attributes will include enormous personal and organizational Challenge, Change, and Commitment. The challenge will be primarily financial and customer service driven. As we already know, there will be diminishing tax dollars coupled to increasing demand for public services -- to truly accomplish more with less. In my professional opinion, success will require change and commitment. Failure is truly not an option. Constituents depend upon us to collectively "do the right things in the right ways" to ensure service delivery. Thriving, rather than just surviving, will require a solid commitment from each and every one of us, especially in the IT arena! At this point, let's move to discussion about the Orange County world of IT.

For one thing, my guess is that IT staff, as all other staff across the County, will probably change the many ways we conduct

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IT business itself to support business processes. IT infrastructure, systems, and staff will be counted upon as never before to raise overall County-wide productivity, reduce processing errors, increase efficiency, and to provide extremely focused IT support to business processes and County-wide staff charged with direct service delivery to constituents. I'm not saying anyone is not doing that now, just that it will become more intense. We will also be charged to do so at reduced overall County-wide IT dollar cost because it's possible and it's also the right thing to do! That means the sum total of IT spending across the County could be reduced, yet we could still implement technically leveraged smart and cost-effective IT initiatives. For example, every IT dollar saved through initiatives such as consolidated IT purchasing, standardized email, consolidated help-desk services, standardized & policy driven IT security, and Enterprise Data Center (EDC) service delivery to the desk-top (push patches, fixes, and software upgrades) represent a huge dollar savings that could be used by Department Heads, the CEO, and Board of Supervisors to invest in constituent support programs.

We will probably have to move somewhat away from what I refer to as the outdated model of expensive "Islands of IT" towards a more competitive, cost-effective and best practices (public and private sectors) model of consolidated service delivery. On the fulcrum of sound fiscal sense, I submit there will be a new balance between decentralized and centralized IT services. It will take everyone's commitment to find that balance point. For those that are interested in the topic, I highly recommend N. Dean Meyer's book titled "Decentralization, Fantasies, Failings, and Fundamentals." I have personally worked with Dean on a huge project and his ideas have been tested and proven to be very sound time and again. IT consolidation is not something to be feared. Today it's the model most often embraced by those committed to positive changes that can historically improve the bottom line budget as well as overall service delivery.

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FEATURED ARTICLE

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Over 130 employees and volunteers from the Probation Department, California Department of Justice (DOJ), Community Service Program (CSP), National Center for Missing and Exploited Children and the Santa Ana Police Department worked over 350 shifts, totaling over 1500 hours to staff the booth.



Probation Department employees and volunteers provided over 1030 volunteer hours out of the total. Approximately 5,800 members of the public viewed the Megan's Law database with approximately 466 reported incidents of a viewer recognizing an offender in the database. The Megan's Law booth proudly displayed the Second Place Overall Booth Ribbon presented by OC Fair officials. The booth is an excellent example of the dedication and efforts of Probation Department staff, as well as collaborative agencies, working to enhance public safety through the use of information technology to assist the public in protecting themselves from victimization. California State Attorney General Bill Lockyear was a visitor to the booth and applauded the contribution the presence of the booth made to the public.

CIO'S MESSAGE

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Consolidation of IT should only be seriously considered after conducting an IT Assessment.

Assistant CEO-IT Assessments

Since this past April, an Asst. CEO-IT/CIO Team, comprised of a few members of my staff and I, have conducted a number of IT Assessments throughout the County. So far, 2 have been directed by the CEO (and Board of Supervisors) and 7 voluntary requests have been received, have actually been completed, or are in process. In the case of CEO or Board directed IT Assessments, the report with recommendations goes to them as well as the Department Head & Department IT Manager. The results and recommendations of voluntary IT Assessments go to the respective Department Head and IT Manager (or other staff as requested by the Department Head). There has been over \$2 million in savings realized thus from these efforts. I have been formally trained in the process and have personally led and conducted hundreds of these throughout my career (which includes both the public and private sectors). Someone reading this might ask several questions at this point such as "What is the purpose of an IT Assessment?" "What are the components of an IT Assessment?" "What is the general make-up of the IT Assessment team?" "What is the IT Assessment process?" We will begin answering those questions in this newsletter and continue the discussion in the next edition.

The purpose of an IT assessment is to identify and recommend areas where improvements could most probably be effected. There is no magical silver bullet in and of itself in terms of the "purpose." The findings and recommendations are presented and the decision is made whether or not to implement. If solid recommendations are provided and not implemented in some viable form, for one reason or another, it is very unlikely improvements will be effected. It is certain no dollar savings will be realized. The reasons for not implementing

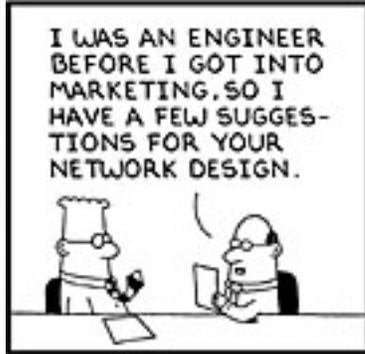
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recommendations are often the result of a lack of "political will to implement change," or perhaps the perceived relinquishing of "control" over resources, or sometimes there is a perceived "disruption to the organizational structure," and sometimes simply because the report itself and recommendations are unsound. If sound recommendations are provided and not implemented, in my opinion, the potential results then usually fall into life's category most of us refer to as "lost opportunities." The Orange County IT Assessments to date have been very collaborative and have resulted in "captured opportunities."

Often opportunities are financial. A few examples of opportunities include moving away from independent & often expensive non-County approved IT standards; making business process improvements that could save the respective organization money; and implementing organizational structure improvements that would enhance overall customer service. Very often opportunities include IT dollar savings that an organization could redirect to other hands-on services to constituents such as healthcare, counseling, or some other type of direct assistance. It is very important the IT assessment identify its "purpose" in relationship to both Orange County and the specific organization participating. It is also important that opportunities for any improvements be clearly stated in the recommendations or they may become "lost opportunities." Any expected dollar savings should be stated in concrete and verifiable terminology. The overall purpose then becomes two-fold: a) to make recommendations for improvements; and b) to clearly state the opportunities in concrete & quantifiable terms, including dollar value. There are 7 major sections of an IT Assessment. There are critical success factors in establishing an IT Assessment Team. There is a well defined process to successfully conduct the assessment and provide sound recommendations. The next newsletter will be devoted to discussion of the entire IT Assessment process, the team-customer collaborative role, the recommendations, and follow-up actions. We will also provide some concrete results achieved through

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IT COMIX



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the IT Assessments completed thus far in Orange County. Orange County is a great place to work, have fun, and a great team environment. I hope you enjoy this Newsletter. A lot of effort goes into it. Also, please contribute to this Newsletter – and help make it better!

.....dr dan