

ISD

County of Sonoma
Information Systems Department

A woman with blonde, wavy hair, wearing a blue denim shirt and light-colored pants, is holding a tablet computer. She is looking to her right with a slight smile. The background is a blurred office setting with other people and modern decor.

Your Partner in Technology



Department Awards

ISD is proud to have consistently scored at or near the top of the NACo (National Association of Counties) Digital Counties Survey in the 200,000-499,999 Population Category. This survey identifies the best technology practices among U.S. counties, including initiatives that streamline delivery of government services, encourage collaboration and shared services, enhance cybersecurity and even reduce carbon emissions. Sonoma County received a first-place award in 2018, and a second-place award in 2019. In 2019, the ACCESS Sonoma County initiative was presented with the Financial Times Intelligent Business Award, an IBM Watson Health Advantage Award, and an Achievement Award from NaCo. In 2021, ISD was awarded a California State Association of Counties Challenge Innovation Award.



**California State
Association of Counties**



CENTER FOR DIGITAL GOVERNMENT



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Our Vision

“To improve the County’s current and future ability to deliver outstanding public service by creating fiscally sound technology solutions that serve our community.”

As an internal service provider to all County departments and agencies, Information Systems team members help define and implement technology tools and related services to amplify the work of County staff in service to our community.

Possessing resources with strong, credible skills and knowledge is the hallmark for ISD’s ability to contribute, in a timely fashion, with customer satisfaction a key indicator of success.

About Us

The County of Sonoma’s Information Systems Department originally began as part of the Auditor-Controller’s Office in 1962. Called the Data Processing Center, the initial focus of the department was on automating financial systems related to payroll, accounting and taxes. The Center’s name was changed to Computer Services and became an individual department in 1969. In 1994, the department’s name was once again changed to Information Systems to reflect the expanded services provided.

1962

“Information Systems Department originally began as part of the Auditor-Controller’s Office”

Our Goals

Customer Satisfaction and an Excellent Level of Service – providing cost effective, consistent and responsive technology tools and business services.

Product and Service Value

Quality support for individual employees, departments, and agencies in their delivery of efficient public services and products including systems that enhance transparency and public access.

Best Practices and Resiliency

Long-term comprehensive planning tied to best practice standards, procedures, and legal requirements. This includes a strong focus on maintaining the resiliency of County operations in the event of an emergency or cyberattack.



ISD Services

Enterprise Development Services

Offers a broad set of capabilities and technologies supporting online public access to information and services, automation of workflows for improved efficiencies, and digitalizing or paper supporting mobility and climate objectives. Work teams provide key services such as:

- Design and hosting of County websites that relay important information to constituents.
- Document Remediation to meet ADA accessibility requirements.
- Creation and management of geospatial data and maps using Geographical Information Systems (GIS)
- Digitalization of electronic documents to facilitate access and reduce paper.
- Automated Workflows with eForms and Signatures providing greater efficiencies for both the public and county staff.
- Records Management to ensure the proper transfer, storage, retention and destruction of County records.

Assists departments with the procurement, development, implementation and support of countywide systems and department specific line of business applications. Services offered include:

- Request for Proposal (RFP) development and review of IT technologies and software
- Project Management oversight and guidance
- Business Analysis and assessment of technology solutions meeting business requirements.
- Software development and support for custom built applications and 3rd party systems.

Technical Services:

Designs, builds, supports, and provides high-quality core technology systems, services, and infrastructures essential for County workers to access and process information as well as communicate with clients, partner agencies, and coworkers. Key infrastructure includes:

- Data centers, networks, telecommunications, servers, virtualization, data storage, computers, mobile devices, cloud services, VPN, Internet, collaboration tools, and software
- Maintaining secure access to information critical to departmental operations
- Providing remote and on-site technical support to customers
- Delivering programming and support to the multi-agency public safety consortium
- Provides planned replacement of computers, servers, network hardware, software, storage, and telephone systems to ensure assets are replaced before failure.
- Cybersecurity and Patch Management
- Implementing updated cybersecurity measures and managing cybersecurity training for County employees.
- Monitor and manage all supported systems 24 hours per day, 7 days a week, 365 days per year.

Special Projects:

ISD partners with County entities for innovative technical solutions to emerging challenges.

Collaborations & Projects



Access Sonoma County

ACCESS (Accessing Coordinated Care to Empower Self Sufficiency) Sonoma County is designed to strengthen the County safety net system. Multiple ISD groups work with County safety net departments to integrate data from disparate systems providing a holistic view of individuals in need of service. Support is effectively delivered to clients with complex needs improving their health, well-being, and economic stability. This is an innovative award-winning program: 2019 awards include the Financial Times Intelligent Business Award for this groundbreaking initiative; an IBM Watson Health Advantage Award in the Consumer/Patient Outreach and Communications Category; and an Achievement Award from NaCo that honors innovative, effective county government programs that strengthen services for residents. In 2022, Sonoma County ACCESS initiative was granted 2 million in Federal earmark funds as part of the 2022 Omnibus Bill approved by President Biden. The funds are being used to expand the ACCESS initiative to include a new cohort for Transitional Age Youth and to integrate data from our 2-1-1 community partners.



IT Resiliency

A primary focus of our Technical Services Division. Teams from across the division are highly focused on protecting information, data, and communications infrastructure. This includes identifying primary County technology infrastructure, business systems, and critical facilities needed to support essential services. In addition, we replicate data daily to a remote physical location, and to the Cloud. Technology infrastructure played a key role in supporting essential services and critical business operations during numerous large-scale emergency events. The 2019 and 2020 fires, 2019 floods, 2020 pandemic, and intermittent public safety power shutdowns presented many challenges. County web sites, geographic information systems, communications circuits, and data center resources were all rapidly expanded to meet needs. Resilient County technology was critical to maintain and shift thousands of County employees to new work models and priorities. Telework, online services, expanded mobile operations, and virtual conferencing are the new normal for delivering services.

SoCo Connect

At the request of the CAO's Office, Public Infrastructure, and Permit Sonoma departments, our Applications Team implemented SoCo Connect: an online public access database with a reporting component. This interactive tool "promotes civic engagement, performance measurement, and transparency" in the County of Sonoma. It allows the public to submit requests for service directly to County departments, facilitating a rapid response to residents. This is an essential service during emergencies and disasters. The demand for services like these is ever increasing and are being implemented more widely.

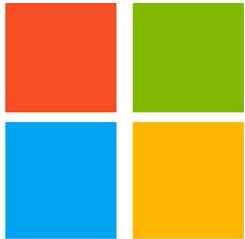


Collaborations & Projects



SoCoEmergency.org Implementation

Our Web, GIS, Applications, and Technical Services teams support Countywide emergency response and recovery by delivering technology tools. SoCoEmergency.org provides a central source for timely information about emergency events such as evacuations, warnings, shelters, health services, and road closures. The site also includes information about disaster preparedness, updates during events, and assistance resources to help the community recover.



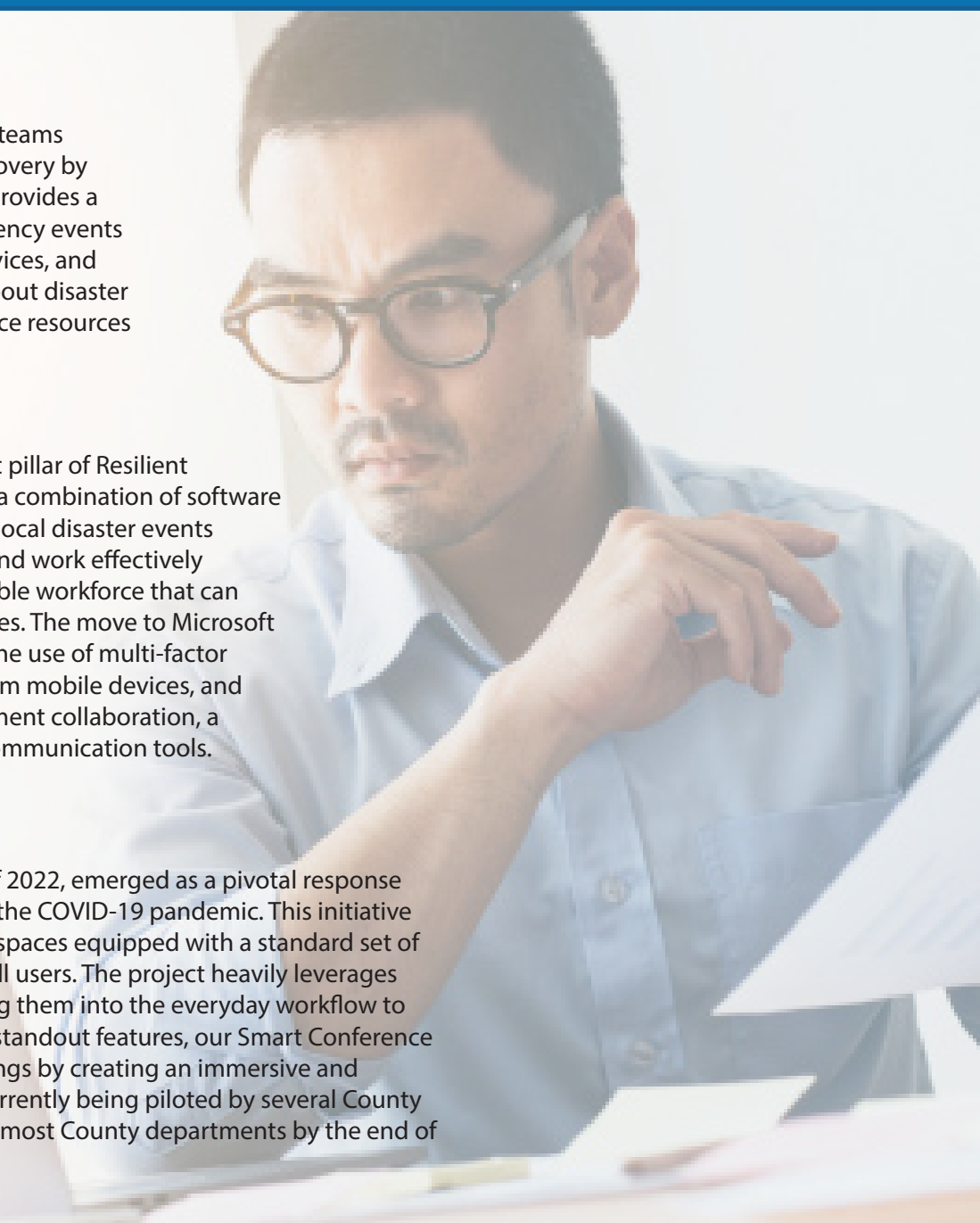
M365 Project

In alignment with the Board of Supervisors strategic pillar of Resilient Infrastructure, ISD has implemented Microsoft 365, a combination of software and online services that protects County data from local disaster events and allows County employees to access their data and work effectively from any location. This allows us to be an agile, flexible workforce that can continue serving our community during emergencies. The move to Microsoft 365 improves the security of County data through the use of multi-factor authentication, delivers a better user experience from mobile devices, and provides new capabilities including real-time document collaboration, a versatile virtual meeting platform, and enhanced communication tools.



Smart Workplace

The Smart Workplace project, launched at the start of 2022, emerged as a pivotal response to the need for workplace flexibility during and after the COVID-19 pandemic. This initiative offers a robust platform for reserving individual workspaces equipped with a standard set of peripherals, ensuring consistency and efficiency for all users. The project heavily leverages both the Zoom and MS Teams ecosystems, integrating them into the everyday workflow to facilitate seamless digital communication. One of its standout features, our Smart Conference Room solution, enhances the quality of hybrid meetings by creating an immersive and collaborative meeting environment. This project is currently being piloted by several County departments and is expected to become available to most County departments by the end of calendar year 2023.



Collaborations & Projects

Wildfire Recovery Document Delivery

Using OnBase as a repository and the ShareBase module for public access, our Document Management Team partnered with the Office of Recovery and Resiliency to make parcel cleanup documentation from the Army Corps of Engineers and the California Office of Emergency Services available. Affected homeowners are able to securely access these reports and provide any additional information to the County through this portal.

Conversion from Hosted Services to OnBase

Our Enterprise Document Management Systems (EDMS) Team collaborated with Permit Sonoma to implement OnBase as their electronic document repository. Using OnBase tools nearly 400,000 documents were imported and now are seamlessly available to users.

eForms

This project develops digital transaction services with electronic forms and signatures. The digitized forms include internal documents such as Human Resources forms and reimbursement requests, as well as forms submitted by citizens to governmental agencies, reducing costs and providing more efficient services.



Collaborations & Projects

Public Safety Assessment (PSA)

The Integrated Justice Systems (IJS) Team designed and implemented an inter-departmental workflow process that integrated Nobel and Docusign vendor systems to assist judicial officers and other professionals in making pretrial decisions. The PSA provides information about the likelihood that people who are charged will appear in court and will not be arrested, including for violent offenses, during pretrial release. When a person is assessed with the PSA, they receive scores which reflects the likelihood of these pretrial outcomes.

Incident Management System

The Integrated Justice Systems (IJS) Team built a new jail incident reporting and tracking system for the Sheriff department. This replaced an extensive paper-based reporting and approval process. The solution includes interactive views built within Crim.net to allow jail staff to draft jail incidents, submit incident write ups for approval, and run reports. There is also functionality for approvers which allow the editing of existing reports, approval, and rerouting among other features.

Inmate Visitation Scheduler

New functionality for detention staff to manage adult inmate visitation internally and move away from a paper calendar. The solution provides online tools to schedule visits, which are browser based, with integration to Criminal. Business rules and utilities enable management of visitation locations, times, and transfers of existing visits as necessary.

Behavior Response System (BRS)

The custom BRS web application was built for the Probation department as tool to track probationer violations and incentives and their associate responses. Over time, Probation will use the data generated via the BRS system to help their client population meet any case related court terms and conditions and additionally any individual goals set by Probation.





Innovation Services and Special Projects

IT innovation is happening at a rapid pace creating opportunities to provide powerful, holistic services that facilitate greater efficiency and public transparency. Innovation Services was created to provide a rapid and flexible response to the implementation of new technologies. Some of these new technologies include Artificial Intelligence (AI), big data, and hybrid cloud tools that are applicable across multiple platforms. Innovation Services partners with Sonoma County leadership to stimulate an environment for system innovation while developing business strategies that serve the growing technology needs of the County. Special projects of significant priority will be a focus of this teams such as ACCESS Sonoma County, the Integrated Justice initiative, mobile responsive apps, digital forms integrations, and the support of the County's high need population Initiatives.

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Document Management Services

Our Enterprise Document Management Team provides digital services that enable our customers to move from paper-based business processes to comprehensive digital solutions. The cornerstone for this transformation is OnBase, the County's enterprise document management system. The Document Management Team collaborates with customers in identifying business problems and ways how to improve service delivery including document capture, data entry automation, and multiple channels of document delivery.

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Enterprise Development Services

As the primary County agency responsible for data and information stewardship ISD has an opportunity to assist departments and agencies to serve the community by effectively distributing, using, managing, and storing the data they collect. The Enterprise Development Services Team was established to enhance data usability, expand data sharing, to improve compliance/accessibility while reducing risk, comply with and maintain information requirements, and to introduce opportunities for cost reductions.

Application Services

Our Applications Team provides software development services such as IT business analysis, programming, and project management. The team assists County staff to support a wide variety of applications throughout the County such as the Enterprise Financial System (EFS) and Human Resource Information System (HRIS) by augmenting technical depth and resources. The team also provides County partners with IT project management expertise to implement new systems or upgrade existing systems.

The Applications Team works with departments to set up and maintain public access databases and public reporting systems that enhance efficiency in responding to public inquiries.

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Enterprise Development Services



Web Services

The Web Team supports the County's digital presence at every level. We serve County departments and agencies, community-based organizations, and the public at-large who increasingly turn to web pages for information on County services and processes. Our Web Team offers website programming, design, development, content editing, maintenance, and web hosting. They also offer website planning, strategy, design, accessibility analysis, testing, remediation, Search Engine Optimization (SEO), and custom services based on business requirements.

The Web Team also provides website accessibility assistance and document remediation, training, site monitoring, data analytics, trends to support data driven decisions, and support for web editors.

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Geographic Information Systems

Our GIS Team provides centralized Geographic Information Systems (GIS) support to all County agencies and the public. GIS is a framework for gathering, managing, and analyzing spatial data. We construct and maintain digital, interactive maps that plot locations and visualize information about those locations. Over 80% of business data has a spatial component, and the GIS Team provides the tools for all departments to share and access geospatial data to address their business needs. Our GIS Team coordinates the development and maintenance of an organizational GIS, including maintaining authoritative geospatial data and providing access to interactive maps, applications, and web services. Enterprise GIS is critical for supporting the day-to-day business needs of County entities, and in the recovery and resiliency goals recently set by the Board of Supervisors.

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Enterprise Development Services

Integrated Justice Systems

The Integrated Justice Systems Team provides software development and integration services in support of the Integrated Justice System (IJS). IJS is an enterprise case and records management system that supports County Justice Partners, Local Law Enforcement, and State and Federal agencies through a centralized data repository. Through a suite of custom in-house and vendor applications, real-time data sharing, and accurate reporting capabilities, IJS is structured to improve public and officer safety, reduce labor costs, and facilitate the timely delivery of justice. The IJS Team works closely with all stakeholders producing software solutions for emerging business needs, legal mandates, reporting, and third-party system integration.

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Records Management

Our Records Management Team provides customers with records, mail, and courier services. We manage the County Records Center to assist departments with records lifecycle management, handling records retrievals and refiles, as well as disposition of boxes. We partner with customers to modernize retention schedules. Our courier staff sorts and delivers interoffice mail, as well as collecting outgoing mail for processing. We seal, stamp, and barcode outgoing mail, offering the County discounts on USPS postal rates. Our mail staff processes approximately 2,000,000 pieces of mail per year.

We provide scanning services to customers to support document imaging efforts for departments utilizing OnBase. The Records Team is instrumental in developing and implementing electronic forms. This innovation has reduced costs and delivers more efficient services to County staff and the community.

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Digital Software Services

The Digital Software Services team assist County departments in their digital transformation journey by educating and empowering staff to innovate their services and transform manual processes into digital formats. Many opportunities exist for departments to streamline county services and processes by replacing static documents and forms with digital forms that leverage automated workflow routing and e-Signatures. Service delivery can also be greatly improved by harnessing the capabilities of our Enterprise Document Management System (OnBase) with features such as document capture, data entry automation and multiple channels of document delivery. The team also makes available trainings, workshops, and job aides to promote self-sufficiency for all County staff broadening adoption and usage of digital technologies.

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“Our mail staff processes approximately 2,000,000 pieces of mail per year”

Technical Services

The Technical Services Division provides core infrastructure services to meet the day-to-day technical needs for County employees. The Technical Services division is composed of multiple focused workgroups including Network Infrastructure, Data Center Operations, Desktop Services, Service Desk, Warehouse, Database Administration, and the Sonoma County Public Safety Consortium Central Support Team. This includes oversight of nearly 1000 servers, 80 remote locations, Internet services, E-mail, M365, virtualization, storage, cloud services, network infrastructure, wireless, VPN, Cybersecurity, VoIP, disaster recovery, public safety, telework, desktop\laptop\mobile devices, service desk, asset management, warehouse, and many additional critical services. Collectively, the Technical Services Division services over 25,000 incident and service request tickets annually.

Service Desk and Warehouse

Our award-winning service desk provides vital frontline support to departments for their technical issues, resolving hundreds of issues a day via phone, email, and ticketing system. The service desk assists users in adopting the new generation of technologies such as Teams, Zoom, Multi Factor Authentication, remote teleworking over VPN, as well as embracing the new technologies in our own processes. The service desk handles all aspects of mobile device procurement and utilizes mobile device management to streamline mobile provisioning, secure County information & resources, and simplify management of our large, expanding fleet of over 2,000 mobile devices. We also offer enhanced user support tools such as password self-service and an up-to-date knowledge base.

Our enterprise asset services take delivery of all technology equipment for the County, including workstations, servers, and mobile devices. The equipment is added to our inventory system for intelligent tracking and reporting. We responsibly recycle electronic waste, finding a second life for older but still useful technology among local charities. We also securely dispose of any data-storing County device according to the appropriate security standards.

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Database Services

Our Database Services Team is responsible for County information systems infrastructure including enterprise tools for database administration and middleware integrations, as well as technical support for enterprise applications including EFS and HRIS. Services include database virtualization to enable offsite disaster recovery.

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Desktop Support Services

Our Desktop Support team offers tier-2, on-site solutions for technical issues associated with the County's workstation and VoIP infrastructure. This encompasses 3,500 workstations, over 4,500 VoIP phones, and 650 printers. This team also provides support for the updated Microsoft 365 office suite, which also includes Microsoft Teams and its corresponding first and third-party plugins. Moreover, through collaboration with the ISD Warehouse and Procurement teams, the Desktop Support team conducts the Desktop Modernization Program. This program manages the procurement and replacement of approximately 600 to 900 county laptop and desktop devices each year.

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IT Security

Enables the planning, resiliency, and recovery or continuation of vital County technology infrastructure and line of business systems following a security incident or cybersecurity attack. This is a significant departmental focus that involves contributions from teams across the organization. Information security protects the confidentiality, integrity, and availability of County information assets, including support for, vulnerability scanning, security assessments, 3rd party and regulatory audits, security awareness training, 24/7 security monitoring, and incident response.

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Technical Services

Data Center Operations

Our Data Center Operations Team is responsible for maintaining the health, performance, and security of all county servers, both physical and virtual. We also service and maintain enterprise email, patch and update management, backups and restores, disaster recovery, deployment of new servers, access and identity management, external authentication services for single sign on, network file shares hosting, and management of the physical infrastructure of the County data centers and the M365 and Azure ecosystems. Additional services include provisioning of new servers, file and server level restores, processing of access requests, litigation holds, data center health monitoring, cloud services management, and security vulnerability remediation.

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Network Services

Our Network Services Team is responsible for interconnecting thousands of devices throughout the County of Sonoma and Public Safety Network. Services include high speed, resilient and secure internet access, wired and wireless connectivity, communications circuits, 24/7 network monitoring, data center and cloud-based networking, and network security. These services include the configuration and maintenance of network infrastructure devices – including switches, routers, wireless access points, VoIP servers, VPN appliances, and firewalls. Our Network Services Team provides a high speed and highly available network to hundreds of locations for critical services such as fire cameras, 911, internet, VoIP, and enterprise e-mail, including hundreds of data center servers and applications.

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Telecommunications

Our Telecommunications Team provides telephone and other communications and collaboration services to the County organization. Approximately 5,000 users make use of the phone, voice mail, speaker phones, cellular phones, paging systems, public address, and related systems. Services include streaming Board of Supervisors meetings, VoIP phone system, cabling services, and add, move, change, and project coordination.

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Sonoma County Public Safety Consortium

The ISD Team integrated with the Sonoma County Public Safety Consortium (SCPSC) is dedicated to providing systems, software, networking, business continuity, and disaster recovery support to more than 10 Law Enforcement agencies, and over 40 Fire and Emergency Management System agencies. ISD Consortium services include: Computer Aided Dispatch (CAD) management and support for seven 911 dispatch centers, Mobile Public Safety (MPS) and Mobile Responder (MR) support for more than 550 public safety mobile data computers (MDC), tablets and smartphones, GIS mapping, secure mobile data and network access, public safety data warehouse services, and a Records Management System (RMS). We support CAD integrations with other systems for real-time and geospatial monitoring, including situational awareness, as well as interfaces to CalFire, Northern California Regional Intelligence Center (NCRIC), and other outside agencies.

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Your Partner in Technology

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