IST Strategic Plan Update

Board of Supervisors Workshop - November 1, 2016
Today's Agenda:
- Progress on the Workplan
- Next Steps
IST Statement of Purpose
We Help our County Departments Succeed in Serving the Public

Service Delivery for Today & the Future
- Access from Any Device, Any Time
- Increased Options, Reduced Barriers

The Changing Role of IST
- Putting our Customers First
- Business Consulting Services

Security at the Forefront
- Countywide Effort
- Data Security
Security at the Forefront

- Countywide Effort
- Data Security
All your important files are encrypted.

At the moment, the cost of private key for decrypting your files is 2.5 BTC $= 550 USD.
Your Bitcoin address for payment: [Address]

$ PURCHASE PRIVATE KEY WITH BITCOIN

You can also make a payment with PayPal My Cash Card

In case of payment with PayPal My Cash Card your total payment is 1000 USD (2 PayPal My Cash Cards)
US internet repeatedly disrupted by cyberattacks on key firm

By Andrea Peterson, The Washington Post

POSTED: 10/21/16, 4:01 PM PDT   UPDATED: 1 WEEK, 2 DAYS AGO
Back to School

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It feels like summer just began, and we hate to say it, but the start of another school year is right around the corner. It's time to purchase school books, pencils and pens, and a stash of Ramen Noodles for the semester. On the list may also be a new computer, laptop, or tablet computer. While students are getting back into the swing of doing homework, researching school projects, and focused on getting good grades, but also need to be aware of malware, phishing schemes, and safe computing practices.

Tips to Stay Safe This School Year

Malicious cyber activity affects students in a variety of ways, ranging from malware and scams to cyber bullying. Fortunately, there are a few simple steps you can take to keep you, your kids, and your devices protected from the latest threats. Here are some cybersecurity tips for staying safe for the new school year:
Info Security Officer

- Update County Security Policies
- Online Security Awareness Training
Service Delivery for Today & the Future

- Access from Any Device, Any Time
- Increased Options, Reduced Barriers
Expanded Wi-Fi

• Expanded Coverage & Saturation
  • Nov 2016 - Civic Center
  • Next Year - More Locations
• True Public Wi-Fi
Office 365

- Pilot in Collaboration with H&HS
- Any Device, Anywhere, Any Time
- Skype for Business, OneDrive, Groups
- Nov 2016 - Jun 2018
  - Countywide Rollout
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Online Payment Portal
Pay your property taxes, library & court fees and more!

Visit the Payment Portal
Online Permitting Home

My Account
- Modify Account

Apply
To apply for a Building Permit, you will need to provide information such as the type of application, site location, and specific details regarding your application. Once your application is successfully submitted and received, you will receive a confirmation.

- Apply for a Building Permit

Search
Search for your Building Permit applications to check the status and view details. Or search for other permits by application number, applicant name, or address.

- My Permits
- My Inspections
- My Saved Applications
- Building Permit Public Records

Pay Fees
Pay fees for your Building Permit. Online payments can be made with MasterCard, Visa, Discover and American Express.

- Pay for My Building Permits
Open Data Portal

• Portal Go Live - Dec. 2016

• Marin H.S. Hackathon - April 1, 2017
  • Topic: Public Health
  • Sponsor: Supervisor Damon Connolly
Automated Forms & **Electronic Signature**

Forms in development:

- Consumer Complaint – DA
- Paramedic Certification – HHS
- Vendor Fair Application - CS
- Facility Rental – Cultural Services
- Probable Cause – Justice Depts
- Financial Application – PD
- Delegated Contracts – CAO

- Paperless
- Public Convenience 24 x 7
- Staff Efficiency with automated workflow
Mobile App Gallery

Visit our Mobile Apps Gallery for a full list of available apps.
New Intranet

• Steering Committee
  • CAO - Angela Nicholson
  • HR - Lisa Baker
  • IST - Charlie Haase & Rwena Holaday

• Stakeholder Committee
  • CAO, DPW, HHS, HR, PD
COUNTY OF MARIN

MINE Survey Results

The MINE survey was comprised of 20 open-ended and multiple choice questions.

627 Employees Responded

Employees that use the MINE on a DAILY BASIS 43%

The MINE makes the employee’s job EASIER 67%

Top 3 Depts. Responding

CDA 29% of Workforce

SHH

Med

49% Want Mobile Access to the MINE

Employees feel the MINE’S purpose is:

- Aid to completing work
- Staying up-to-date with County business
- Tool for leadership to communicate with staff

Employees that have difficulty finding what they are looking for on the MINE 42%
Employees offered numerous suggestions for improvement of existing features and the addition of new ones:

**Contacts**
- Include suite numbers
- Add location maps

**Forms**
- Make easier to find
- Keep up-to-date

**Search**
- Better keyword search
- More accurate results

"Access our personal benefits information and accruals."
"Make changes, such as deductions and changes to my W-2."
"A way of personalizing with favorites or contacts."
"FYI's and county newsletters so those become on demand rather than pushed out to my email."
"Real-time discussion forums with commenting that includes everyday work issues."
Website Focus Groups
Two per year: Public, BOS Aides, CAO, DPW
Mobile: Increase 16% to 42% in 4 years
The Changing Role of IST

- Putting our Customers First
- Business Consulting Services
Advisory Committee for Technology (ACT)

Scott Bauer
Ed Berberian
Mark Brown
Gabriella Calicchio
Mike Daly
Dan Eilerman
Roy Given
Maureen Lewis
Stefan Parnay
Eric Steger
Charlie Haase
IST Statement of Purpose

We Help our County Departments Succeed in Serving the Public