

W. 10.9.

AGENDA COVER MEMO

DATE: July 28, 2004

TO: LANE COUNTY BOARD OF COMMISSIONERS

PRESENTED BY: Tony Black, Chief Information Officer
Department of Information Services

AGENDA ITEM TITLE: **IN THE MATTER OF AMENDING CHAPTERS 3 AND 65 OF THE LANE MANUAL TO ADD REGIONAL INFORMATION RESPONSIBILITIES TO THE DEPARTMENT OF INFORMATION SERVICES AND TO ELIMINATE THE COOPERATIVE COMPUTER CENTER (LM 3.154; 65.065 THROUGH 65.085)**

- I. PROPOSED MOTION: APPROVE THE LANE MANUAL CHANGES NECESSARY TO SUPPORT MERGING THE RESPONSIBILITIES OF THE REGIONAL INFORMATION SERVICES DEPARTMENT INTO THE LANE COUNTY INFORMATION SERVICES DEPARTMENT.**

II. ISSUE OR PROBLEM

Analysis of the Regional Information Services (RIS) Department structure and operational processes indicate negatively on issues associated with long-term sustainability. Additionally, it is the intention of the RIS Director to retire in FY06.

III. DISCUSSION

A. BACKGROUND

Lane County currently operates and maintains two separate information technology departments. The Lane County Information Services (LCIS) Department personnel manage technology specific to Lane County customers. The RIS Department personnel manage the technology shared by regional partners, which includes Lane County as well as the Cities of Eugene and Springfield, Eugene Water & Electric Board, and others.

The Regional Information Officers (RIO) evaluated several options to prepare for the RIS Director's retirement and to address the issues surrounding long-term sustainability of regional information technology implementation, maintenance, and management.

B. ANALYSIS

The RIO explored several options related to RIS director succession planning and long-term sustainability of regional services and data presentation.

The option to simply replace the RIS Director upon retirement was explored and discarded as it did not provide a means to correct long-term structural and budgetary deficiencies.

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The option to move RIS into another organization was explored and discarded as these other agencies do not currently have the processes and procedures in place to glean efficiencies and savings from the existing structure.

The option to merge RIS into LCIS was explored and prepared for presentation to the Regional Executive Group (REG), Technology Management Team (TMT), and the AIRS Executive Steering Committee (ESC). These groups concur with the recommendation to merge the functions of the two departments into a single working group under the direction and control of the LCIS Department Director. The resultant organizational structure for implementation is such that RIS and AIRS be left intact organizationally but that they become divisions within the IS Department. Also that funding for these two divisions be retained in the existing enterprise accounts and managed separately from the LCIS funding stream. Additionally, the recommendation included the immediate planning and implementation of shared administration, merging the two administrative bodies into a single entity.

It is intended that this organizational structure provide the following benefits:

- ❑ Staff reductions and/or back-fill of unmet personnel needs.
- ❑ Cost savings through shared servers and software.
- ❑ Implementation of an actuals-based, real-time billing system.
- ❑ Implementation of an accurate time tracking and reporting system.
- ❑ Formalized project management and portfolio tracking processes.
- ❑ Better coordination of County and regional work plans.
- ❑ More efficient utilization of existing staff and increased morale and productivity.
- ❑ Elimination of duplicate processes.
- ❑ Long-term sustainability through combined implementation of the above benefits.
- ❑ Resolution to the RIS Director succession planning dilemma.

C. ALTERNATIVES/OPTIONS

- 1) The Lane County Board of Commissioners may approve the Order, amending the Lane Manual to identify the Lane County Information Services Department as the regional information technology service provider.
- 2) The Lane County Board of Commissioners may deny the Order.

D. RECOMMENDATION

It is recommended that the Lane County Board of Commissioners select option 1, approving the proposal to merge regional technology service provisions with those provided by the Lane County Information Services Department.

IV. IMPLEMENTATION

Upon approval of this Order by the Board of Commissioners, the Information Services Department will commence merging the operations and processes of the two technology groups, effective August 9th, 2004.

IN THE BOARD OF COUNTY COMMISSIONERS OF LANE COUNTY, OREGON

ORDER NO.

IN THE MATTER OF AMENDING CHAPTERS 3 and 65 OF THE LANE MANUAL TO ADD REGIONAL INFORMATION RESPONSIBILITIES TO THE DEPARTMENT OF INFORMATION SERVICES AND TO ELIMINATE THE COOPERATIVE COMPUTER CENTER (LM 3.154; 65.065 through 65.085)

The Board of County Commissioners of Lane County orders as follows:

Lane Manual Chapter 3 is hereby amended by removing, substituting and adding the following section:

REMOVE THIS SECTION

3.154

as located on page 3-17
(a total of 1 page)

65.065 through 65.085
as located on pages 65-2 through 65-3
(a total of 2 pages)

INSERT THIS SECTION

3.154

as located on page 3-17
(a total of 1 page)

NONE

Said sections are attached hereto and incorporated herein by reference. The purpose of these substitutions and additions is to add regional information responsibilities to the Department of Information Services and to eliminate the Cooperative Computer Center (LM 3.154; 65.065 through 65.085).

Adopted this _____ day of _____ 2004.

Chair, Lane County Board of Commissioners

APPROVED AS TO FORM

Date 7/13/04 Lane County


OFFICE OF LEGAL COUNSEL

(3) The Director shall perform such additional duties or assignments as may be delegated by the County Administrator or the Board. *(Revised by Order No. 96-1-30-2; Effective 1.30.96)*

3.154 Functions.

(1) The Department shall perform all information systems strategic planning and coordination for Lane County.

(2) The Department shall establish information technology standards.

(3) The Department shall be responsible for implementing information technology plans and standards.

(4) The Department shall participate in, make recommendations concerning, and advise the Board and its representatives in all matters related to Lane County's relationship with its regional partners in information technology.

(5) The Department shall stay abreast of current trends in technology and ensure that the Board, County Administrator, and Department Directors are aware of significant changes that will improve Lane County business functions.

(6) The Department shall deliver information services for County departments.

(7) The Department shall train County employees in effective use of information technology.

(8) The Department shall be responsible for administration and implementation of shared regional technology, and of such other regional information systems at the direction of the regional partners. *(Revised by Order No. 96-1-30-2; Effective 1.30.96)*

65.025 Transportation of Prisoners Inter/Intrastate.

Transportation of prisoners must often occur in an expeditious fashion without sufficient time to prepare and execute written contracts. After the Sheriff has made a reasonable effort to comply with LM 65.010(1) to (6) above, oral agreement with other governmental law enforcement agencies shall be sufficient to legally obligate Lane County to reimburse the assisting agency. *(Revised by Order 83-3-16-17, Effective 3.16.83)*

RELATIONSHIP WITH LANE COUNCIL OF GOVERNMENTS**65.105 Policy.**

Lane County has two primary responsibilities as a governmental unit. First, Lane County has a responsibility to see that County government is responsive to the people it serves. Second, Lane County has the responsibility to see that County government discharges its duties to its citizens in the most efficient and effective manner. It is with these two responsibilities in mind that Lane County has supported a policy of participation in the Lane Council of Governments (LCOG), an organization composed of local elected officials concerned with finding long-range solutions to local regional problems through cooperative planning, program development, analysis, and service delivery. By working together cooperatively with other local governments through LCOG to solve regional problems of local concern, Lane County has prevented the need for higher and more removed levels of governments to solve such local problems, and has been able to find new, better and more efficient ways to serve the citizens of this County. The cooperation among the local governments has strengthened each involved. *(Revised by Order 73-11-13-2, Effective 11.28.73; 03-1-15-7, 1.15.03)*

65.110 Purpose.

The primary purpose of LCOG is to serve the public interest and enhance the quality of life for the citizens of Lane County through the provision of technical assistance to local governments, the provision of direct services to local governments and the public, and the development of multi-year plans which analyze current and future problems and explore possible cooperative actions for the local governments to take. A secondary purpose is to coordinate actions which must cross jurisdictional boundaries. Cooperative planning allows the local governments to make best use of their resources. Some of the areas where plans have been and are being developed are health, transportation, manpower, economic development, law enforcement, natural resources, social services, housing and education. Local elected officials for the respective governmental units are responsible for approval and implementation of final plans for cooperative action among their governments. LCOG's services to Lane County and other units of local government are provided under contract or intergovernmental agreement and include planning and research services, information services, hearings official services, and the operation of regional technology services such as Metro Television, a telephone consortium and the Regional Land Information Data Service. With guidance from its Board of Directors and under contract with the State of Oregon, LCOG also serves as the Area Agency on Aging for Lane County, and in that role is responsible for the administration of publicly funded programs for senior and disabled citizens in Lane County. *(Revised by Order 73-11-13-2, Effective 11.28.73; 03-1-15-7, 1.15.03)*

65.115 Membership.

LCOG has been established by an intergovernmental agreement made and entered into by most of the special districts, cities, school districts and public utility companies in Lane County, plus Lane Community College and Lane County. The Council is the governing

body for LCOG and is composed of elected officials from the local governments represented. Each participating government is assessed part of the cost of LCOG's operation. The complete agreement is set forth in "Charter and Agreement - Lane Council of Governments," dated December 15, 1971 and subsequently amended, most recently April 23, 1998. *(Revised by Order 73-11-13-2, Effective 11.28.73; 03-1-15-7, 1.15.03)*

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COOPERATIVE COMPUTER CENTER

65.065 General.

~~The Executive Group for Information Systems Management serves at the pleasure of the Board of County Commissioners and is composed of the chief appointed administrative officer of their designated representative of the major using agencies. *(History not available)*~~

65.070 Membership.

~~The current members of the Regional Information System Executive Group are Lane County, City of Eugene, Eugene Water and Electric Board, Lane Council of Governments, City of Cottage Grove, City of Albany, City of Springfield, and Linn County. Additional members will be considered if an organization can demonstrate interests, its relevance can be contributory, and it is felt to be a benefit to the integrity of the Regional Information System. *(History not available)*~~

65.075 Function.

~~The function of the Executive Group is to serve as an advisory body to the Board on matters of policy concerning the Regional Information System. The Executive Group also serves as an arbitrator in matters brought to it by the Information System Users Group. *(History not available)*~~

65.080 Matters of Concern.

~~Matters of concern to the Executive Group include the following:~~

- ~~_____ (1) General policy for the Regional Information System.~~
 - ~~_____ (2) Regional Information System goals and objectives.~~
 - ~~_____ (3) Establishment of functional task forces to solve specific problems.~~
 - ~~_____ (4) Resolution of problems brought before the group.~~
 - ~~_____ (5) Regional Information System program budget recommendations.~~
 - ~~_____ (6) Scope of activities.~~
 - ~~_____ (7) Review and evaluation of efforts for effectiveness and conformance with established objectives.~~
 - ~~_____ (8) Evaluation of requests to utilize the Regional Information System.~~
 - ~~_____ (9) Relationship and the sharing of activities with other Regional Systems.~~
- ~~*(History not available)*~~

65.085 Utilization Evaluation Criteria.

~~Upon receipt of a request to utilize the Regional Information System, a staff report will be prepared for the information and consideration of the Executive Group. Said report is to contain the following information to be used as guidelines for evaluation:~~

- ~~_____ (1) Background of request and requesting agency.~~
- ~~_____ (2) Scope of request; anticipated applications and volumes projected over five years, to include:
 - ~~_____ (a) Example of jobs to be processed and data to be stored.~~
 - ~~_____ (b) Possible relationships to data already contemplated.~~~~

- ~~_____ (3) Implications for Regional Information System. Optional materials:~~
 - ~~_____ (a) When available, staff report will include system models.~~
 - ~~_____ (i) Response time projected 1-5 years shown both without and with proposed user.~~
 - ~~_____ (ii) Percentage of batch utilization and projected turnaround time over a period of 1-5 years shown both without and with proposed user.~~
 - ~~_____ (iii) Auxiliary storage requirements, total and by user, projected for 1-5 year basis shown both without and with proposed user will also be supplied when available.~~
- ~~_____ (4) Economic Summary.~~
 - ~~_____ (a) Regional Information System. Estimated cost distribution by user, annually, for the period of 105 years shown both without and with proposed user.~~
 - ~~_____ (b) Requesting agency.~~
- ~~_____ (5) Checklist of established policy criteria~~
 - ~~_____ (a) Location. The Board prefers that the agency, unless being considered as a temporary user only, be located within a county bordering upon Lane County.~~
 - ~~_____ (b) Sponsorship. The Board expects users to qualify based on type of organization. The applying agency should be in the public sector. Applications are acceptable from state, federal, and other agencies if appropriate under items (c) and (d). The first priority is given to those agencies in the taxing area of Lane County.~~
 - ~~_____ (c) Relevance. Additional consideration will be given to those agencies whose functions or whose sharable data base has relevance for the current users.~~
 - ~~_____ (d) Need. Where an agency has a function to be automated which the Board finds to be of extraordinary value to the public, the agency may be included as a user in whole or in part. Generally, some consideration will be given to the need of the agency to use the system and to the viable alternatives available to it.~~
 - ~~_____ (e) Competitive Considerations. The Board's intention is not to compete with private industry and not to offer services to "for profit" private sector organizations. It is the Board's policy that all cost be divided equitably between users as the Board finds appropriate with the goal of no profit/no loss, from the Data Center operation.~~
 - ~~_____ (f) Data Processing Support. The using agency should maintain its own integrity and the applications programming and analyst capacity. Also, the agency should support its own data processing coordination activities. This policy may be satisfied by agreements between the user and other using agencies.~~
 - ~~_____ (g) Continuity of Service. There are two levels of computer service available to potential using agencies: short term and long term.~~
 - ~~_____ (i) Short term is a commitment to an agency in this category to give six months' notice of termination of computer service. The Regional Information System has the responsibility of informing any potential using agency in this category of their short term status prior to providing service.~~
 - ~~_____ (ii) Long term is a commitment to an agency in this category to provide computer service on a continuous basis. The Regional Information System has the responsibility to fulfill and maintain this status insofar as it is economically and humanly possible.~~
- ~~_____ (6) When any of the above items are not available, a summary of the indicated items insofar as can be implied from material available should be made.~~
- ~~_____ (7) Conclusions.~~
 - ~~_____ (a) Executive Group will review and recommend action to the Board.~~

~~_____ (b) The Board will review the staff report and Executive Group recommendation and will determine user status of requesting agency. (History not available)~~

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