

# Information Services Department

## FY 2023-24 Performance

Michael Wentworth, CIO

October 8, 2024



**SAN MATEO COUNTY  
RESIDENTS**

**CUSTOMERS**

**OUR  
CORE  
VALUES**

EXCELLENT CUSTOMER SERVICE

COLLABORATION & PARTNERSHIPS

HIGH ETHICAL STANDARDS

FISCAL STEWARDSHIP

CONTINUOUS IMPROVEMENT

EMPLOYEE GROWTH & ENGAGEMENT

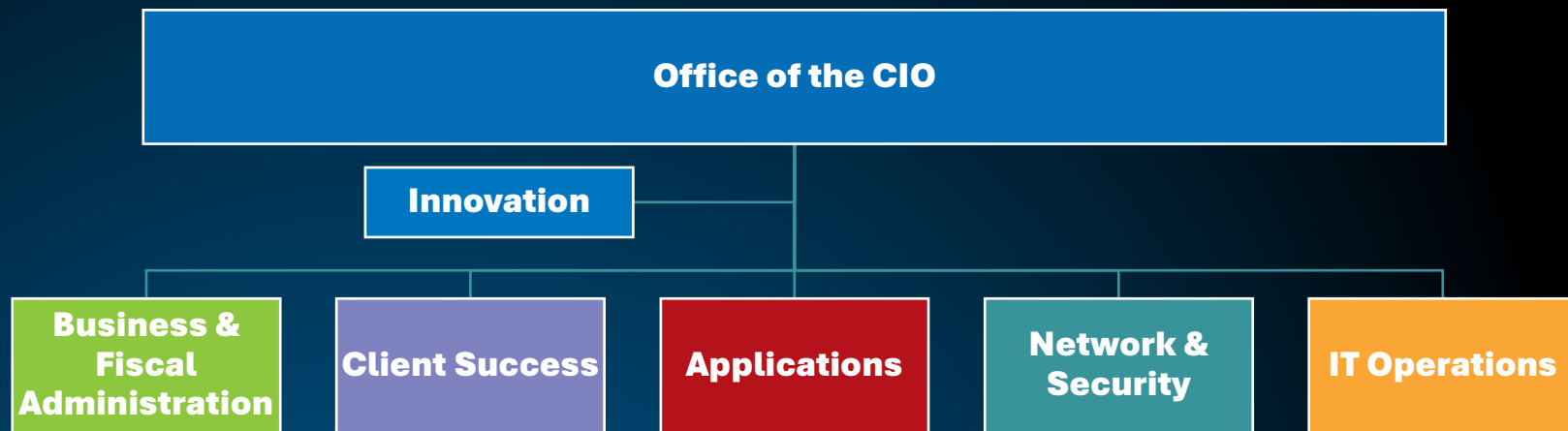
CULTURE OF INNOVATION & CREATIVITY

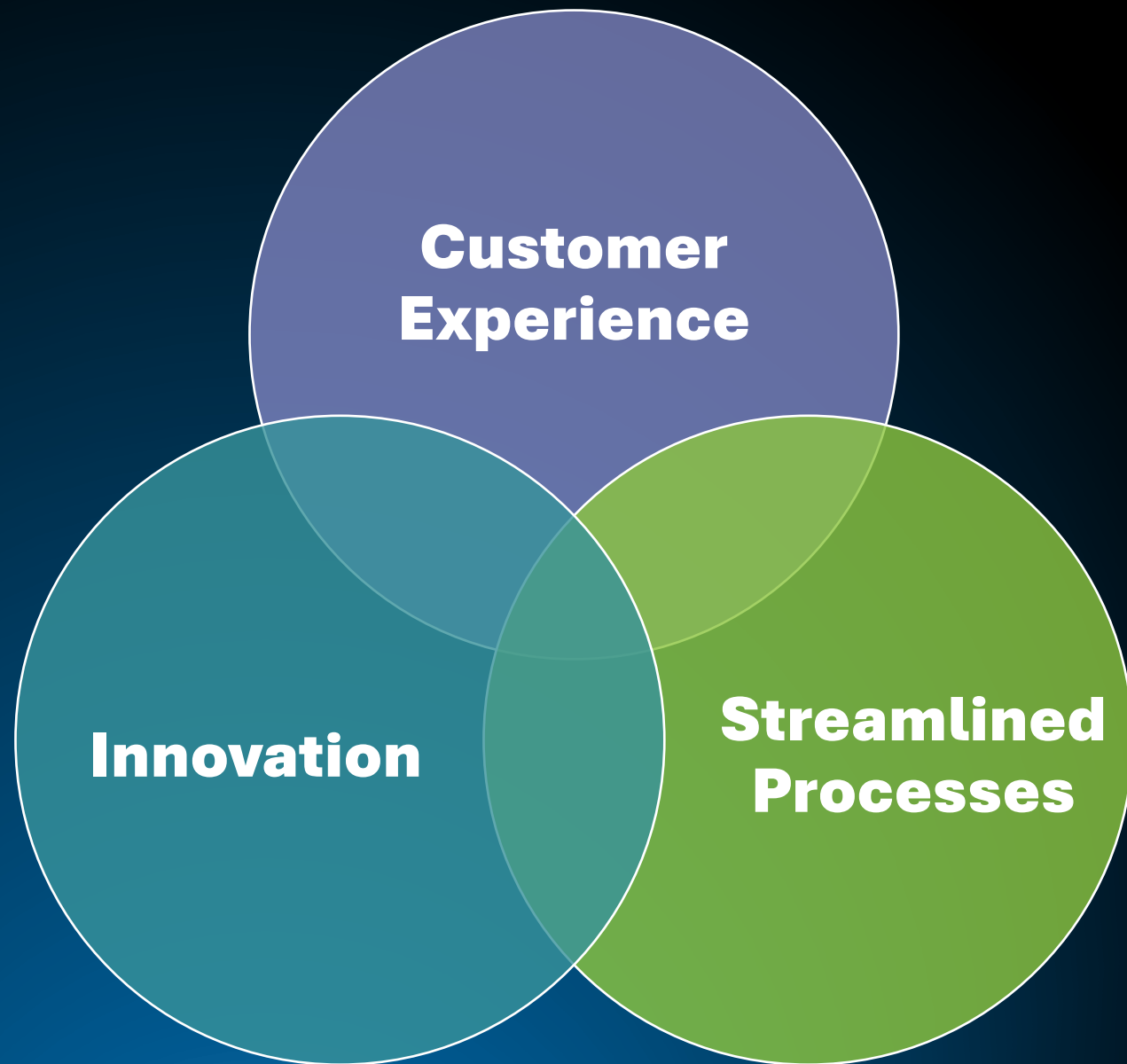


**COUNTY OF SAN MATEO**  
INFORMATION SERVICES DEPARTMENT



# DEPARTMENT OVERVIEW





**COUNTY OF SAN MATEO**  
INFORMATION SERVICES DEPARTMENT

# CUSTOMER EXPERIENCE (COMMUNITY)



ACCESSIBILITY &  
TRANSLATION



MIDDLEFIELD ROAD  
SMART STREET PROJECT



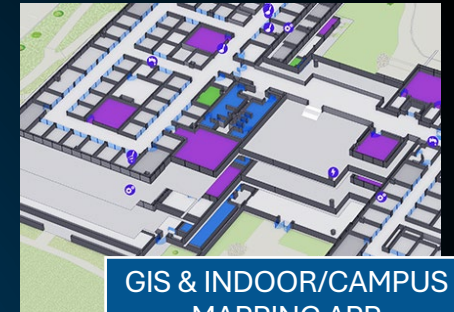
PUBLIC SAFETY RADIO  
UPGRADES



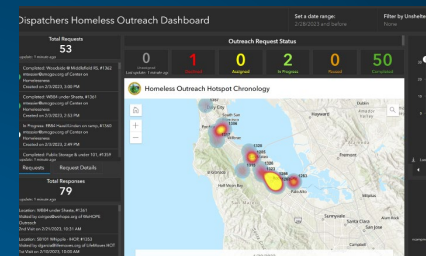
SMC Public WIFI  
SMC PUBLIC WI-FI



EQUITY RESOURCE HUB



GIS & INDOOR/CAMPUS  
MAPPING APP

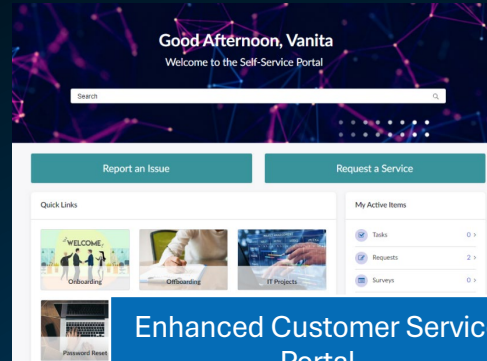


MOBILE APPLICATIONS &  
DASHBOARDS



COUNTY OF SAN MATEO  
INFORMATION SERVICES DEPARTMENT

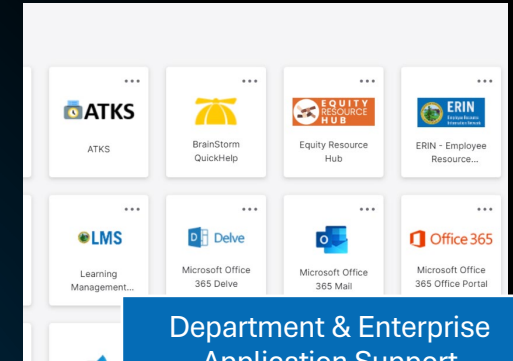
# CUSTOMER EXPERIENCE (DEPARTMENTS)



Enhanced Customer Service Portal



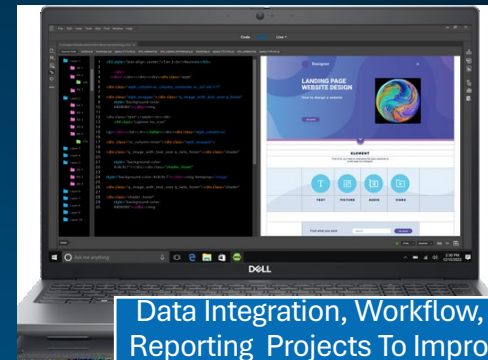
Physical Relocation Projects



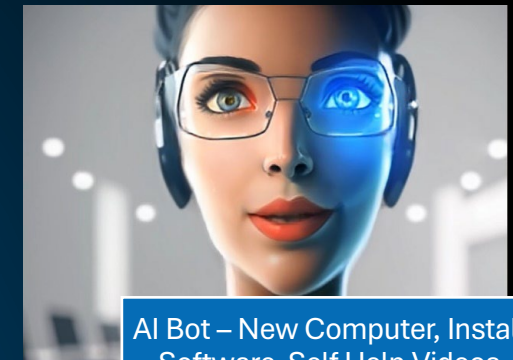
Department & Enterprise Application Support



ISD & Departmental Technology Implementation Support



Data Integration, Workflow, & Reporting Projects To Improve Operational Efficiencies



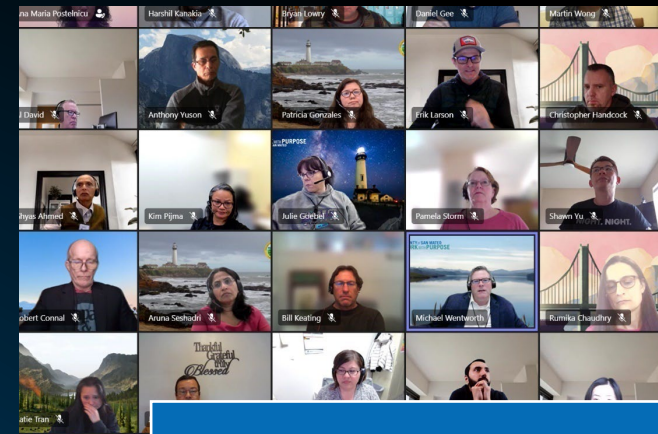
AI Bot – New Computer, Install Software, Self Help Videos



COUNTY OF SAN MATEO  
INFORMATION SERVICES DEPARTMENT



ISD Employee Resource Hub



Recorded Department Meetings



Chef'in



Recognition & Wellness Events



# 97%

Percentage of Customers Who Rate  
Satisfaction as Good or Better

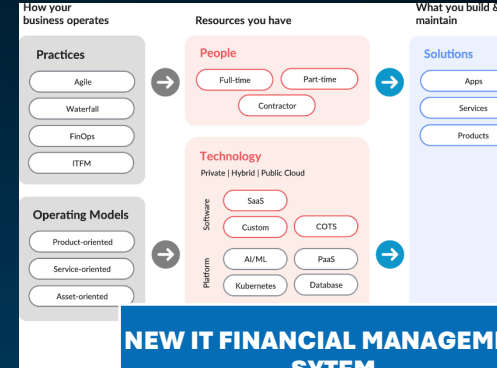


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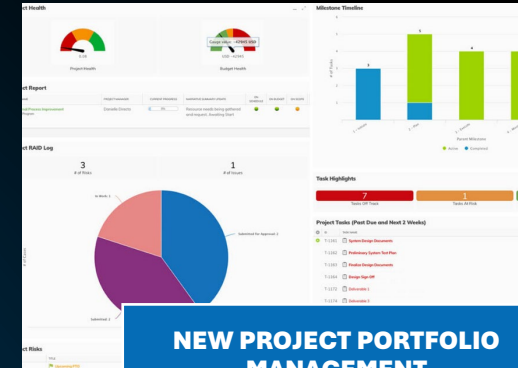
# STREAMLINED PROCESSES



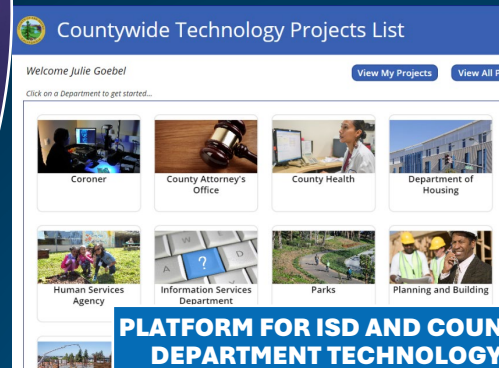
**CYBERSECURITY  
ENHANCEMENTS, 24/7/365  
SECURITY OPERATIONS CENTER**



**NEW IT FINANCIAL MANAGEMENT  
SYSTEM**



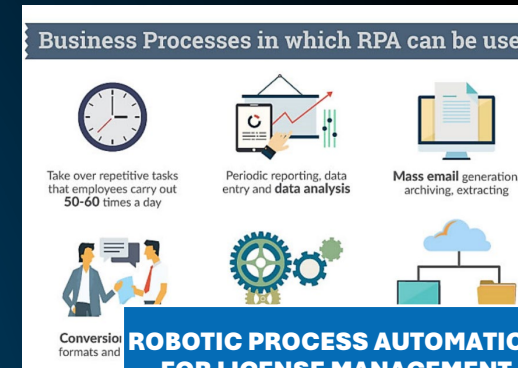
**NEW PROJECT PORTFOLIO  
MANAGEMENT**



**PLATFORM FOR ISD AND COUNTY  
DEPARTMENT TECHNOLOGY  
PROJECTS**



**RELOCATION TO NEW RADIO  
SHOP**



**ROBOTIC PROCESS AUTOMATION  
FOR LICENSE MANAGEMENT**



**COUNTY OF SAN MATEO**  
INFORMATION SERVICES DEPARTMENT



**82.5%**

**AUTOMATIC RESOLUTION OF  
SECURITY ALERTS  
BY SECURITY  
OPERATIONS CENTER**

**99.72%**

**DATA CENTER, RADIO,  
TELEPHONE, AND SERVER  
SERVICES UPTIME**

**100%**

**CUSTOMER SATISFACTION  
WITH TECHNOLOGY PROJECT  
MANAGEMENT SERVICES**



**COUNTY OF SAN MATEO**  
**INFORMATION SERVICES DEPARTMENT**



# INNOVATION

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MIGRATION TO VOIP

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DATA CENTER CONSOLIDATION, VIRTUALIZATION,  
CLOUD MIGRATION AND DISASTER RECOVERY

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MIGRATION TO .GOV DOMAIN

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DEPARTMENTAL TECHNOLOGY CHAMPIONS



**COUNTY** OF **SAN MATEO**  
INFORMATION SERVICES DEPARTMENT



**2,761**

**USERS MIGRATED TO VOIP TO  
DATE (35% OF ALL USERS)**

**99.72%**

**AVAILABILITY OF KEY IT  
INFRASTRUCTURE (DATA  
CENTERS, RADIO SERVICES  
AND TELEPHONE SERVICES,  
AND COMPUTING SERVICES)**

**25**

**INNOVATION CHAMPIONS  
FROM 20 COUNTY  
DEPARTMENTS/HEALTH  
DIVISIONS**



**COUNTY OF SAN MATEO**  
**INFORMATION SERVICES DEPARTMENT**



**PUBLIC  
SAFETY  
RADIO  
MODERNIZATION**

Main Network  
Upgrade Completed

Deployment of  
Sheriff Office Radios



**COUNTY OF SAN MATEO**  
INFORMATION SERVICES DEPARTMENT



# **CYBER SECURITY**

9000 Endpoint Upgrades

90% Increased Growth in  
Cyber Alerts

Implemented Integrated  
Monitoring & Reporting



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# VOIP

FY23-24:  
1,146 Users  
Migrated

- 1024 Mission
- COB3

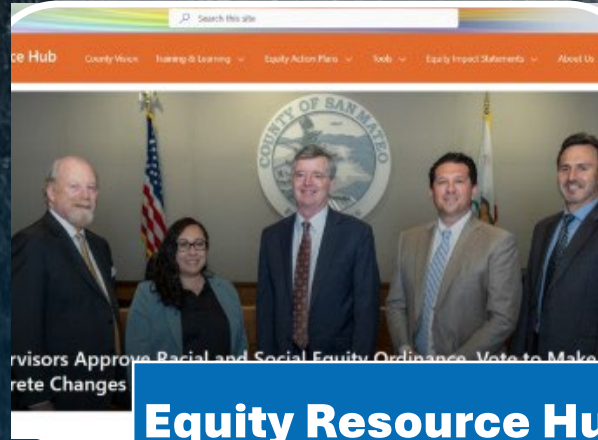
FY24-25 to date:  
1,615 Users  
Migrated

- Sheriff HQ
- ACRE
- 1 Davis
- 550 Quarry Road
- Harbor Blvd





# EQUITY



**Equity Resource Hub**



**Public Wi-Fi**

Information Services Department

Action Plan 3.0 (July 2024- June 2025)

*Last updated: August 23, 2024*

**Outcomes and Actions**

Onboarding: Improve the onboarding experience for new employees to promote a...

A. Direct ne

**Equity Action Plan**





**PERFORMANCE**

**INCLUSIVE  
STRATEGIC  
PLANNING  
PROCESS**

**EQUITY  
UPDATES  
IN  
MEETINGS**

**CAREER  
GROWTH  
OPPORTUNITIES**

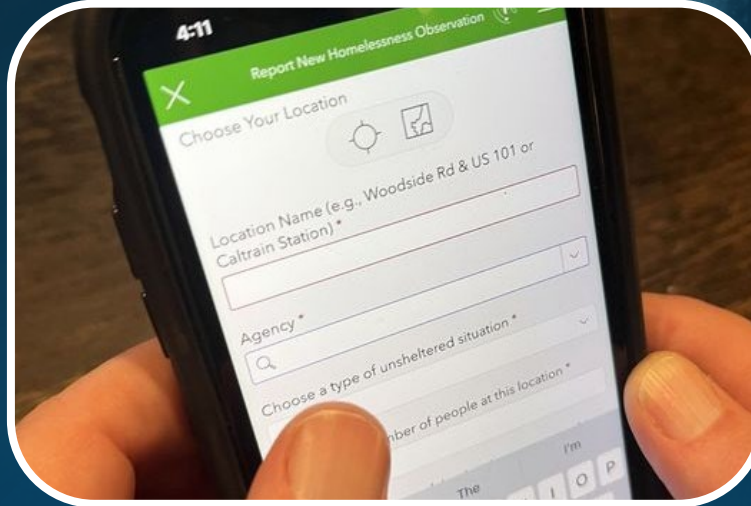


**DRAMATIC INCREASE IN  
KEY GARE SURVEY METRICS**



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# INNOVATION



COUNTY OF SAN MATEO  
INFORMATION SERVICES DEPARTMENT

# RECOGNITION



**COUNTY OF SAN MATEO**  
INFORMATION SERVICES DEPARTMENT



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AI Policy & AI Use Case Discovery

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Chatbots & Virtual Assistants

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Low Code/No Code Solutions

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Innovation Champions

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**COUNTY OF SAN MATEO**  
INFORMATION SERVICES DEPARTMENT

