INFORMATION SERVICES DEPARTMENT PERFORMANCE PRESENTATION

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ISD Mission Statement

Enhance the effectiveness of government services by delivering excellent customer service, innovative solutions, reliable applications, secure infrastructure, and easier access to information.

Shared Vision 2025 Alignment

Shared Vision Goals	ISD Initiatives	Impact
Healthy and Safe Community	Radio System Upgrade	Provide reliable public safety communication infrastructure.
	Drone Detection	Create safe air space over public safety facilities to reduce crime.
Prosperous Community	Public Wi-Fi	Increase community access to the Internet.
Livable Community	Geographical Information Systems & Open Data	Allow easier access to government services and information through interactive maps and data.

Shared Vision 2025 Alignment

Shared Vision Goals	ISD Initiatives	Impact
Environmentally Conscious Community	Parking Garage Space Availability	Reduce greenhouse emissions through smart parking.
	SMCLabs	Use emerging technologies to address current and future environmental issues.
Collaborative Community	Regional Fiber	Optimize connectivity of cities and counties to improve regional collaboration.
	Out of Area Disaster Recovery	Increase the resiliency of County services during a disaster.

Department Summary

During FY 2017-18, Information Services Department monitored 21 performance measures.

- 19 measures achieved their target
- 2 measures missed their target

Percentage of total performance measures met increased by 3%.

- FY 2016-17 – 87%
- FY 2017-18 – 90%

HK4 Insert a better graphic.
Harshil Kanakia, 8/31/2018

HK5 Benefits of KPI improvements and its impact.
Harshil Kanakia, 8/31/2018

- Received award for National Digital Counties from the Center for Digital Government (CDG) and the National Association of Counties (NACo).

- Launched SMCLabs Smart Region innovation center.

- Monthly Public Wi-Fi sessions averaged 1.1M.

- Helped secure elections systems for County voting centers to enhance integrity of the vote.

- Began migration to a new telephone system.

- Improved employee engagement and training.

FY 2018-19 Challenges

- Personnel recruitment and retention.

- Dramatic increase of cyber-security threats.

- Replace aging technology infrastructure.

- Increasing department needs for technology solutions.

- Plan for regional collaboration during disaster.

COUNTY OF SAN MATEO

- Disaster Recovery Planning and Testing.

- Regional technology partnerships.

- SMC Public Wi-fi and Broadband Expansion.

- Leverage technology solutions across departments.

- Train employees to support new technology.

- Continue providing excellent customer service.

- Explore innovative solutions through SMC Labs