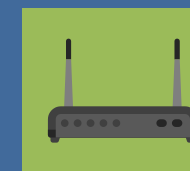
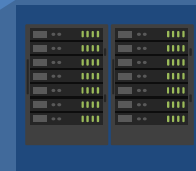


FY 2021-23 Recommended Budget

ISD

Michael Wentworth
Interim Director/CIO
June 23, 2021



Mission

The mission of the Information Services Department (ISD) is to connect employees within the County government and to connect residents to their government. The department strives to promote the effectiveness and efficiency of government and build stronger connections through reliable and secure infrastructure and applications, responsive service delivery, and greater transparency of information.



We're expanding our public WiFi footprint in the southern region of San Mateo County where there is a higher concentration of students in need of internet connectivity for distance learning!

The County's Information Services Department is installing wireless access points on light poles to reach deeper into the neighborhoods to enable hundreds of students to access the internet from their homes.

Learn more about the County's public WiFi program at <https://www.smcgov.org/smc-public-wifi-project>



SMC Public WIFI



FY 2019-21 Accomplishments

- Partnered with PDU, Sheriff, PSC, and DPW to build a highly resilient data center at the Regional Operations Center.
- Migrated Countywide users to Teams from Skype for business.
- Replaced firewall equipment to enhance County's cybersecurity posture.
- Provided SMC Public WiFi connectivity for Pescadero Arts and Fun festival vendors.



FY 2019-21 Accomplishments

COVID related accomplishments:

- Expanded Public WiFi connectivity to underserved communities throughout the county in partnership with school districts, libraries, and community centers.
- Supported Countywide employees' transition to a telework environment in response to COVID.
- Provided staffing support for the County's contact tracing, mass vaccination operations, and the emergency operations center functions.



FY 2019-21 Accomplishments

- Network team partnered with Election's office to provide secure connectivity at remote voting centers.
- Desktop Support team completed replacement and upgrades of outdated machines which are easy targets for hackers and cyber criminals.
- Radio team completed a complex radio system upgrade and installed a monitoring system to enhance radio services for public safety agencies.
- SMCLabs partnered with County departments' innovation champions to solve business problems with emerging technologies.



FY 2021-23 Budget Overview

	FY 2020-21 Revised	FY 2021-22 Recommended	Amount Change	Percent Change
Total Sources	43,536,230	40,134,682	(3,401,548)	(7.8%)
Total Requirements	43,536,230	40,134,682	(3,401,548)	(7.8%)
Net County Cost	---	---	---	---
Total Positions	135	135	---	---

FY 2021-23 Budget Overview

	FY 2021-22 Recommended	FY 2022-23 Preliminary Recommended	Amount Change	Percent Change
Total Sources	40,134,682	30,194,148	(9,940,534)	(24.8%)
Total Requirements	40,134,682	30,194,148	(9,940,534)	(24.8%)
Net County Cost	---	---	---	---
Total Positions	135	135	---	---

FY 2021-23 Priorities & Innovations

- Upgrade Countywide network infrastructure to improve its resiliency for current and future technology needs.
- Enhance resident and visitor experience by implementing smart street technologies in North Fair Oaks.
- Continue to support and improve wireless internet connectivity for County departments.
- Enhance and secure County's remote work technologies to support hybrid work model while reducing carbon footprint.

FY 2021-23 Priorities & Innovations

- Implement advanced Cybersecurity tools to proactively detect cyber threats and prevent breach of County's technology assets.
- Upgrade the County's website platform to the latest version for enhanced functionality and user experience.
- Assess the condition of County's Radio infrastructure environment in order to maintain resilient and reliable public safety communications.

FY 2021-23 Opportunities

- Enhance enterprise technology disaster recovery plans.
- Upgrade operating systems used by County departments for improved reliability and performance.
- Monitor cybersecurity threats through proactive use of advanced IT security tools.
- Improve governance of rapidly deployed technologies to facilitate remote work.

Performance and Equity



SAN MATEO COUNTY
DIGITAL EQUITY PORTAL

C.A.R.E. for Employees

- ISD created a tier onsite service level to match the state's COVID risk levels, which allows employees to minimize risk and continue to provide services for public safety and health agencies

ISD Onsite Support During Covid

Remote Support is available to all departments.
Below is a guide to onsite support during the
Shelter in Place

Covid Tier/ISD Staffing

Level of Service

**50% Max Staffing in
Orange Tier**

**Normal onsite
support for desktop,
telephony, and
network services**

**25% Max Staffing in
Red Tier**

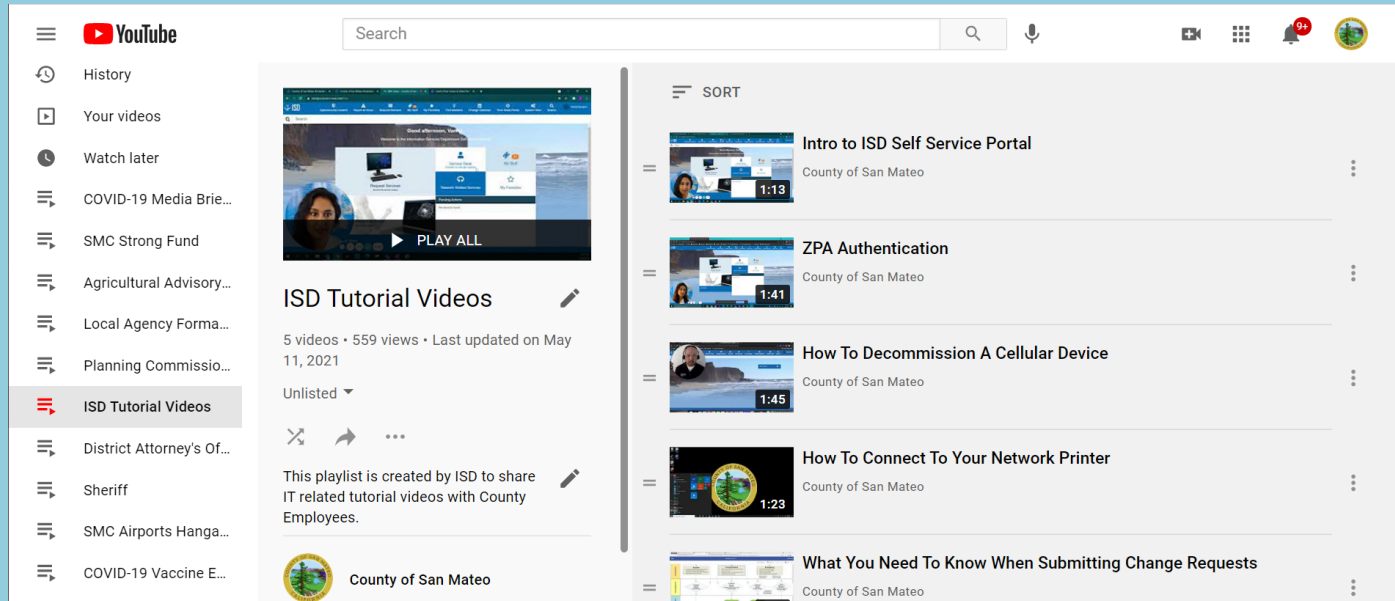
Limited staffing for essential
departments. Onsite support
may be available to non-
essential service departments
with one week notice and if
sufficient staff are available

**10% Max Staffing in
Purple Tier**

Limited staffing for essential
departments. Onsite support
for non-essential service
departments for emergency
situations and with approval
from ISD

Each onsite request will be reviewed by ISD in
accordance with Public Health's Advisory for the
safety of our customers and employees

C.A.R.E. for Customers



ISD created a YouTube Playlist to help County Employees troubleshoot some of the more common IT related tasks to minimize work disruptions



Continuous communications with our customers to meet their expectations and service needs

Questions?