



## County of Los Angeles **CHIEF EXECUTIVE OFFICE OPERATIONS CLUSTER**

SACHI A. HAMAI  
Interim Chief Executive Officer

**DATE:** July 9, 2015  
**TIME:** 1:00 p.m.  
**LOCATION:** Kenneth Hahn Hall of Administration, Room 830

### **AGENDA**

Members of the Public may address the Operations Cluster on any agenda item by submitting a written request prior to the meeting.  
Three (3) minutes are allowed for each item.

1. Call to order – Gevork Simdjian
  - A) **Update on Consolidated Data Center Governance and Roadmap**  
CIO – Richard Sanchez or designee
  - B) **Enterprise IT Initiatives Update**  
CIO – Richard Sanchez or designee

### **NOTICE OF CLOSED SESSION**

**CS-1 DEPARTMENT ACTION BRIEFING**  
Internal Services Department

2. Public Comment
3. Adjournment



## ENTERPRISE INITIATIVES HIGHLIGHTS

### 1. Managed Print Services

- ▶ Ten departments completed. DHS High Desert, LASD Hall of Justice and DA Hall of Justice also completed. 3,300 printers installed. 5,864 printers in deployment and 24,312 printers being replaced.
- ▶ Current estimated cost savings/cost avoidance is \$8.8 million annually based on completed designs and installs.
- ▶ One bid for 295 printers issued in June and one bid for 40 printers planned for July.

### 2. Office 365 Implementation (O365)

- ▶ Nineteen departments with 19,833 email boxes have been migrated to the O365 environment in the general County tenant.
- ▶ Sheriff's O365 migration is in progress (14,344 email boxes migrated) with planned completion in July.
- ▶ District Attorney's migration is in progress (680 email boxes migrated) with planned completion by the end of July.
- ▶ Fire and County Counsel have been moved to ISD's centralized email in preparation for migration.

### 3. Workstation Encryption

- ▶ 81,750 workstations (91%) have been encrypted.
- ▶ 19 departments are completed. Most all departments plan to be completed in July; however, 2 departments may carryover and not complete until August.
- ▶ Draft Board Policy for contract language requiring encryption of contractor's workstations is in final review.
- ▶ Technology Directive for the encryption of all County workstations will be scheduled for Operations Cluster briefing on July 9<sup>th</sup>.

### 4. Data Center Assessment and Consolidation

- ▶ The Enterprise Data Center Governance Model and five-year Consolidation Roadmap draft was vetted with the CIO Leadership Committee and the Board. Pending Operations Cluster planned for July 16<sup>th</sup>.
- ▶ CEO Capital Projects, ISD and CIO have finalized a Statement of Work with Gartner and the lease/build/buy analysis is in progress with target completion by August 31<sup>st</sup>.

### 5. EPIC-LA Assessment

- ▶ CEO/CIO has completed agreement with Gartner to conduct assessment of EPIC-LA technology and direction with target completion by July 27<sup>th</sup>.

### Upcoming IT Board Agenda items

- ▶ Sheriff - Parking Citation Processing Services Agreement with Xerox
- ▶ CDC (Housing Authority) - Authorization to Purchase Yardi Software License and Maintenance Services
- ▶ DPSS - Amendment 3 to Agreement with SAS Institute for Data Mining Solution (DMS)
- ▶ Auditor-Controller - Amendment 6 to Agreement with CGI Technologies and Solutions Inc.

▶ CIO - Approval to use ITF to procure GovDelivery using California Multiple Award Schedule

\* Denotes updates from prior reporting period

## Enterprise IT Initiatives Dashboard by Department – July 2015

Department	Managed Print Services (Target completion - Dec 2016)	Office 365 Implementation (Target completion – Nov 2015*)	Workstation Encryption (Target completion - June 2015)
Agricultural Commissioner / Weights and Measures	<b>Completed</b> From 91 to 39 printers Est. savings – 40% @ \$48K / yr. PM: S. Hunter	<b>Completed</b> 322 users 3-year email retention PM: ISD	Completion Status: 98%* PM: S. Hunter
Alternate Public Defender	Design review in progress* From 134 to 128 printers Est. savings – 5% @ \$5K / yr. PM: J. Yerian	<b>Completed</b> 7-year email retention PM: ISD	<b>Completed*</b> PM: J. Yerian
Animal Care & Control	Deployment in progress From 101 to 59 printers Est. savings – 54% @ \$63K / yr. PM: R. Ignacio	<b>Completed*</b> 500 users 3-year email retention PM: ISD	<b>Completed*</b> PM: ISD/IT Shared Services
Assessor	Design review in progress From 561 to 269 printers Est. savings – 42% @ \$298K / yr. PM: J. Krantz	<b>Completed</b> 1,342 users Unlimited email retention PM: ISD	<b>Completed*</b> PM: J. Krantz
Auditor-Controller	<b>Completed</b> From 150 to 85 printers 44% savings @ \$90K / yr. PM: J. Neill	<b>Completed*</b> 620 users 3-year and 7-year email retention PM: ISD	<b>Completed</b> PM: J. Neill
Beaches & Harbors	<b>Completed</b> From 85 to 61 printers 26% savings @ \$77K / yr. PM: K. Fountain	<b>Completed</b> 200 users No email retention PM: ISD	<b>Completed*</b> PM: ISD/IT Shared Services
Chief Executive Office	<b>Completed</b> From 212 to 129 printers 42% savings @ \$118K / yr. PM: D. Aardema	Pilot completed No email retention PM: ISD	Completion Status: 98%* PM: D. Sunabe
Chief Information Office	<b>Completed</b> From 8 to 3 printers 69% savings @ \$19K / yr. PM: J. Arnstein	<b>Completed</b> 28 users 3-year email retention PM: ISD	<b>Completed</b> PM: ISD/IT Shared Services
Child Support Services	Phase 1 deployment in progress From 395 to 157 printers Est. savings – 17% @ \$48K / yr. Phase 2 design in progress PM: B. Bowden	<b>Completed</b> 1,564 users 3-, 5-, and 7-year email retention PM: ISD	Completion Status: 99%* PM: B. Bowden

\* Denotes updates from prior reporting period

Department	Managed Print Services (Target completion - Dec 2016)	Office 365 Implementation (Target completion – Nov 2015*)	Workstation Encryption (Target completion - June 2015)
Children & Family Services	Wateridge deployment completed From 39 to 27 printers Design for remainder of dept. in progress From 1,295 to 1,019 printers Est. savings – 42% @ \$1.62M / yr. PM: N. Ahmad	Pilot completed 3-year email retention PM: ISD	<b>Completed*</b> PM: ISD/IT Shared Services
Community & Senior Services	Design review in progress From 111 to 75 printers Est. savings – 38% @ \$56K / yr. PM: M. Agostinelli	Pilot completed 3-year, 5-year and unlimited mail retention PM: ISD	<b>Completed*</b> PM: ISD/IT Shared Services
Consumer/Business Affairs	<b>Completed</b> From 39 to 24 printers 41% savings @ \$20K / yr. PM: K. Shelton	<b>Completed</b> 3-year email retention PM: ISD	<b>Completed</b> PM: ISD/IT Shared Services
Medical Examiner - Coroner	<b>Completed*</b> From 99 to 75 printers Est. savings – 44% @ \$33K / yr. PM: B. Cosgrove	<b>Completed*</b> 400 users 3-year email retention PM: ISD	<b>Completed*</b> PM: ISD/IT Shared Services
County Counsel	Design review in progress From 471 to 142 printers Est. savings - 42% @ \$131K / yr. PM: M. Der	Migration to CES completed* Email retention pending PM: ISD	<b>Completed*</b> PM: M. Der
District Attorney	Phase 1 deployment in progress Phase 2 bid in progress* From 1,770 to 505 printers* Est. savings – 27% @\$425K / yr. PM: T. Pelkey	Migration in progress* Email retention pending PM: T. Pelkey	<b>Completed</b> PM: T. Pelkey
Fire	Phase 1 deployment in progress (27 printers) Phase 2 design review in progress From 1,610 to 558 printers Est. savings – 23% @ \$249K / yr. PM: V. Mesrobian	Migration to CES completed* Email retention pending PM: R. Sawyer	Completion Status: 81%* PM: R. Sawyer

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Department	Managed Print Services (Target completion - Dec 2016)	Office 365 Implementation (Target completion – Nov 2015*)	Workstation Encryption (Target completion - June 2015)
Health Services	<p><b>High Desert completed*</b>, From 523 to 109 printers Est. savings – 37% @ \$90K / yr.</p> <p><b>MLK</b> deployment completed From 759 to 281 printers Est. savings – 53% @ \$425K / yr.</p> <p><b>Harbor UCLA</b> Phase 1 deployment completed Phase 2 deployment completed Phase 3 deployment in progress Phase 4 deployment in progress* From 1,191 to 582 printers Est. savings - 35% @ \$248K / yr.</p> <p><b>HSA</b> deployment in progress From 677 to 279 printers Est. savings – 55% @ \$393K / yr.*</p> <p><b>Rancho Los Amigos</b> Phase 1 deployment completed From 126 to 35 printers Est. savings – 50% @ \$54K / yr. Phase 2 deployment in progress From 854 to 297 printers Est. savings – 40% @ \$154K / yr.</p> <p><b>Olive View</b> Phase 1 design review in progress From 663 to 276 printers Est. Phase 1 savings – 47% @ \$220K / yr. Phase 2 design review in progress From 440 to 221 printers Est. savings – 41% @ \$101K / yr.</p> <p><b>LAC+USC</b> Phase 1 deployment in progress From 378 to 368 printers Phase 2 current state in progress* Est. 3,000 existing printers Dept. PM: K. Lynch</p>	<p>Pilot completed 3-year, 5-year and 7-year email retention PM: ISD</p>	<p>Completion Status: 68%* PM: E. Garcia</p>

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Department	Managed Print Services (Target completion - Dec 2016)	Office 365 Implementation (Target completion – Nov 2015*)	Workstation Encryption (Target completion - June 2015)
Human Resources	Deployment in progress From 124 to 82 printers Est. savings - 25% @ \$82K / yr. PM: S. Contreras	Pilot completed 3-year email retention PM: ISD	<b>Completed*</b> PM: ISD/IT Shared Services
Internal Services	Deployment in progress From 645 to 176 printers Est. savings – 58% @ \$739K / yr. PM: G. Plummer	<b>Completed</b> 2,000 users 3-year email retention PM: ISD	Completion Status: 98%* PM: ISD/IT Shared Services
Mental Health	Deployment in progress From 1,631 to 777 printers Est. savings - 35% @ \$561K / yr. PM: K. Van Sant	Pilot completed* Email retention pending PM: K. Van Sant	Completion Status: 88%* PM: K. Van Sant
Military & Veterans Affairs	<b>Completed</b> From 24 to 12 printers Est. savings – 9% @ \$4K / yr. PM: K. Gutierrez	<b>Completed</b> 30 Users 3-year email retention PM: ISD	<b>Completed</b> PM: ISD/IT Shared Services
Parks & Recreation	Design review in progress From 265 to 81 printers Est. savings – 55% @ \$92K / yr. PM: M. Brown	<b>Completed</b> 936 users 7-year email retention PM: ISD	<b>Completed*</b> PM: K. Ta
Probation	Phase 1 deployment in progress From 1,604 to 258 printers Est. savings - 39% @ \$282K / yr. Phase 2 design review in progress From 1,983 to 599 printers Est. savings – 46% @ \$581K / yr. PM: B. Chacko	Pilot completed 15-year email retention PM: ISD	<b>Completed</b> PM: V. Chin
Public Defender	Design review resumed From 386 to 178 printers Est. savings – 58% @ \$420K / yr. PM: N. Kennamer	<b>Completed</b> 1,200 users Unlimited email retention PM: ISD	Completion Status: 88%* PM: A. Lew
Public Health	Deployment in progress From 2,264 to 927 printers Est. savings - 50% @ \$1.29M / yr. PM: E. Hidalgo	<b>Completed*</b> 5,000 users 3-year, 7-year, and unlimited email retention PM: ISD	Completion Status: 83%* PM: J. Green
Public Library	Design review in progress From 1,586 to 490 printers Est. savings – 40% @ \$280K / yr. PM: B. Le	<b>Completed</b> 655 users 7-year email retention PM: ISD	Completion Status: 88%* PM: M. Acosta

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Department	Managed Print Services (Target completion - Dec 2016)	Office 365 Implementation (Target completion – Nov 2015*)	Workstation Encryption (Target completion - June 2015)
Public Social Services	Phase 1 deployment in progress From 748 to 570 printers Est. savings – 2% @ \$31K / yr. Est. 5,961 total printers PM: P. Choday	Pilot completed* Email retention pending PM: C. Nguyen	Completion Status: 99%* PM: C. Nguyen
Public Works	Phase 1 design review in progress From 940 to 415 printers Est. savings – 31% @ \$291K / yr. PM: D. Carney	<b>Completed</b> 4,034 users Email retention pending PM: ISD	Completion Status: 99%* PM: P. Anderson
Regional Planning	<b>Completed</b> From 106 to 59 printers Est. savings - 53% @ \$100K / yr. PM: J. Calas	<b>Completed</b> 220 users Unlimited email retention PM: ISD	<b>Completed</b> PM: J. Calas
Registrar-Recorder	Phase I deployment in progress* From 865 to 645 printers* Est. savings – 46% @ \$205K/yr. Phase 2 design on hold* PM: K. Ponte	Pilot completed (10 users) 3-year, 5-year, and unlimited email retention PM: ISD	Completion Status: 95%* PM: K. Ponte
Sheriff	HOJ deployment completed* Patrol deployment in progress* Patrol from 1,176 to 527 printers Est. Patrol savings – 61% @ \$1M/yr. Custody inventory in progress Est. 6,120 total printers PM: Lt. T. Leon	Migration in progress* 2-year email retention PM: Capt. P. Drake	<b>Completed</b> PM: S. Naimi
Treasurer & Tax Collector	<b>Completed</b> From 321 to 161 printers 28% savings @ \$74K / yr. PM: L. Adran	<b>Completed</b> 500 users Email retention pending PM: ISD	<b>Completed*</b> PM: L. Adran

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