County of Santa Clara

Project Accomplishments, Spring 2023
Presented to Finance and Government Operations Committee

TECHNOLOGY
SERVICES AND SOLUTIONS

Message from the Acting CIO

The County of Santa Clara's Technology Services and Solutions (TSS) Department is pleased to report on projects that have concluded since the Fall 2022 Finance and Government Operations Committee (FGOC) Report. The following pages feature high-level descriptions of completed projects and the benefits provided to County residents. Our projects encompass a diverse range of initiatives aimed at maintaining our operational efficiency, enhancing our ability to meet the community's demands, and transforming our services to create significant impact.

As we move forward, we will shift our strategic plan to focus on modernizing our infrastructure and business systems, digitizing our public-facing services, and delivering value-added IT services to our customers. Our modernization efforts will involve upgrading our legacy systems and infrastructure, leveraging emerging technologies and cloud solutions, and adopting best practices to ensure optimal performance and security. Through these efforts, we will improve our ability to deliver solutions while reducing operational costs. To ensure our capabilities match the County's demand for technology, we will invest in developing a highly skilled and engaged workforce. We believe that this will not only improve our internal operational efficiencies but also enhance our overall IT capabilities. Finally, we understand that effective enterprise governance is vital to achieving our strategic goals. Therefore, we will continue to utilize governance frameworks that align with industry standards, promote transparency and accountability, and enable effective decision-making.

We are dedicated to collaborating and partnering with County departments to guarantee the safe and efficient delivery of essential services to our residents and the communities we serve.

Nina D'Amato
Acting Chief Information Officer

Projects

Transformational Innovation

Through innovation and ingenuity, we aim to empower the County of Santa Clara to become the most technology progressive county in the region.

Hospital System Radiology Services Implementation
Additional radiology services improve patient care

By implementing an interface between the County's Electronic Health Record System and a third-party vendor system, O'Connor and St. Louise hospitals were able to utilize additional trained radiologists to help improve the timeliness of their afterhours readings. The new interface expedited care and improved patients' experience. Turnaround times were impressive and contribute to improved continuity of care.

Neonatal Intensive Care Breast Milk Management and Tracking System
New Breast Milk Management System improves patient safety

The County implemented the Breast Milk Management system at Santa Clara County Valley Medical Center and O'Connor Hospital in February 2023 to track and trace maternal breast milk, donor milk, infant formula and other additives. The new system helps improve patient safety, increase nurse productivity and satisfaction, reduce financial exposure, as well as improve patient satisfaction and product standardization.

Continued Growth

As County services are changing and the technology landscape is evolving, we continue investing to enable the growth of our existing solutions.

Aerial Imagery and 3D Point Cloud Data Acquisition
New aerial imagery enables the County to obtain important County data

The County acquired new datasets of 3-inch and 6-inch aerial orthoimages, and the 3-inch oblique imagery (collected at an angle) of the county. As part of a program created in 2020, the County established an ongoing Agreement with Cities and Special Districts to acquire regional seamless aerial imagery of the county consistently and efficiently. In 2022, the County obtained a second collection of urban orthoimages during springtime with a higher sun angle to manage shadows. These imagery datasets, which are an accurate representation of the Earth's surface, allow for before and after fire image comparison, detections of changes at unassessed real properties, management of the County's urban forest, internal fire and flooding prevention and planning procedures, functions to automatically display building footprint measurements for a property or for a selected building, and 2D and 3D maps.

Electronic Health Record Conversion Project
New electronic health record system assists in the County's compliance with Behavioral Health clinical and billing requirements

The implementation of a new electronic health record helps the County to comply with Behavioral Health clinical and billing documentation requirements. Electronic integration eliminates the need for double data entry for participating contracted providers. Implementation of electronic claims submission meets the state requirement to use a standardized protocol. Automated claims and automatic adjudication of claims prior to submission to the state allow the County to maximize reimbursement for services, submit claims timely, and to recover more funds from contracted providers.

Enterprise Portal Platform and Content Management System
Migration of County public-facing websites to new cloud-based environment.

This project migrated 98 public-facing County websites from an in-house environment to a secure, resilient Cloud-based web platform. This migration allowed the County to keep the public-facing websites available, responsive and resilient in the face of high user demand throughout the pandemic and beyond.

Operational Excellence

We are committed to enhancing our current technologies ensuring that the County's IT services are reliable, secure and high performing.

Replacement of Web Service Infrastructure Components
Replacement of infrastructure components used to create domain names ensures continuity of services

Replacement of outdated infrastructure components at various County websites with the latest technology components. These components provide Domain Names or website addresses for many web services for the various County agencies. This update ensures that there is no disruption to services due to failures resulting from obsolete infrastructure components.

Information Security Communications
New website provides County users access to Information Security protocols

A website was created for the County's Information Security Office to provide County users with improved access to security information. This included how-to guides, processes, procedures, how to create a ticket and frequently asked questions. This site enables County users to protect their data from being lost or stolen.

Resource Family Approval Project
New solution allows centralized tracking of the status of applications to serve as a caregiver for foster children and youth

A new system was implemented to allow for an online application and ongoing centralized tracking of the status of the approval process for prospective foster parents and relative caregivers. It also tracks the status of approved caregivers' compliance with mandatory ongoing training. The system includes real-time data collection and availability for program analysis, tracking of approval and outcome, recruitment interface, and case management for recruitment and applicant data. The system improves upon the manual tracking that was previously in place.

Vendor Management Office workflow Automation
New automated workflow improves Vendor Management Office contract management process

A streamlined end-to-end process flow was implemented using automation and integration to support efficient IT Professional Services procurement workflow. This replaced a previous manual process requiring multiple forms to be manually updated.

Secure User Identity Verification Solution
New solution provides secure user identification

The County updated the authentication methodology which verifies the identity of users logging into the County network. This updated authentication methodology follows the latest security protocols and helps ensure the security of County information.

New Cloud based Financial System Assessment for Social Services Agency
Assessment for new financial system for Social Services Agency

The County completed an assessment for a new financial system to provide better planning, budgeting and forecasting for the Social Services Agency.

Custody Pharmacy Packager Replacement
New pharmacy packaging tool provides better control of custody inmate medication

The County implemented a new tool for the Custody Pharmacy to provide better control of medication going to custody inmates. In addition to packaging single-dose and multi-dose medication pouches for the inmates, the pouches go through a tool which validates the drug being dispensed is in accordance with what is prescribed. This additional verification step supplements the manual check done by the pharmacists, thereby reducing the risk of an incorrect medication being dispensed.

Policies and Procedure Workflows Automation
New comprehensive tool for Probation Department personnel provides access to policies and procedures

A new tool provides the Probation Department access to comprehensive policies and procedures that limit agency risk and enhance personnel safety. By implementing the new software, the Probation Department can keep policies up to date. The new system also incorporates the policy training component which reinforces staff's understanding of policies and procedures and includes an individual training acknowledgement.

Upgrade of Countywide Timekeeping Solution
New Countywide timekeeping solution improves user experience

The current version of the County's timekeeping system was no longer going to be supported by the vendor in July 2020. The upgrade provides features enhancement, reporting efficiency, dashboard data-driven decision making, improved user experience and the ability to archive historical data.

Telecom Expense Management System
New solution provides oversight of telecom expenses

The County implemented a solution to identify cost savings for the County's use of telecommunications services,

which has already saved the County $1.6 million.

Vote by Mail Sorter System Implementation
New vote by mail sorter system efficiently counts mailed-in ballots

A new Mail Sorting System was implemented to (1) provide a cost-effective and efficient option in the sorting operations of incoming Vote by Mail ballots and (2) ensure the security of this system in the County network and facility. The system was successfully and securely deployed on-time for use in the June 7, 2022, Primary Election, and it was used for the November 8, 2022, General Election.

Remote Locations - Access and Distribution Switches (Network Refresh)
Upgrade and replacement of network switches provides the County with the latest technology

The County replaced and upgraded network switches which help connect two devices on the same network with each other at many of its facilities. This upgraded equipment provides the latest technology.

Project Status

Ongoing Projects - General Funds

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Approved Budget	Available Budget	Project Status Summary
CA	CLERK - BOARD OF SUPERVISORS	Agenda Management System Replacement Project	A replacement Agenda Management System, which is needed to create, track, and publish legislative files that go to Board of Supervisors meetings, Policy Committee meetings, and Boards and Commissions, and the agendas and minutes.	Active	Healthy	51	1/1/2021	1/31/2024	$299,735	$203,735	The project is in the execution phase, aiming to complete the project by September 2023.
CA	CLERK - BOARD OF SUPERVISORS	Assessment Appeals Data Management - AADM - System Enhancements	The Assessment Appeals Data Management system has been utilized extensively to process assessment appeals applications by the Clerk of the Board and Assessor's staff. External taxpayers have also begun to utilize the systems through the customer portal. This project will improve the functionalities of the system.	Active	Healthy	49	1/4/2021	12/13/2024	$485,931	$357,596	The Assessment Appeal Data Management project is of utmost importance to the Clerk of the Board. Currently, the project is in the planning phase, and we aim to implement the new system by July 2024.
CA	CLERK - BOARD OF SUPERVISORS	Electronic Records Management System	The Clerk of the Board is responsible for managing legislative records of the Board of Supervisors dating back to the 1800s. The Clerk of the Board has a continual need to access these records for legislative and legal purposes. An electronic records management system would facilitate quicker records searches and boost public transparency. It would also help the Clerk of the Board's efforts to digitize records.	Active	Healthy	1	8/17/2022	8/28/2024	$414,300	$414,300	This project is currently in the initiation phase, the project team including members of the Clerk of Board and Technology Service and Solution departments, are gathering requirements and will work with procurement to issue a solicitation in June 2023.
CA	DEPT OF PLANNING & LAND USE DEV/ERA AD	Department of Planning and Development Automation Project	The Department of Planning and Development leverages the e-permitting platform's capabilities for zoning, site plan reviews, and issuing land use entitlements. The online portal facilitates the process for citizens to submit proposals, check for status updates, and pay outstanding fees. Planners can leverage the e-permitting platform to manage high volumes of information and route documents for review and approval by the right people at the right time. This initiative makes the system more efficient by leveraging and enhancing features in the current e-permitting system.	Active	Watch	93	3/9/2020	1/29/2024	$628,300	$236,763	The project is in the execution phase and is expected to be completed by the end of the next Fiscal Year.
CA	GSA - FACILITIES DEPARTMENT	Fleet Fuel Systems Replacement	Replacement of the Fleet fuel system will provide greater reliability and data for County departments.	Active	Healthy	67	7/1/2019	7/28/2023	$213,600	$193,860	The County's fuel station sites system, and the Fleet Maintenance main facility, have been upgraded. The upgrade improves and makes more efficient the authorization and tracking of vehicle/equipment fuel utilization, and reduces the administrative workload significantly.
CA	GSA - FACILITIES DEPARTMENT	Capital Project Implementation for Strategic Space Management for Facilities and Fleet	Capital Project requests and Space Requests are today managed through a manual process. Having a system to digitally manage this process and also have it integrated with information about the County's real estate assets and operational data from facilities management will allow better decision making and traceability.	Active	Healthy	74	7/1/2019	6/28/2024	$100,000	$100,000	The implementation of Capital Project and Space Management module is an in-flight project and will progress in parallel with the version upgrade of the Integrated Workplace Management System. The County is currently working to amend an existing vendor contract to include this project. The execution of this project is expected to start as soon as the contract is finalized or no later than July 13, 2023.
CA	GSA - FACILITIES DEPARTMENT	Application Version Upgrade for Building Operations and Space Strategic Management for Facilities and Fleet	This Integrated Workplace Management System is a solution used by Facilities and Fleet and Health and Hospital System for tracking building operations. This project will implement new modules of the product for Property & Lease Administration and for upgrading the existing modules, and also implementing the mobile framework for Building Operations.	Active	Healthy	82	7/24/2017	6/28/2024	$164,521	$163,631	The Integrated Workplace Management System has been used by Facilities and Fleet and Health and Hospital System in the past five years for building operations and space strategic management. This in-flight project to upgrade the system is in the contract negotiations stage. The upgrade will take 11 months as it is combined with the implementation of a new module described under the project name Capital Projects - Strategic Space Management. The execution of this project is expected to start as soon as the contract is finalized or no later than July 13, 2023.
CA	OFFICE OF THE COUNTY COUNSEL	Reasonable Accommodation and Investigations	Develop and implement a system to manage reasonable accommodation requests and other investigations, in accordance with the Title 1 of the Americans with Disabilities Act. The new system will provide notifications, workflows, and other case management features. Project allocation provides resources for a project discovery phase. Additional funding from the IT Capital Reserve or other sources may be needed after a project scope and estimate is developed.	Active	Healthy	83	12/18/2017	8/30/2023	$382,960	$178,811	Enhance existing application for Equal Opportunity Department to support Reasonable Accommodations, Investigations, and Conflict Resolutions requests. The project team, including internal resources and a contractor, continues to deliver to the department desired enhancements and new requirements to improve the business processes. Case Management intakes, process flows, notifications, and reporting have been significantly improved. In this 2nd quarter of 2023, the project team will continue to work on implementing new functions.
CA	Technology Services and Solutions	Replace Risk Management System	This is the replacement of the Claims Management system with a new product.	Active	Healthy	82	8/1/2016	7/10/2024	$1,256,850	$1,207,850	The project is currently in Phase 3. Benefits of the project deliverables include: Reduced cost to the County, elimination of operational issues such as checks getting lost in transit, and faster payment to employees. The project is expected to be completed by July 2024.
CA	Technology Services and Solutions	Constituent Relationship Management System	This project will implement a commercially available Software-as-a-Service (SaaS) solution, that will facilitate participating Board offices in tracking and managing constituent correspondence, calls, emails, casework, and issues of interest. The implementation includes related maintenance, training, support, and services.	Active	Healthy	2	3/11/2022	12/18/2024	$449,900	$154,630	This project is in the planning phase. The vendor completed requirements gathering and discovery sessions with the District Offices. Vendor is now working on systems integrations requirements. Vendor will complete configuration documents by May 2023.

Ongoing Projects - General Funds

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Approved Budget	Available Budget	Project Status Summary
CCO	OFFICE OF THE COUNTY COUNSEL	Public Records Act Intake Portal & Management System	An intake portal for California Public Records Act Requests (CPRA) will facilitate the proper routing of requests, coordination with departments, assignment of an attorney if applicable and tracking of requests to ensure timely responses per Ordinance Section A17-12.	Active	Healthy	56	10/22/2018	12/15/2023	$350,200	$350,200	The Request for Proposals closed September 2022. Vendor selection will be completed in May 2023.
CCO	OFFICE OF THE COUNTY COUNSEL	CCO Case Management & Billing System Modernization	The Office of the County Counsel is conducting an RFP for a case management, document management, and billing system that can support an office of over 200 members, is compatible with all required integrations such as spreadsheets and word processing applications, provides robust indexing and searching ability, maintains reliability and security of data, provides for the administration of conflict checks and ethical walls, and provides for efficient and productive use by staff.	Active	Healthy	49	9/5/2018	12/30/2024	$463,000	$463,000	The RFP draft is in process for release in late Summer 2023. The team is in the process of finishing requirements gathering with the last few Office of the County Counsel teams. The team is also meeting with executive sponsorship to review and finalize current requirements.
CEPA	DEPT OF AGRICULTURE & RESOURCE MGMT(AR)	Replacement of Daily Application	Replacement of the Daily application used to manage agriculture weights and measures operations and reporting.	Active	Healthy	75	9/5/2019	2/16/2024	$206,600	$206,600	The project team is working with a vendor to complete information security requirements. Our team has reconfigured the schedule and the project is back on track now that staff resources have returned fully from the Disaster Service Worker duties for the County during the Covid-19 health emergency.
FES	Department of Tax & Collections	Collection System Implementation	This upgrade will facilitate and implement the consolidation of all of Department of Tax and Collections collection activities within a single system.	Active	Healthy	40	7/1/2020	12/29/2023	$719,010	$709,338	The project is currently in execution phase and on track to complete by December 2023. We consolidated and modernized the system for our collection activities.
FES	Employee Services Agency	Classification Studies & Modifications Database	A database to manage approximately 2,200 jobs specifications in the County's Classification Plan including: classification title, classification code, date established, date(s) of any revisions, bargaining unit to which allocated, and classification study history, including tracking functionality for workflow related to pending classification studies.	Active	Healthy	85	8/23/2019	9/8/2023	$123,400	$0	Security issues have been resolved, and the project is now entering the user acceptance testing and staff training phases. The solution is expected to go live by August 2023.
FES	OFFICE OF THE ASSESSOR	Migration of Web and Database Servers to Cloud	The purpose of this project is to migrate the development server used by the Assessor's office information systems department.	Active	Healthy	84	9/15/2020	12/29/2023	$100,000	$100,000	Migration of the Assessor's Document Management System to a Cloud-based system is currently underway and is expected to be complete by the end of June 2023. Migration of the Assessor's Information Management System will be the final phase of the project, scheduled to begin after June 2023.
FES	OFFICE OF THE ASSESSOR	ASR Replacement Assessment System	The replacement system will prepare the Assessor's Office for a broader implementation project relating to the modernizing of the Assessor's Assessment System.	Active	Healthy	76	9/26/2019	1/9/2024	$100,000	$100,000	The project is presently conducting market research to identify vendors capable of delivering the scope of work.
FES	OFFICE OF THE ASSESSOR	Property Tax Assessment System (PTAS)	This project involves the purchase and implementation of an existing commercial, off-the-shelf assessment program or system, and to partner with the vendor to co-develop any needed customizations or enhancements towards a robust, scalable and comprehensive property assessment system for the County.	Active	Healthy	35	5/3/2021	10/23/2026	$4,865,000	$4,865,000	Requirements have been collected, drafted, and reported to the Office of Procurement for inclusion in the RFP (request for proposal) document as of April 11, 2023.
FES	OFFICE OF THE CONTROLLER-TREASURER	Upgrade Human Resource Management System	This project will upgrade the human resource management system for payroll, human resources, and employee benefits.	Active	Healthy	54	3/17/2022	11/28/2023	$1,396,750	$1,396,750	The project will be completed in two phases. The first phase is complete. The second phase to implement functional enhancements is in progress and expected to complete in late 2023.
FES	OFFICE OF THE CONTROLLER-TREASURER	Upgrade Enterprise Resource Planning Software	The County's enterprise resource planning software manages cash, purchase orders, fixed assets, budget, and similar functions. This software is used by the fiscal and contracting staff of every County department. This project will update the existing software, which will provide better functionality and longer vendor support.	Active	Healthy	11	4/1/2022	1/7/2026	$3,020,835	$2,902,355	The finance Enterprise Resource Planning (ERP) project consists of multiple phases. The first phase completed in December 2022. Phase 2 is to upgrade the procurement integration, which will start in mid-2023 after the vendor contract is completed. Phase 3 has started, with cloud hyperscaler vendor selection expected in mid-2023 and provisioning readiness by end of 2023. Phase 4, following the procurement integration upgrade and hyperscaler setup, will be the Finance ERP upgrade which is planned to start in 2024 and finish in 2025.
HHS	Behavioral Health Services Department	Contracted Community Providers (CCP) Integration and Claims Submission	This project will implement with County Contracting Providers the following: 1. Managed care billing and electronic claims submission 2. Direct integration between County and County Contracting Providers electronic health records 3. Web portal for County Contracting Providers	Active	Healthy	97	6/17/2019	5/9/2024	$3,564,291	$1,446,964	As of the end of 2022, a total of 41 Contracted Community Providers went live with the Behavioral Health Department's Electronic Health Record, either via direct integration or web portal access. Focus of the project has now shifted to revenue cycle optimization, custom development for Other Healthcare Coverage, and reporting. Implementation upgrades and migrations are pending.
HHS	HEALTH SERVICES ADMINISTRATION	Master Data Management and Enterprise Master Person Index for COVID19	The County acquires COVID-19 data on individuals from many different sources and in many different formats, including from labs, private providers, and hospital systems. It is challenging to rapidly and efficiently ingest, store, and process the huge volume of data being acquired. This project will implement a master data management and enterprise master person index to uniquely and rapidly identify COVID-19 cases within populations to target mitigation strategy.	Active	Healthy	41	11/19/2021	11/27/2023	$258,984	$0	The project is in the Execution phase. Developments and functional testing for implementation are in progress.

Ongoing Projects - General Funds

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Approved Budget	Available Budget	Project Status Summary
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Health & Hospital Systems Corporate Performance Management Replacement Solution	The software application or tool or suite of products will provide enhanced services related to enterprise-wide budget processes, enterprise performance management, payroll/ERP analytics, cost accounting, financial planning and analysis, episode analytics, business intelligence, and report visualizations for Santa Clara Valley Healthcare Finance.	Active	Healthy	58	8/26/2019	1/26/2024	$50,000	$50,000	This project is in the Planning phase. Discovery phase sessions for a walk-through of the requirements and functionality review are in progress.
PSJ	GSA - COMMUNICATIONS	Computer Aided Dispatch System Replacement	A multi-year project to replace the existing Computer Aided Dispatch (CAD) system for County Communications with a current state-of-the-art Commercial-off-the-Shelf product. This new system will provide significantly improved emergency public safety response and services for the County. This project will include the development of requirements for a Request for Proposal, a formal Procurement, and new System Implementation for approximately 2,000 Communications and Sheriff users. The primary County stakeholders supported are County Communications, Sheriff's Office, Health & Hospital System, Emergency Operations Center, Emergency Services, County Roads and Airports Department and 17 Public Safety Answer Points.	Active	At Risk	87	1/3/2017	10/1/2023	$2,677,356	$982,590	The current go-live is at risk due to application software issues discovered during user training in January. The vendor provided a fix in March but user training was delayed 2-months. The team has advised that the remaining schedule time is insufficient to make up the lost training. County Communications has accepted a new go-live date with the vendor later in the summer and an internal change request will be submitted to re-baseline the schedule.
PSJ	MEDICAL EXAMINER-CORONER	Implementation of Coroners Medical Examiner - Case management system on cloud	The current version of the software used by the Coroner's office for the recording of autopsy data and images will be enhanced with additional features.	Active	Watch	83	10/3/2020	6/22/2023	$427,490	$175,490	The project is in the execution phase. The project is at risk due to a domain naming issue with the database servers. The project team is working on resolving those with the vendor. The stakeholders approved the change request, and the schedule was finalized. The project is slated to go live in June of this year.
PSJ	OFFICE OF PRETRIAL SERVICES	Pretrial Online Production System (POPS) upgrade	This project is intended to set up the Pretrial Online Production System infrastructure in the cloud.	Active	At Risk	39	10/29/2020	1/9/2024	$325,110	$315,198	The project is in the execution phase, and the schedule needs to be baselined. The charter was updated based on stakeholders' requests to combine the project's two phases.
PSJ	OFFICE OF THE COUNTY EXECUTIVE	Web Emergency Operations Center Software Replacement discovery	The current software-as-a-service application supporting Emergency Operations Center activities is no longer fit for purpose. There are more appropriate solutions in the marketplace. The Office of Emergency Management requires an experienced contract resource to be funded and hired to work with Office of Emergency Management staff to assist in the gathering of requirements leading to selection of a possible replacement solution.	Active	Healthy	30	8/17/2022	4/19/2025	$127,500	$41,319	The project is currently under procurement review, with the plan to issue the request for proposal by the end of 2023.
PSJ	OFFICE OF THE DISTRICT ATTORNEY	District Attorney's Office Court Interface	The District Attorney's Office (DAO) currently receives court hearing event results data that has occurred the previous day from CJIC. With the help of this proposed interface, the DAO system will get more frequent updates from the Court. This interface will send the court calendar data to the District Attorney's Office near real time so that they do not need to wait for hearing data until the next day. Required data elements from CJIC will be added as needed prior to sending data to the DAO system.	Active	Healthy	4	4/10/2023	12/29/2023	$400,000	$400,000	This project was approved on March 17, 2023. The project is in the Initiate Phase with high-level business requirement gathering and As-Is Business Process Diagrams development underway.
PSJ	OFFICE OF THE DISTRICT ATTORNEY	District Attorney's Office Backup Infrastructure	The District Attorney's Office backup testing and restoration process are time consuming and cumbersome. This IT capital project seeks to implement an enterprise backup and recovery solution to provide enhanced backup and protection of systems and data.	Active	Healthy	59	5/18/2021	7/6/2023	$175,599	$101,677	Upgrading the District Attorney's Office backup system with the new storage backup solution is in progress. The technical design has been completed and approved. Equipment has been ordered and will be delivered by the end of April. Hardware installation will proceed immediately after the shipment of the hardware is received.
PSJ	OFFICE OF THE DISTRICT ATTORNEY	District Attorney's Office Officer Notification Service	Case prosecutions in Court require testimony by law enforcement officers and expert witnesses from all police departments in Santa Clara County. The current process to schedule and coordinate these appearances is based on phone and email communications and delivery of legal appearance notifications in hard copy format, which do not reach individuals in a timely manner due to dynamic updates that are common to Court scheduling. A dedicated system for issuing court subpoenas is required to provide timely and accurate notification of initial and updated court dates. This will lead to a significant reduction in overtime costs. Funds are required to procure and implement a commercial software as a service (SaaS) solution. The acquired solution will be able to: 1.Receive structured notification data produced from the DAO's current case management system on a scheduled basis 2.Automatically process the structured data to create system notification records 3.Deliver appearance notifications to specific witnesses and allow the witness to respond 4.Allow the DAO to communicate with witnesses for matters related to witness coordination	Active	Healthy	82	3/1/2021	6/30/2023	$142,030	$142,030	The project has completed procurement resulting in vendor selection, an approved statement of work, and effective agreement date of April 20, 2023. The project will begin the execution phase in May 2023 and the implementation is schedule to be completed by end of June 2023 with a 30-day post go-live monitoring.

Ongoing Projects - General Funds

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Approved Budget	Available Budget	Project Status Summary
PSJ	OFFICE OF THE DISTRICT ATTORNEY	District Attorney's Office Cloud Migration	To modernize on-premise IT infrastructure, reduce capital expenditures and recurring maintenance costs, and to take full advantage of a wide range of the cloud options such as High Availability, Disaster Recovery, scalability, security, flexibility and more, the District Attorney's Office decided to migrate selected, existing on-premise Information Technology infrastructure to the government cloud platform.	Active	Healthy	94	3/28/2019	7/3/2023	$594,924	$430,071	The project process to migrate the on-premise District Attorney's Office infrastructure system to the government cloud environment to manage security controls for data access is in progress. The design is completed, and infrastructure has been provisioned and set up in the cloud. The project team is executing a proof of concept to migrate to the test environment to evaluate the steps, timing, feasibility, and effort required.
PSJ	SHERIFF	Inmate Tracking System (ITS)	The automatic tracking and logging of inmate movement inside and outside of the County's jail facilities will allow for the identification of an inmate's location at all times. This project provides that important service as part of the jail reform effort.	Active	Healthy	29	9/17/2018	9/29/2025	$1,633,739	$931,976	With the Board approval of the vendor contract, the project has exited the Procurement phase. The County and vendor have completed a gap analysis to determine any additional requirements which will be addressed in a contract amendment. Once the final scope and schedule is set a formal kickoff will be held and project implementation will start.
PSJ	Technology Services and Solutions	Inmate Records Information System (IRIS)	Procurement, implementation, and support of a new Jail Management System for the Sheriff's Office.	Active	Watch	64	5/7/2021	5/9/2025	$5,294,468	$2,461,543	The project is currently in the Procure phase. A finalist vendor has been selected and the next step will be contract negotiations.
PSJ	Technology Services and Solutions	Probation Records Information Systems Manager (PRISM)	The project's objective is to replace the current adult and juvenile case management systems and juvenile custody management systems. The new PRISM system will integrate service model and workflow enhancements, provide more data sharing capabilities, and improve end-user experience for Probation users, eliminating many of the paper forms-based processes for Juvenile Hall and James Ranch.	Active	Healthy	15	10/9/2017	TBD	$6,956,045	$4,407,471	This project is in Initiate phase and is scheduled to complete this phase by June 2023.
PSJ	Technology Services and Solutions	Digital Evidence Management (DEM) System	The proposed IT solution is a Digital Evidence Management system for the DAO and defense to share criminal discovery content including but not limited to audio and video, such as body worn camera video.	Active	At Risk	53	1/18/2018	3/27/2024	$6,165,978	$2,729,759	The current go-live is at risk due to known constraints and issues discovered during development. The team worked with Technology Service and Solutions leadership and the project steering committee to assess and determined the best path forward was a scope realignment. A change order is in process to realign the vendor scope.
PSJ	Technology Services and Solutions	Business Intelligence Platform Modernization	This project was renamed and split out to improve the tracking of the budget of spending. The primary objective of this project is to enhance the current Business Intelligence and Analytics capability to better serve a growing list of reports, intelligence, and analytics demands from various agencies. Further, these enhancements to Business Intelligence capability must align the current operations with the Capability Maturity Model.	Active	Healthy	64	8/31/2020	11/17/2023	$2,090,698	$488,618	The project team is currently working on server infrastructure upgrades and migration of reports. The team also completed the market research efforts for the Data Warehouse Automation and Data Vault toolsets and has forwarded their recommendation to the Vendor Management Office and Procurement for execution.
PSJ	Technology Services and Solutions	Software Upgrade for Public Safety and Justice Architecture	This project will upgrade software critical to the public safety and justice architecture.	Active	Healthy	78	9/10/2021	6/30/2023	$524,067	$21,827	The project completed the On-Prem and Software upgrades by December 2022. However, due to technical patching issues and data center virtual machine resource constraints at the vendor's data center, the Disaster Recovery-Strategy testing has been extended to the end of June 2023.
SSA	Social Services Agency	Department of Family and Children's Services Grievance Hearings and Records/Custodian of Records Project	The project will provide a technical solution, including a centralized database, for the Social Services Agency Department of Family and Children's Services Custodian of Record (COR) and Grievance Hearings and Records processes. The new solution will improve data integrity and usability.	Active	Healthy	59	5/20/2021	4/9/2024	$15,000	$15,000	The project is currently in the Execute Phase.
SSA	Social Services Agency	Social Services Agency Department of Family and Children's Services Applications and Forms Portal	The Department of Family and Children's Services (DFCS) of the Social Services Agency uses the State Child Welfare/Case Management System (CWS/CMS) as the principal application of reference, as well as more than ten supporting applications and 300 forms. DFCS must also utilize the state's new child welfare system, CWS-CARES, which is currently being developed. DFCS requires an applications and forms portal that allows staff to access applications, view forms, and electronically produce document and service referrals, as well as provider and result data reporting. This proposed portal will drastically alter the way DFCS conducts business and streamline processes across the board. This is an initial request to perform a comprehensive assessment and evaluation to develop the essential understanding and roadmap to position us to effectively design and implement an integrated solution that meets DFCS's needs. This is the first part of a multi-year project for which financing will be requested after the assessment and roadmap are completed.	Active	At Risk	0	8/17/2022	3/12/2026	$50,000	$50,000	The project start has been delayed as other projects have higher priorities. It will start as soon as resources become available.
SSA	Social Services Agency	Public Administrator/Guardian/ Conservator Scanning Project	The Public Administrator/Guardian/Conservator (PAGC) scans a large volume of documents, which are currently stored in a web-based application. Staff will benefit from the easier retrieval and increased capacity of a robust scanning system if PAGC is equipped with an Integrated Document Management (IDM) solution for its operations. This will boost employee productivity and accuracy while administration will be able to monitor and make business decisions based on various metrics that could be readily made available in IDM.	Active	At Risk	0	8/17/2022	3/12/2026	$34,500	$34,500	The project start has been delayed as other projects have higher priorities. It will start as soon as resources become available.

Ongoing Projects - General Funds

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Approved Budget	Available Budget	Project Status Summary
SSA	Technology Services and Solutions	Senior Nutrition Software & Card Reader System	A new scanning system will allow staff to enter, store, analyze, and sort information for the Senior Nutrition Program.	Active	Healthy	43	6/6/2022	3/29/2024	$19,800	$0	Business requirements gathering has neared completion and Application Development is slated to begin
SSA	Technology Services and Solutions	Social Services Network Refresh	This project will refresh hardware and software network technology for the Social Services Agency.	Active	Healthy	54	7/1/2021	2/13/2024	$2,963,957	$2,836,998	The project is in the execute stage. The project scope increased to include the implementation of voice over IP gateways at each SSA site. The project is expected to be completed in February 2024.
TSS	SHERIFF	Jail Network Infrastructure Capacity Enhancement	This project is identifying and implementing an enterprise Wi-Fi solution which will address the network needs across multiple justice partners in both the Main Jail and Elmwood facilities. It will focus on expanding the capacity and coverage area of the current Wi-Fi network to support jail services including the new Jail Management System and tablets for inmates as part of the Jail Inmate Service Platform project.	Active	Healthy	97	9/1/2020	5/10/2023	$21,444	$17,721	The project is in green status. Project is in execute phase and is dependent on facilities task to be scheduled by them.
TSS	SHERIFF	Jail Intercom Replacement	Replace existing intercom system with state-of-the-art IP based system with new features required by the department for the safety of their staff.	Active	Watch	8	9/30/2020	12/1/2023	$3,371,469	$2,970,909	Project is in yellow health status and is in initiate phase. Proof of concept testing and validation is to continue through June 2023 when a decision will be made by the business as to whether or not to proceed with proposed solution design.
TSS	SHERIFF	Younger Sheriff's Office Phone System Replacement	Upgrade the phones to newer technology phones to modernize the Sheriff's environment, streamline support operations, and align it with the County phone system.	Active	Healthy	58	9/1/2020	11/17/2023	$3,371,469	$2,970,909	This project is currently in plan phase. Estimated time to complete scope of work and selecting vendor to complete planning and procurement phases is May 2023.
TSS	Technology Services and Solutions	Enterprise Content Management Portal Platform & Content Management System - Part 2	Enterprise Content Management Portal Platform & Content Management System – Part 2 is a continuation of the Enterprise Content Management Portal Platform & Content Management System Project which was completed in November 2022. The previous project developed a new design for the County's Public Web Portal. This project implements a new County Gateway site based on the new design. It also restructures the County's public-facing websites and migrates them to the new design. Replacement of the County's existing public portal platform will reduce upkeep and the need for custom coding, increase security, and provide a more user-friendly interface.	Active	Healthy	37	8/5/2022	1/29/2025	$4,578,357	$1,341,512	The Gateway and six Departmental sites are expected to Go Live in calendar Q3 of 2023. The remaining public-facing websites will be restructured and migrated by the end of 2024.
TSS	Technology Services and Solutions	Local Area Network Upgrade	The local area network (LAN) equipment for certain County buildings, including switches and voice-over-internet-protocol phones, need to be refreshed.	Active	Healthy	32	7/1/2021	12/29/2023	$1,515,310	$1,515,310	The project is in green status. Project is in procurement phase. Scope of work for engaging a cabling vendor is in progress. Estimated time to complete scope of work and selecting vendor to complete procurement phase is July 2023.
TSS	Technology Services and Solutions	Project Management Office Toolset Enhancement	This project would address the recommendations proposed by the Harvey Rose audit of ISD completed in 2017. Specifically, it will enhance the tools and methodology for Project Managers to consistently manage IT Projects for the County.	Active	Healthy	83	4/22/2019	12/22/2023	$150,000	$150,000	TSS implemented a centralized project management system and basic project management processes. TSS plans continuous improvement of project management maturity and project management tools.
TSS	Technology Services and Solutions	Technology Solutions and Services Project Delivery Dashboard	The purpose of this project is to enhance the ability of TSS to deliver projects by providing project managers and program managers, easy access to project information via dashboards by combining data from project management software, timekeeping data, budget data, and actual cost data.	Active	Healthy	72	7/1/2021	11/22/2023	$150,000	$150,000	Initial basic dashboards have been developed. Additional development will be started as project management measurement standards and controls are established.
TSS	Technology Services and Solutions	Digital Equity Strategic Plan	The purpose of this project is to study digital equity in Santa Clara County and prepare a plan for how to close the digital equity divide in the County.	Active	Healthy	95	1/20/2022	8/31/2023	$521,000	$392,000	Digital equity plan is currently in progress with a goal of completion by June 2023.
TSS	Technology Services and Solutions	Modernize Enterprise Geographic Information Systems - Parcel Basemap Improvement	Modernize the ten-year old Enterprise Geographic Information System (GIS) Repository and Infrastructure to take advantage of off-the-shelf software. The future costs of maintaining and creating new functionality will be an order of magnitude more expensive without these changes.	Active	Healthy	76	9/1/2020	12/17/2024	$1,447,802	$793,616	This Project completed the Pilot phase where vendor converted 2000 parcels and County performed user acceptance testing in March 2023. The project entered into the last production phase which is estimated to be completed October 2024.
TSS	Technology Services and Solutions	Social Services Agency Data Center Consolidation	The County has an on-going effort to consolidate approximately 10 data centers into two on-premises data centers and or the cloud. This project represents the SSA portion of the effort.	Active	Healthy	96	11/1/2019	6/30/2023	$128,570	$107,284	This is another project related to consolidating the 10 data centers down to two. The project is progressing as per the current plan.
TSS	Technology Services and Solutions	Data Center Hardware Refresh	This project replaces high-risk devices and supports the consolidation of network management tools and a centralized network monitoring platform.	Active	Healthy	96	10/30/2020	4/27/2023	$3,371,469	$2,970,909	The data center network software upgrade has been completed and the hardware upgrade is in progress.
TSS	Technology Services and Solutions	Unified Communications Platform Upgrade	Both the VoIP and automatic call distributor (ACD) platform hardware require replacement. These systems support approximately 8,000 phones countywide. Project funding will address hardware and professional services costs.	Active	Healthy	94	7/2/2018	8/24/2023	$1,826,217	$1,183,596	This project is in execute phase and is targeted to move into close phase in June 2023.
TSS	Technology Services and Solutions	Intake to Portfolio Bridges Application Replacement	The Intake-to-Portfolio process is the entry point for tests request process. The current application is built inhouse by the TSS Innovation Lab. This application is complex, but lacks features typically found on mature platforms such as workflow, dashboards, and easily configured reports/views to support current and future business processes. This project will improve project request management.	Active	Healthy	90	7/1/2021	6/29/2023	$40,000	$40,000	The intake proposal module has been successfully built using project and portfolio management application. The first phase of reporting dashboard has been built and is currently being used.

Ongoing Projects - General Funds

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Approved Budget	Available Budget	Project Status Summary
TSS	Technology Services and Solutions	Project Portfolio Management Implementation and Enhancement	This is an enhancement project. The scope of the project is to enhance management capabilities and business intelligence capabilities.	Active	Healthy	71	7/6/2020	1/8/2024	$62,416	$62,416	This project has multiple sub-projects that are implemented in phases. Phase 1 pertained to the implementation of the Project and the Portfolio Management Tool, which was successfully completed as per schedule on 2/26/2021. Phase 2 of this project was also completed as per schedule on 4/16/2021 with the rollout of Resource Management and the Power BI reports and dashboards. The project is presently in Phase 3 which is to design, develop and implement project intake module automation using PWA enhancements such as Portfolio Optimization module.
TSS	Technology Services and Solutions	Remote Locations - Wireless Access Point Expansion and Upgrades	To add and upgrade Wireless Access Points across the Santa Clara County enterprise.	Active	Healthy	97	1/4/2021	4/28/2023	$3,371,469	$2,970,909	The project is in execution phase, and is scheduled to be completed by April 28, 2023.
TSS	Technology Services and Solutions	Network Optimization	Migration of Devices from Old Subnets to New Subnets.	Active	Healthy	96	9/1/2020	5/11/2023	$131,346	$131,346	Project is in execute phase. Estimated time to complete execute phase is September 2023.
TSS	Technology Services and Solutions	PC Operating System Upgrade	The upcoming change in hardware requirements for computing software is expected in October 2025, which will necessitate the replacement of certain personal computing devices currently utilized by the county staff. The major benefit to this project is new devices with software that will improve security and allow continuity of county services.	Active	Healthy	9	5/2/2022	7/31/2024	$1,762,250	$1,496,793	The project is in the execution phase and has completed several major deliverables.
TSS	Technology Services and Solutions	Uninterrupted Power Supply (UPS) and Battery Replacement and Maintenance Project	To establish a battery and UPS replacement and maintenance program for infrastructure environments so that, in the event of a power outage, the network can be gracefully brought down or maintained for as long as feasible while technicians shut down the equipment. Establishing a contractual agreement with a third-party to update and maintain the replacement schedule for these devices so that they can be replaced efficiently on a rotating cycle. Field network engineers, who are currently tasked with this activity, should be able to focus on other tasks as a result of this.	Active	Healthy	6	8/17/2022	7/17/2023	$823,700	$823,700	The project team is working on creating an invitation to bid for this project to maintain, replace, and monitor existing uninterruptable power supplies and batteries.
TSS	Technology Services and Solutions	Enterprise Architecture Database Enhancements	The Enterprise Architecture solution is used to identify technology risks that impact the business functions. This is accomplished by connecting the business process flows (business architecture) with the technology that supports these business functions. The solution can help reduce costs by identifying duplicate/redundant technology or underutilized software. The solution supports the aligning of technology strategy and roadmaps with the strategy of the County departments.	Active	Healthy	90	4/7/2020	6/9/2023	$250,000	$87,365	TSS completed its proof-of-concept and pilot of an enterprise architecture database, and is now ready for full production deployment. There are gaps in the current design that need to be addressed, such as improving the user interface.
TSS	Technology Services and Solutions	Valley Medical Center Migration to Voice over Internet Protocol Platform	Valley Medical Center is currently using an outdated Voice over Internet Protocol system. Valley Medical Center and related agencies will be migrated to the County's Voice over Internet Protocol platform. Technology Services and Solutions Department requires more detailed specifications, such as a detailed design, Fleet and Facilities-affected services, new circuits, and trained resources to develop, deploy, and manage this system.	Active	Healthy	4	1/2/2023	12/31/2024	$723,500	$723,500	A contractor has been hired to perform an assessment and further define the requirements, and work has begun on developing a Statement of Work.
PSJ	SHERIFF	Jail Information System (JIS) Replacement	The new Jail Management System replaces the bulk of the functionality of two other systems supported by the Sheriff's Office IT team. With one of those systems planned to be taken offline, this will impact a suite of human resources (HR) custody functions which must be replaced. This project finds a replacement for these very specific HR functions required to manage custody staff.	Approved	N/A	14	TBD	TBD	$592,000	$500,000	The project is under solution assessment review before re-initiation to ensure that the business case, scope, and high-level requirements remain viable.
SSA	Social Services Agency	Department of Family and Children's Services (DFCS) Mandated Online Child Abuse Reporting	The Child Abuse and Neglect Center accepts reports of child abuse and neglect 24 hours per day/ 7 days a week. Mandated reporters must first give a verbal report followed by a written report. Mandated Reporters must also submit a completed Form 8572-Suspected Child Abuse Report. This form must be completed 36 hours of getting the information about the suspected abuse to DFCS via one of the following eFax, Fax or US Mail. The State of California is moving towards a web-based system to submit a report of suspected child abuse. Santa Clara County needs an Online Mandated Reporting tool with ease of use for mandated reporters to submit nonemergent child maltreatment reports and to alleviate the long call wait times, while freeing up the hotline to receive emergent reports more quickly. This solution will allow mandated reporters and authorized staff to easily view submitted referrals.	Approved	N/A	0	TBD	TBD	$124,700	$124,700	Project has been assigned. Pre-project activities and documentations are complete with an estimated start date of June 2023.
FES	Department of Tax & Collections	e-Payment Replacement	Procure a new e-payment solution provider to improve usability, reporting, and resolving operational inefficiencies.	On Hold	N/A	0	N/A	TBD	$76,000	$76,000	A new payment gateway provider has been identified with an initial discussion scheduled in the current month. Initial discussions will be on integrating the new vendor with existing county online payment sites and Point of Sale (POS) devices. This project is very early in the initial discovery and scope phase.

Ongoing Projects - General Funds

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Approved Budget	Available Budget	Project Status Summary
PSJ	SHERIFF	Sheriff's Office Records Management System Replacement	The Sheriff's Office uses an in-house developed Incident and Activity Reporting System to track law enforcement activities and to support billing of contract cities. This project will procure a Commercial-Off-The-Shelf (COTS) Records Management System (RMS) to replace the prior system and provide additional functionality to the Sheriff's Office. This project is a key component in the County's Public Safety and Justice Systems Program that will enhance the current level of integration, collaboration, and data sharing among criminal justice agencies, and improve the administration of justice in the County. This project will take place over three phases: Phase 1: Incident Reporting and selected interfaces will allow the Sheriff's Office to go live with the system. Phase 2: Will include additional interfaces to the existing system as well as the availability of additional functionality (crime analysis). Phase 3: Will include interfaces to not yet completed systems including the new Computer-Aided Dispatch system.	On Hold	Watch	84	4/15/2020	TBD	$1,466,675	$601,422	The project Go-Live date has been postponed indefinitely pending resolution of technical issues related to key functional components. The team is working with the vendor and the Sheriff's Office Steering Committee to assess and determine the best path forward.

Ongoing Projects - Department Funds

The following projects are funded within a department's operating fund or are sub-projects of larger initiatives.

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Project Status Summary
TSS	Technology Services and Solutions	Server Operating System Upgrade	The objective of this project is to upgrade all server operating system for 650 Technology Services and Solutions-supported departments.	Active	At Risk	72	5/8/2019	1/13/2025	There are several servers remaining that need to be decommissioned. A large number of the servers require extensive coordination with application owners and vendors. This project is red because it is behind schedule due to the amount of time it is taking to migrate data off the servers. This effort involves the application managers and vendors and is dependent upon their work priorities.
TSS	Technology Services and Solutions	Server Operating System Upgrade	Server operating system need to be upgraded.	Active	At Risk	49	7/30/2020	1/9/2024	There are several servers remaining that need to be decommissioned. A large number of the servers require extensive coordination with application owners and vendors. This project is red because it is behind schedule due to the amount of time it is taking to migrate data off the servers. This effort involves the application managers and vendors and is dependent upon their work priorities.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Ambulance Pre-Hospital Report Solution	Executive Management at Santa Clara Valley Health and Hospital System identified opportunities to create efficiency in the transport of patients between and among Valley Medical Center, O'Connor Hospital, St. Louise Regional Hospital, various clinics, and other hospital systems. The major benefit of the Interfacility Transfer program would be ability to transport patients via ambulance within our enterprise and allow for the County to be able to pick up patients and transport them into our system from outside healthcare systems. The current solution request will allow continued documenting in County's Electronic Medical Record during patient transport and uploading of the required data to Emergency Medical Services while removing double documentation and paper documentation process.	On Hold	Watch	3	12/16/2022	TBD	The project is on hold due to budget constraints. The project budget will be reviewed for approval in July 2023.
SSA	Technology Services and Solutions	California State Automated Welfare System Implementation	Overall implementation effort for the replacement of the California Welfare Information Network platform (CalWIN) with the California Statewide Automated Welfare System platform (CalSAWS).	Active	Healthy	95	3/21/2022	5/31/2023	The project has successfully launched as of 2/27/23, and is now in the post-implementation phase, where monitoring is occurring and issues that arise are categorized, triaged and resolved.
SSA	Social Services Agency	Case Accuracy Review Monitoring Application	Case Accuracy Review Monitoring Application is a Customized monitoring solution to support Social Services Agency – Department of Employment and Benefits Services (DEBS) internal Quality review of CalFresh program cases for accuracy to reduce error rates	Active	Healthy	85	1/31/2022	10/6/2023	Application has been refactored from California Welfare Information Network (CalIWN) CIS Database to California Statewide Automated Welfare System (CalSAWS) Database with next steps to begin requirements gathering for Medi-Cal Program.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	County of Santa Clara Health System Point of Sale Implementation	Automated payment processing solution helps collect more revenue earlier in the revenue cycle, and avoid bad debt. This will allow for patient bill pay online through myHealth Online, and credit card integration at points of contact.	Active	Healthy	29	11/1/2022	11/10/2023	The project is in the initiate phase. The project team is conducting requirements gathering with business stakeholders and vendors for statement of work.
SSA	Social Services Agency	Department of Eligibility and Benefits Referral Application	Tool for DEBS Employment Services' staff to use to create and transmit referrals to internal stakeholders and external Community Based Organizations	Active	Healthy	95	10/24/2022	5/5/2023	The project has successfully launched as of 2/27/23, and is now in the post-implementation phase, where monitoring is occurring and issues that arise are categorized, triaged and resolved.
SSA	Social Services Agency	Department of Eligibility and Benefits Workforce Participation Rate Application	DEBS Workforce Participation Rate Application is a Customized solution to support Social Services Agency – Department of Employment and Benefits Services (DEBS) Employment Services internal review of Workforce Participation Rates per State Requirements	Active	Healthy	53	8/12/2022	10/27/2023	Project Kickoff and Initial Requirements Validation Meetings have commenced, and a confirmation of Workforce Participation Rate (WPR) measurements capability in California Statewide Automated Welfare System (CalSAWS) is being undertaken by the Department of Statistics and Reporting.
SSA	Social Services Agency	Department of Family and Children's Services Subsidy Management Program	In June 2022, the Department of Family and Children's Services (DFCS) came to the Technology Services and Solutions (TSS) Department requesting assistance to replace the current Subsidy Management Program (SMP) database. Improving this system will help childcare subsidy management for children supported with childcare subsidies while in foster care.	Active	Healthy	0	4/17/2023	TBD	The project was kicked off on 4/17/2023.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Dialysis Implementation	Currently dialysis services are documented in two separate systems, the County's dialysis billing system and HealthLink, the Patient Electronic Record software. The largest pain point for renal department and users is constantly having to work in two systems and maintenance of both systems to provide a continuum of patient care. Currently the dialysis billing and claims is done from the dialysis billing system and is a very manual effort, taking considerable time and validation to meet billing compliance. With the new dialysis module, the dialysis documentation and billing would come directly within Health Link, making processes standardized & efficient.	Active	Watch	92	1/31/2022	6/15/2023	In March, dialysis clinical documentation and dialysis machine integration successfully went live in Hemodialysis and Peritoneal Dialysis Clinics, and Valley Medical Center and O'Connor Hospital Inpatient Dialysis Units. Due to discovered issues, alternative solutions are being investigated for integration between HealthLink and the billing lab.
CA	REGISTRAR OF VOTERS	Election Vote Center Staff Scheduling System	Registrar of Voters (ROV) requires a robust scheduling tool to fulfill multi-day voting election model. This election model requires ROV to recruit, assign and train up to 2000 election officers to be able to provide public service with proficiency in all manner of Election processes at 100+ voter centers. This solution will allow ROV to efficiently achieve the placement and management of these election officers with various situational changes during early voting days through election day.	On Hold	Watch	74	1/7/2022	TBD	Implementation is paused.

Ongoing Projects - Department Funds

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Project Status Summary
SSA	Technology Services and Solutions	Employment Connection Client Distance Participation	As part of the State's CalWORKs 2.0 program mandates, the Department of Employment & Benefits Services (DEBS) in the Social Services Agency needs the capacity to offer and extend mandated services online to clients and their families, particularly during the COVID19 period. With limited on-site attendance capacity and employers unable to be on-site, distance learning and a virtual "lobby" would assist both clients and SSA's ability to achieve program mandates in order to maintain program funding. Clients would be able to participate in virtual job fairs with possible employers and community business organizations, as well as receive training from them. Clients' transportation and childcare issues would be alleviated through virtual access/distance participation, allowing them to participate in employment service activities more conveniently. We would be able to measure participation and compare it to pre-COVID metrics to determine return on investment (ROI) and whether client participation increased or decreased, as well as the cost savings obtained from reducing the number of Supportive Services provided (transportation, childcare, etc.). Because of the clients' continuing engagement and success in the program, the State continues to subsidize its administration.	On Hold	Watch	54	1/10/2022	TBD	Project has been placed on hold until late FY 23/24
FES	Employee Services Agency	Enhancements to the Labor Relations Case Management Solution	Enhancements to the Labor Relations Department's internal portal and electronic case management system.	Active	Healthy	89	8/1/2018	6/30/2023	The project is currently in the execution phase. The majority of the enhancements have been completed. The targeted completion date for the scope of enhancements is June 2023.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Enterprise Imaging Archive	In the past there was no central location for storing image formatted data. Clinicians needed to access multiple systems to access and view patient data. Implementation of the Enterprise Image Archive solution will store both images and related data in one central solution.	Active	Healthy	86	1/4/2018	11/9/2023	Implementation of the Enterprise Medical Imaging System in Valley Medical Center has been completed. Rollout in remaining hospitals will be scheduled based on their resources. Configuration image sharing is in progress.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Enterprise Inventory Management System for Hospitals	Inventory management is critical to the success of the County hospital system. Our current process is antiquated and costly. The VMC OR and Resource Management are proposing a joint project which would result in an Enterprise-wide solution to this problem. At its core, this solution would contain the following elements: be able to track inventory, utilize bar code scanning to interact and charge patients via the electronic medical record system and integrate with Pathways Material Management (PMM). Benefits of an Inventory Management System includes streamlined inventory workflows and that all important information is easily accessible through system which allows for increased visibility and reduces product waste. Upgrading the current system will take advantage of enhanced functionality which facilitate supply tracking and distribution for staff in the warehouse and hospital locations, item master management, invoice processes for accounts payable, and spend tracking for supply chain leadership.	Active	Healthy	4	2/1/2023	2/25/2027	Project is in the discovery phase. Working with different stakeholders including resource management team, Operation Room team, Interventional Radiology team, and Catheterization Lab team to scope the project. The project scope also includes upgrading the existing inventory system.
SSA	Social Services Agency	Families Engaging in New Interventions and Community Services and Cultural Brokers Project	Differential Response Coordinators (DRC) are requesting fundamental structural changes and enhancements to the currently active Families Engaging in New Interventions and Community Services (FENICS) application, to comply with the change in insurance billing implemented on July 1, 2019 for Prevention Community Service Providers . Cultural Brokers technical solution will be addressed in Phase II.	Active	Healthy	65	3/23/2020	1/26/2024	The project has been restarted and is presently in the initiation phase with a focus on developing scope and requirements.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Food Services Enterprise Point of Sale	A Point-of-Sale system at Valley Medical Center (VMC) that is stable and reliable within the County security framework will prevent future revenue losses, significantly reduce the amount of time County employees are dedicating to the system, increase customer and employee satisfaction, and improve overall services in our retail food outlets within the County Health Systems. An alternative POS system is requested and intended as a replacement to our current cash register at St. Louise Regional Hospitalcafeteria.	Active	Healthy	14	2/17/2023	7/17/2024	The project is in the initiate phase. The project is currently collecting requirements for a new POS system. The project is on track to complete their requirement gathering on August 22, 2023.
TSS	Technology Services and Solutions	Health and Hospital Systems Server Upgrade or Decommission	The TSS department is working with the HHS team to migrate all the physical servers to virtual servers in the HHS campus.	Active	At Risk	61	12/15/2017	2/6/2024	There are several servers remaining to be migrated or decommissioned. Health and Hospital System management is working with the application owners and Employee Services Agency (ESA) to hire additional resources in order to complete the dependent projects. This project is red because it is behind schedule due to the amount of time it is taking to migrate data off the servers. This effort involves the application managers and vendors and is dependent upon their work priorities.

Ongoing Projects - Department Funds

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Project Status Summary
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Health Information Management Content Management System Replacement	Currently the Health Information Management Patient Case Management system electronically allows for document imaging and form management for patient records. This application is currently integrated with Hospital Electronic Management Record system for the County of Santa Clara Health System (Health System). This is transitioning from its current platform to a web-based client. With this new upgrade to Electronic Management Record, a new application will need to be implemented to replace the prior Health Management Information case management functionality.	Active	Healthy	49	2/14/2022	3/19/2024	This project is in the Planning Phase. Discovery sessions for Pre-visit Scheduling and Registration, Clinical, and Billing completed. Milestone project phase dates approved with go-live date of 12/4/2023. Foundational Workbook questionnaire completed. Requirements traceability matrix to be accepted by business owners.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Health Systems Interface Engine	Replacement of Interface Engine, which shall allow quicker, more efficient, reliable, and easier to configure interface builds. This is critical as we expand our integration footprint between Electronic Medical Record (EMR) and other systems servicing the Hospitals.	Active	Healthy	64	1/2/2020	1/10/2024	The project is in the Execute stage. On 3/20/2023, Release 1 went live, completing the new interface engine implementation and the migration of several interfaces for Radiology, Radiation Oncology, and Labor and Delivery. Release 2, which will migrate several additional interfaces for Lab, Nutrition Services, and Monitoring Devices, is in progress and without concern regarding its go-live on May 8, 2023. Planning for another set of releases is in progress. We are on target to go live in 2023.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Healthcare Effectiveness Data and Information Set (HEDIS) Solution	HEDIS is a comprehensive set of standardized performance measures designed to provide purchasers and consumers with the information they need for reliable comparison of health plan performance. Medicare health plans are required to report on quality performance data which Centers for Medicare and Medicaid Services (CMS) can use to help beneficiaries compare plans. This project will improve information flow and integration between Electronic Health Records and Medical Health Plans.	Approved	N/A	0	TBD	TBD	This project will attempt to improve information flow and integration between Electronic Health Records and Medical Health Plans.
TSS	Technology Services and Solutions	HealthLink Infrastructure Improvement	Move demilitarized zone infrastructure and applications from Administrative Office Building data center to Data Center, and refresh hyperspace hardware infrastructure.	Active	Healthy	27	2/13/2023	9/8/2023	Initiation phase has been completed. Project Charted is Approved and Solution design is completed. The project will begin the procurement phase April 17, 2023. Project is scheduled to be completed by September 9, 2023.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	HHS DePaul Center Activation	County of Santa Clara Health System is embarking on a facility buildout for Skilled Nursing Facility (SNF) as part of the COVID-19 response. DePaul is a FEMA declared disaster site. The new two-story hospital will be used as a COVID-19 surge facility.	On Hold	Watch	56	7/15/2020	TBD	The project is currently on hold until the go-forward strategy is clear.
TSS	Technology Services and Solutions	Hospital Integration	The County of Santa Clara has acquired O'Connor Hospital (OCH), St. Louise Regional Hospital (SLRH) and DePaul Urgent Care Center (DPH) to extend the offering of a wide range of health care services to the residents in both Santa Clara and San Benito counties	Active	At Risk	76	2/11/2019	3/28/2024	This project has been identified as being the highest priority of all the Health and Hospital System (HHS) server consolidation/virtualization projects. This project is red because it is behind schedule due to the amount of time it is taking to migrate data off the servers. This effort involves the application managers and vendors and is dependent upon their work priorities.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	HS - Infusion Pump Integration	In the current state, nurses are required to document patient medication infusions manually in the Electronic Health Record. This is the Phase II of an in-flight project. Phase I implemented the compatible infusion pump devices. This phase is intended to interface the devices to Electronic Medical Record to automate and streamline the workflow.	Active	Healthy	98	1/24/2022	4/28/2023	Infusion Pump Integration has been implemented across all three hospital facilities: St. Louise Regional Hospital on 2/7/23, O'Connor Hospital on 2/14/23, and Valley Medical Center Hospital on 2/28/23. The project is currently in the Close phase. The project manager is working on completing one remaining task in the Close phase before updating the status of the project to complete by end of April 2023.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	HS-Enterprise Dental Solution	The Health and Human Services Department Dental department, which is part of Health Services Surgery, is requesting an interim and more expedited long-term solution for an improved dental imaging application.	Active	Healthy	32	11/10/2022	2/2/2024	The project is presently in the initiate phase. The project is on schedule to deliver requirements for a dental imaging system on 5/10/2023.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	HS-Willow Inpatient Inventory	Implementing a centralized inpatient pharmacy order verification functionality with Willow Inpatient Inventory Module at VMC Bascom, VMC, O'Connor and St. Louise hospitals will enable cost savings and will hugely improve efficiency, productivity, and automation of clinical staff. The technology advancement and automation will directly benefit staff productivity, reduction in manual work and will provide additional time to the pharmacy staff to spend on patient care; indirectly improving patient care, patient outcome and customer service.	Active	Healthy	54	8/30/2022	1/11/2024	The project is in the execute phase configuring a new inpatient pharmacy inventory system. The system is on track to start testing on May 1, 2023, and to be deployed on October 17, 2023.
HHS	SCVMC-VALLEY HEALTH PLAN	Identity Intelligence Alert for Patient Privacy	This project will enable proactive privacy monitoring of various electronic medical record systems that have audit trails.	Active	Healthy	97	1/21/2021	5/26/2023	Project is in Execution phase. Implementation of new identity intelligence alerts for Patient Privacy Intelligence completed. Three reports and alerts successfully completed. One pending report and alert to be completed, pending additional field in report outcome.
TSS	Technology Services and Solutions	Network traffic management appliance replacement	This project replaces Networks Application Delivery Controllers/Load Balancers appliances.	Active	Healthy	79	4/11/2022	9/1/2023	Analysis and design have been completed. New hardware mounted and powered up. Currently, team is working on configuring and testing new equipment.
HHS	HEALTH SERVICES ADMINISTRATION	Occurrence Reporting System	Multiple systems make audit review cumbersome and confusing for auditors. County wants to implement an Enterprise Safety Reporting system so interpretation from one system will be easy to read and accurate.	Active	Watch	52	10/6/2022	5/12/2023	Currently, the project is in its execution phase and went live on May 1, 2023.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	O'Connor Catheterization Lab Cardiology System Upgrade	The Cardio Catheterization lab at Santa Clara Valley Medical Center and O'Connor hospitals use the solution which includes a server and several workstations. This project will upgrade the application and the operating system.	Active	Healthy	89	9/11/2020	5/18/2023	The project is in close phase. The cardiology catheterization system upgrade (hardware and software) used at the Valley Medical Center and O'Connor hospitals has been completed. The O'Connor Hospital - Billing Interface has been successfully completed.

Ongoing Projects - Department Funds

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Project Status Summary
CA	REGISTRAR OF VOTERS	Online Candidate and District Election Application	The Candidate Services Division receives paperwork from candidates during the nomination period and from districts during the election cycle using antiquated manual processes. An online application would drastically cut processing time and expenses, as well as provide a more effective and efficient manner of receiving papers. An online application would improve the legibility and correctness of data received and recorded into the EIMS system, decreasing the need to correct or miss errors on ballots and County Voter Information Guides (CVIGs). ROV is seeking professional services or TSS resources to implement the solution.	Active	Healthy	3	2/9/2023	6/8/2026	The Project is currently in the Procure Phase. Requirements are being gathered to determine next steps.
HHS	HEALTH SERVICES ADMINISTRATION	Public Health California Children's Services Medical Therapy Program Electronic Medical Record Transition	California Children's Services Medical Therapy Program (CCS MTP) clinics are currently on Medical Therapy Unit (MTU) Online, a home-grown application. The transition to electronic medical record capabilities will standardize, optimize, and integrate clinical workflows and processes, resulting in significant improvements in efficiency, innovation, productivity, revenue collection, and compliance risk reduction.	Active	Healthy	96	8/8/2022	5/31/2023	The project is on track for go-live. The project team is working with Medical Therapy Program leadership on operational readiness, issue escalation paths and data conversion prior to go-live.
HHS	HEALTH SERVICES ADMINISTRATION	Public Health Department Epidemiology and Lab Capacity Expansion - Data Platform	Develop a Public Health Data Platform to support various data needs for the COVID-19 response and for future pandemics. This project supports strategy 4 (Improve Surveillance and Reporting of Electronic Health Data) of the PHD Epidemiology and Lab Capacity Expansion Grant.	Active	Healthy	85	7/21/2021	11/17/2023	The project is in the execute phase. The Epidemiology and Lab Capacity Expansion Grant has engaged a cloud vendor to implement a new data platform to support various data needs for the COVID-19 response and future pandemics.
HHS	HEALTH SERVICES ADMINISTRATION	Public Health Information Health System Replacement Solution	The Public Health Integrated Health System (PHIHS) is the core system for the Santa Clara County Public Health Department. It is a County-owned system that functions as the Public Health Master Client Index and gives the ability to do client tracking across the Public Health continuum. It allows greater coordination of programs and services, by monitoring the needs of the community and the services provided to improve outcomes and efficiency of care. PHIHS went live for data entry in 2003. It is the primary electronic health record for field public health nursing staff throughout the Department. PHIHS is the public health EHR solution that currently meets compliance requirements and fits public health workflow. The system meets specific public health requirements of clinical, billing, administrative and managerial staff.	Active	Healthy	91	2/25/2019	6/30/2023	Project is in Execution phase: Program implementation is grouped according to certain release cycles. Due end of May 2023.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Pulmonary Function Device Integration	Currently, pulmonary function technologists have to transcribe the PFT system's breathing study results information to Healthlink manually. An alternative automatic solution is available to auto import data from the PFT system to Healthlink. This alternative solution will free up more time for technologists to perform more critical and impactful tasks.	Approved	N/A	0	TBD	TBD	Integration of Pulmonary Function Devices with Electronic Medical Record will begin when resources become available in 2023.
CA	REGISTRAR OF VOTERS	Radio-frequency identification (RFID) Asset Management System	With the implementation of a Radio Frequency Identification Asset Management system to track and manage voting equipment, it is possible to achieve process changes and improvements as well as significant time savings.	Active	Healthy	1	4/3/2023	11/4/2026	Requirements are being gathered to determine procurement strategy.
CA	OFFICE OF THE COUNTY EXECUTIVE	SAFE SART	The Board of Supervisors released a mandate to the SCVMC sexual assault forensic exam programs and the County sexual assault response committee members from all cities and county to study service inequities from the start of a 911 call to case adjudication. This project has six phases and total cost of the project will be $499,400.00 over the 36-month period. A successful project would Santa Clara Valley residents affected by gender-based violence will have a similar service response experience across all City and County agencies.	Active	Healthy	66	5/12/2021	7/26/2024	The project is in the implementation phase.The project will be completed by the middle of 2024.
TSS	Technology Services and Solutions	SCC Countywide Fine Scale Classification & Mapping	This project is authorized to join 17 other regional agencies in the development of more comprehensive wildfire fuel and vegetation mapping. The project has the most business value in Imagery and Lidar acquisition related work. Ready-to-use data and/or service specific has the highest business value to County and the partner agencies. The importance of fire fuel model and vegetation data is immense due to the increasing risk of wildfire.	Active	Healthy	95	1/19/2021	9/28/2023	County along with other regional agencies continue to work on the development of more comprehensive wildfire fuel and vegetation mapping. Project remains on schedule. Deliverables for June 2022 milestone are completed, and expecting the final Year 3 deliverables in June 2023. This 3-year-long project is close to the end. Upon the acceptance of the Year 3 deliverables, the project will be closed.
SSA	Social Services Agency	Senter Road Cameras	Install security camera solution at each of the Senter Road buildings.	Active	Healthy	55	12/7/2020	6/6/2024	This project is in the execute stage. Seventy-three cameras have been installed, and all will be active by the end of April 2023, pending final configuration.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Sterile Processing Department Instrument Management System	Implement a new inventory management system for clinical instruments that tracks instruments from the time they are used on a patient through the sterilization process.	Active	Healthy	67	2/8/2021	12/29/2023	The project is in Execution stage. We completed the implementation for O'Connor on and Valley Medical Center. Currently we are working on integrating this Sterile Processing Department Instrument Management System with County's Electronic Health Record system and implementing the solution at St. Louise Regional hospital, with target to go live in July 2023.

Ongoing Projects - Department Funds

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Project Health Status	Percent Complete	Actual Start	Scheduled Finish	Project Status Summary
TSS	Technology Services and Solutions	Structured Query Language Server Migration	The objectives for this project are in direct support of the County's strategic plan to improve our IT security posture, reduce IT-related risks, and position the organization to fully leverage new and emerging technologies. We plan to upgrade all databases to improve the security architecture and allow the County to implement secure database applications.	Active	Healthy	83	1/4/2021	6/30/2023	This project is to consolidate and upgrade databases to improve security and support for secure database applications. This project is in the execution stage. .
SSA	Social Services Agency	Supplemental Security Income Housing and Disability Advocacy Program	Social Security Housing & Disability Advocacy Program is a Customized Referral solution to support Social Services Agency – Department of Employment and Benefits Services (DEBS) internal General Assistance (GA) and other Community Based Organizations (CBO) referrals involving housing assistance	Active	Healthy	66	8/12/2022	11/10/2023	Application has been refactored from California Welfare Information Network (CalWIN) CIS Database to California Statewide Automated Welfare System (CalSAWS) Database. Requirements gathering for implementing the HDAP functionality to the Application currently underway
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Valley Medical Center Bin Management System	This project will implement an RFID pharmacy bin management system for ready to pick up patient prescriptions.	Active	Healthy	58	4/2/2019	4/22/2024	The project is in execution phase. Completed application install for Milpitas, Gilroy, Tully, Bascom, Vietnamese American Centers, Downtown, East Valley, Moorpark, Mountain View, Valley Specialty Center, Sunnyvale and O'Connor Hospital Pharmacies. The team is working with the vendor to fix identified issues and the team is working to upgrade the system in all pharmacies.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Valley Medical Center Cardio Cath and Echo Storage System	Implement a new Cardiology Picture Archiving and Communication System (PACS) for Valley Medical, O'Connor, and St. Louise Regional Hospitals. The current system does not meet the Cardiology Department's needs for access and utilization requirements for Digital Imaging and Communications in Medicine (DICOM) studies and will be replaced with a new System. All existing images and studies will be migrated to the new system.	Active	Healthy	92	2/7/2017	6/7/2023	The new cardiovascular imaging implementation is a Picture Archiving and Communication (PACS) system which Cardiologist use throughout the Santa Clara Health System to interpret and archive cardiac images. The project is currently migrating all historic data to the new system.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Valley Medical Center Physician Credentialing - Phase II	Phase II will be implementing a stand-alone web application providing provider performance data and analysis for hospitals and healthcare systems.	On Hold	Watch	11	8/27/2020	TBD	The project is on hold due to resource constraints. The project will be reevaluated in September 2023 to establish a new schedule.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Web Migration of Electronic Health Record System	This project is approved to upgrade our existing Electronic Health Record system to a web-based framework. Moving to a web-based framework will help to improve the performance of the application.	Active	Healthy	48	7/30/2021	12/27/2023	Currently application owners are fulfilling the prerequisites and web sitelink testing. go-live for the project is November 2023

Completed Projects

List of projects completed since last report to FGOC

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Actual Start	Actual Finish	Project Status Summary
TSS	Technology Services and Solutions	Aerial Imagery and 3D Point Cloud Data Acquisition	Aerial Imagery and LiDAR data is a core dataset for the County's Basemap program. This dataset is most valuable when new aerial image data is captured annually to allow year-over-year image comparisons. This service will provide support to various County programs.	Completed	5/4/2021	2/6/2023	The 2022 Aerial Imagery and 3D Point Cloud Acquisition Project provided a new dataset of 3-inch and 6-inch aerial orthoimages, and the 3-inch oblique (collected at an angle) imagery of the County. Formed in 2020 our County program established an ongoing Agreement with Cities and Special Districts, to acquire consistently and efficiently a regional seamless aerial imagery of the County. Year 2022 project also includes a second urban orthoimages collection during springtime, with higher sun angle, to manage shadows. These imagery datasets, which are an accurate representation of the Earth's surface, allow for before and after fire image comparison, change detections of unassessed real properties, management of the County's urban forest, internal fire and flooding prevention and planning procedures, functions to automatically display building footprint measurements for a property or for a selected building, County cartographic 2D basemaps and 3D digital twin, etc.
SSA	Social Services Agency	BPC Version Upgrade and Migration to Cloud	Social Services Agency is upgrading its Business Planning and Consolidation (BPC) software. Requirements were reviewed with several vendors and an Analytics Cloud (SAC) solution is selected. This project will facilitate the migration of Social Services Agency (SSA) budgeting and forecasting software.	Completed	10/19/2019	11/29/2022	The Design and Build Phases were completed, and the project is now active and in use.
HHS	SCVMC CUSTODY HEALTH SERVICES	Custody Pharmacy Packager Replacement	The Automated Medicine Packaging (AMP) solution will enable Custody Pharmacy to advance patient safety in dispensing large volumes of medication without error in a timely and quality manner. It will provide the ability to print labels in the patient's native language and optimize the utilization of medications without compromising quality of service delivery. This project will deliver Custody Pharmacy a centralized solution for automation of medication dispensing. This would further improve patient safety by utilizing the latest technologies and best practices.	Completed	6/1/2020	11/18/2022	The project is closed and the system is now operational. Support is transitioned to the Application teams.
TSS	Technology Services and Solutions	Database High Availability Solution	Purchase and installation of database performance monitoring system on a test and production server	Completed	7/2/2018	8/31/2022	A proof of concept for an on-premise database high availability solution was completed. Project has been closed.
TSS	Technology Services and Solutions	Enterprise Content Management Portal Platform & Content Management System	The County's current public portal platform is showing degradation in performance. Replacement of the existing platform will reduce upkeep and the need for custom coding, increase security, and provide a more user-friendly interface.	Completed	6/28/2018	11/10/2022	The Enterprise Content Management Portal Platform & Content Management System replacement project has two major work streams. The first migrated 98 public-facing websites to a new cloud-based web platform, with the current look-and-feel, and was completed in November 2021. The second developed a new County website design that was completed in July 2022. This project closed on November 10, 2022.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Hospital System Radiology Services Implementation	O'Connor and Saint Louise Regional Hospitals subcontracted after-hour teleradiology interpretation services to a third-party vendor. The hospital integration project implemented Radiology Orders that interfaced with County's Electronic Health Record system to a third-party vendor, with the Results interface to communicate back to County's Electronic Health Record system. The County had executed a new contract with a third-party vendor that improved patient care.	Completed	11/2/2021	11/10/2022	The project went live in October 2022. Post-go live support was followed by lessons learned and benefit realization meeting with O'Connor Hospital and Valley Medical Center stakeholders.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Information Security Communications	Develop and deploy Information Security communications strategy, champion and Information Security Portal in conjunction with ISO web site update	Completed	10/5/2020	8/17/2022	Project successfully completed - met all project objectives.
TSS	Technology Services and Solutions	MS Basic Authentication Retirement	Replacing and retiring Basic Authentication with Modern Authentication	Completed	10/25/2022	10/28/2022	The Basic Authentication has been switched off. Systems, Applications and users are now using Modern Authentication. Project completed successfully.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Neonatal Intensive Care Breast Milk Management and Tracking System	In order to maximize patient safety, this project created a milk management system that seamlessly tracks everything that happens to breast milk, donor milk, and formulas from the time parents bring expressed breast milk to the NICU, through milk handling and fortification in the Milk Room by the milk techs, to delivery and feeding of the milk by the RNs at the bedside.	Completed	4/6/2021	3/22/2023	Completed GO-LIVE in OCH (2/7/2023) & VMC (2/14/2023). Project is currently closed.
HHS	Behavioral Health Services Department	Electronic Health Record Implementation for Behavioral Health Services Department	This project supports the deployment Electronic Health Records software.	Completed	2/6/2019	12/29/2021	The project successfully implemented modules to support Behavioral Health Clinical Documentation, Medication Orders, billing, state reporting and remote documentation for County Clinical Programs.
TSS	Technology Services and Solutions	NIS Replacement of County DNS Grid Cluster	The County's network infrastructure components include the network DNS Grid Cluster). Project funds were requested to replace the existing DNS Grid Cluster. DNS Grid Cluster provides Domain Name Services to External records for many Web services from the many County agencies.	Completed	12/30/2020	1/18/2023	The County's Domain Name System network infrastructure components have been upgraded at the hardware level and merged into one unit at the software level.
PSJ	PROBATION DEPARTMENT	Policies and Procedure Workflows Automation	The Probation Department spends a significant number of hours maintaining its policies and procedures. Implementation of the new system will help the Probation Department to keep policies and procedures up-to-date, providing access to comprehensive policies to limit the agency's risk and enhance personnel safety. The system will also incorporate a policy training component, which will reinforce staff's understanding of policies and will include an individual training acknowledgement.	Completed	12/2/2019	2/10/2023	Project has been completed. All the activities required to release the project have been finalized. Probation teams have completed their review of all in-scope policies and procedures. The Chief Probation Officer approved the release of the project. All the documents have been uploaded and validated in the system. Project go-live scheduled for October 31, 2022 was completed without incident.

Completed Projects

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Actual Start	Actual Finish	Project Status Summary
TSS	Technology Services and Solutions	Procure to Dispose - Implementation	Currently in IT business office (ITBO), the services from acquisition to decommissioning are initiated, managed and tracked in multiple independent processes and systems owned by different stakeholders. The system of records such as intake, sourcing, approval, invoice etc. are distributed among the systems with little to no integrated view and management. The ITBO office sought a solution to streamline the end to end Procure to Dispose (P2D) process with system integration to support better and efficient business decision making.	Completed	9/7/2020	11/14/2022	Phase 1 completed successfully and Phase 2 enhancements which consist of Online Form for Intake and Power Automate Approval are also completed.
TSS	Technology Services and Solutions	Remote Locations - Access and Distribution Switches (Network Refresh)	To replace (upgrade) network switches at many sites throughout the Santa Clara County enterprise.	Completed	1/4/2021	12/8/2022	The project has been completed.
SSA	Technology Services and Solutions	Resource Family Approval Project	This is an implementation project to purchase and implement the resource family approval RFA software being used in 31 counties in California.	Completed	4/27/2020	10/21/2022	Modules and public-facing website are live. Project is completed.
TSS	Technology Services and Solutions	Telecom Expense Management	Provide an audit of Telecom Expenses. Deploy an ongoing audit and governance of Telecom expenses.	Completed	5/1/2021	12/14/2022	The initial discovery of potential savings is complete. Over $1.6 M found. Working through the process to realize as much as possible.
FES	OFFICE OF THE CONTROLLER-TREASURER	Upgrade of Countywide Timekeeping Solution	County's system of record for timekeeping needs to be upgraded. The project will also deliver improved features, including the ability to archive historical data. This will improve usability, processing, and reporting efficiency.	Completed	7/1/2019	11/30/2022	The County's central timekeeping solution was upgraded on 7/17/21. Post go-live activities have been completed and project is now closed.
CA	REGISTRAR OF VOTERS	Vote by Mail Sorter Machine Replacement	This project replaced the sorting machines for processing the Vote by Mail ballots in operation since 2006. The machines sort incoming vote by mail ballot envelopes by precinct and automatically log each envelope's receipt, obtain voters' signature images, and transfer data to the Election Information Management System.	Completed	7/1/2021	11/30/2022	The Mail Sorting System was successfully and securely deployed on-time at the Registrar of Voter's warehouse facility. The first production launch date was May 11, 2022, and was used for the June 2022 Primary Election and the November 8, 2022 General Election. The project was successfully closed on 11/30/2022.

Canceled Projects

List of projects canceled since the last report to the FGOC

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Approved Budget	Available Budget	Project Status Summary
TSS	Technology Services and Solutions	Additional Storage for Backup	TSS provides enterprise backup and recovery for the County and needs to acquire extra storage for backup to keep up with the data growth. This project will expand storage space to keep up with data backup requirements and demands to sustain a high performing and highly utilized backup infrastructure.	Canceled	$362,250	$362,250	Project is canceled within the project portfolio management system. It is being managed as a Maintenance and Operational effort. Purchase Order is being prepared for additional storage hardware. Once the hardware is received it will be added to the data center production environment by the storage team.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Ambulatory Behavioral Health Solution	The Behavioral Health module is designed to support the unique workflows of behavioral health users and help improve efficiency and meet regulatory requirements for behavioral health care. In addition, the module will provide specialty-specific functionality that will significantly reduce manual documentation improve help reduce manual work so physicians and staff can reinvest the saved time in patient care activities. This module implementation will help reduce the need for providers to work in two electronic health record systems.	Canceled			Given the scope of the effort, the project is being handled as an enhancement. Hence it is being marked as canceled.
FES	OFFICE OF THE ASSESSOR	Commercial Appraisal Application	This project implements a Commercial & Industrial Property Appraisal Software product from an outside vendor within the Santa Clara County Assessor's Office in order to conduct accurate and timely California-compliant assessments of commercial and industrial properties. Successful implementation and operation of this product requires adequate testing, configuration, data conversion, integration, development of reporting requirements, necessary system modifications, and user testing and acceptance.	Canceled	$100,000	$100,000	It was determined that a suitable solution could be developed internally that more specifically meets the needs of the Santa Clara County Assessor's Office.
PSJ	Technology Services and Solutions	Court Interface Enhancement	Provide full integration between the Santa Clara County Superior Court's Case Management System and the Criminal Justice Information Control system (CJIC), to reduce the need for duplicate entry. Multiple interfaces require business analysis, development, and testing for successful implementation and achievement of benefits.	Canceled	$1,498,736	$54,494	After vetting several options, Technology Services and Solutions (TSS) leadership recommended cancelling the project and proceeding with operational support and essential small enhancements, for CJIC, while a CJIC decommissioning roadmap is defined. Although the interface enhancement was a good concept, the resource and technology constraints became too large to overcome. Hence, it has been determined that the interface enhancement is not feasible to implement at this time. The recommendation was accepted by the Project Sponsor and Primary Business Contact. As the CJIC decommissioning roadmap is defined, the Court Integration Enhancement objectives will be addressed.
PSJ	Technology Services and Solutions	Criminal Justice Information Control Interface Modernization	This project addresses the need to track and sequence, according to priority, data exchange requests for delivery by various development teams across public safety and justice departments.	Canceled	$968,941	$801,621	The scope on this project has been broken up to increase accountability of specific items for various department applications and interfaces. Some items were added to existing projects that correspond to the need for the interfaces, others will be handled as part of operational enhancements, and one specific interface will be tracked as a separate project. This project is canceled as it is no longer needed.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Dietary System for O'Connor Hospital	This is a system that is being used by the Nutrition department at Valley Medical Center. In an effort to standardize systems across the Santa Clara Valley Health and hospital systems, we are extending this dietary system to O'Connor.	Canceled			The Hospital is pursuing an alternative solution.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Dietary System for Valley Medical Center	Deploy a cloud based nutritional system for Food and Nutrition department at Valley Medical Center.	Canceled			The dietary leadership requested the closure of the project. This project has been therefore canceled.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Health Systems Orthopedics Implementation	Currently the Orthopedics specialty at County of Santa Clara Health System (CSCHS) is using HealthLink functionality. A specialty Orthopedics module is available that would improve patient care and aid in billing for services.	Canceled			Given the limited scope of the effort, the project is being handled as an enhancement. Hence it is being marked as canceled.
FES	COUNTY RECORDER	Image Conversion Project	Digitization of official records from 1960-1979 that are currently stored in books or films, and to provide on demand access to these records to public.	Canceled			The goal of this project was to procure services to digitize film and book records in order to preserve these invaluable records, reduce staff time handling the microfilm/paper, and provide access on demand. With the passing of the new Assembly Bill 1466 (Redaction of Unlawful Restrictive Covenants) which took into effect on July 1st, 2022, the need to digitize these records has increased in urgency and added additional scope which includes system updates and redaction services. Due to the significance of these scope changes, this project has been canceled and a new Assembly Bill 1466 project will be kicked off in FY24.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Nutrition System for Saint Louise Regional Hospital	The software solution is requested and required to replace our current "temporary" system. Automation of current manual tasks is needed to ensure accuracy of meal service to patients and to meet regulatory requirements as well as improving satisfaction for our patients, physicians, nursing, and food services staff.	Canceled			This project is being marked as canceled. All three County Hospitals have agreed to follow a common vendor and strategy for Enterprise Patient Meal Services. A new business case has been put together for "Enterprise Patient Meal Service" and is being presented as a project for next fiscal year.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Oncology Infusion Scheduling System	This is a request for a new oncology scheduling system to assist in improving patient care, preventing nurse burnout, and potentially reducing costs. The new technology will assist in the creation of efficient scheduling templates for daily nurses' schedules that balance assignments while considering the complexity of patient treatment, avoid bottlenecks and overbooking, remove no activity hours, and reduce patient wait times. The existing RN Scheduling system is labor intensive and inefficient,	Canceled			This initiative has been canceled, as a separate program and process to support infusion scheduling and patient acuity has been developed.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Quality Management Survey System	By providing audit capabilities such as environment of care, infection control and prevention, and patient safety, the software will assist Enterprise in ensuring regulatory compliance and maintaining ongoing survey preparedness. Implementing this solution will substantially assist in increasing attention on patient safety, improving departmental continuous readiness, reducing safety risk, and improving performance with state and accrediting organization/s.	Canceled			Given the limited scope of the effort, the project is being handled as an enhancement. Hence it is being marked as canceled.
TSS	Technology Services and Solutions	Verity Hospital Infrastructure Upgrade	Verity hospitals infrastructure and environments require updating to ensure secure and reliable operations. The funding requested is to cover an assessment, network design for both hospitals to ensure security, resilience and reliability, facilities requirements, network/ infrastructure hardware and estimated costs.	Canceled	$550,000	$550,000	The project has been canceled and the work is being managed as a separate maintenance and operational initiative.