LOS ANGELES COUNTY

EXECUTIVE OFFICE OF THE BOARD OF SUPERVISORS

2013-2016 STRATEGIC PLAN

Ideas that write the future!

VISION

Acclaimed business driven technology services

MISSION

By 2016 be recognized as the County's leading department providing innovative and efficient government services through quality information and customer service

VALUES

Integrity: We accept personal responsibility for behaving honestly and ethically

Respect: We value differences and treat all with dignity

Innovation: We use imaginative approaches to develop new processes and overcome barriers

Collaboration: We work together across boundaries, as a team, to accomplish common goals

Commitment: We accept challenges and follow them through to their finish

STRATEGIC INTENT I: NEXT STEP BUSINESS SOLUTIONS

The Executive Office has been recognized for its leadership in providing effective and efficient government administration through technology-driven process improvements. Building on this solid foundation, we want to (1) continue our on-going effort to automate manual processes and (2) provide additional upgrades and pioneering features to existing business processes.

Goal I.1 Innovative Business Solutions

Make improvements to existing systems, processes, and applications in order to improve efficiency and ensure positive outcomes.

I.1.1 Enhance the AAB system to make the appeal process more efficient.

I.1.2 Upgrade All District Board offices constituent tracking to CRM 2011. (Includes districts 1 - 5)

I.1.3 Implement a Virtual Desktop Infrastructure (VDI) with thin client solutions to replace traditional PCs in order to reduce cost, improve service and application delivery, and streamline maintenance to BOS user desktops.

I.1.4 Develop a replacement agenda preparation application for Legistar (Granicus) using the existing CRM/MOSS platform in order to automate the entire process of electronic Board letter filing to the final product of Board agenda.

I.1.5 Review and redesign Civil Service Commission's (CSC) CRM application to include missing or non-functional features previously built that should have automated business processes and reporting. Redevelop CSC application using CRM 2011 in order to take advantage of new features that will provide easy access to information as it relates to business processes such as agenda, minutes, hearing, and reports.

I.1.6 Fiscal processes – automate manual processes and get rid of multiple spreadsheets. Customize financial reports to meet the needs of DEOs in the Executive Office. Need ability to generate reports based on HR data without having to re-enter data into a spreadsheet. Also need ability to get data downloads from eCAPS and other applications.

I.1.7 Automate the Temp Agency Requisition process.

I.1.8 Implement a web-based application to support Commission Services by tracking contacts with customers (both internal and external), tracking staff assignments, and providing reporting and performance metrics.

Goal I.2 Web-based Systems
Web-based systems provide applications that leverage the internet and intranet capabilities to provide simple, cost-effective access to data.

I.2.1 Implement electronic filing for all Los Angeles County Lobbyist entities and provide the entities, and the public, with easy access to filed information. Make public lobbyist documents available on-line and searchable by the public for both registrations and quarterly reports.

I.2.2 Implement a web-based Zone Tracking application that will keep a history of all issues related to a specific project.

I.2.3 Implement a standardized document retention system that retains correspondence issued to the Board and tracks Board requested reports (Report Tracking).

Goal I.3 Digital Records
By digitizing records we can make information available quickly and with minimal use of staff. Public records may be posted for easy constituent access, while internal records can be made available to appropriate staff through role-based access.

I.3.1 Digitize copies of Board of Supervisors official archived records and make them accessible to the public via the Internet.

STRATEGIC INTENT II: VALUE ADDED COLLABORATIONS

The Executive Office envisions itself as an important technology collaborator. Seeking to partner with Los Angeles County Departments and other municipalities to attain better operational efficiencies and service outcomes, we want to (1) leverage our knowledge, skills, and experiences to help others meet the service needs of their customers and (2) share learning and best practices.

Goal II.1 Outreach & Partnerships

II.1.1 Design a database interface engine to allow the ability to exchange data among divisions and with other county departments. This project will allow the Executive Office to exchange data or receive data downloads from other County systems such as CAPS.

II.1.2 Automate the SPA process in coordination with the Board Offices, County Counsel, CEO, and Auditor-Controller's Office. This will greatly improve the efficiency of the process and enable us to track performance relative to the SPA process.

II.1.3 Enhance the Form 700 e-filing system to allow its widespread use by all County Departments and Commissions ("County family" e-filing).

II.1.4 Develop a vehicle tracking system to combine data from Fiscal Services and Human Resources that will track all department owned vehicles, the employee assigned to the vehicle, the accidents involving our vehicles, and the expenditures for repairing the damage and the amount recovered by our third-party administrator.

Goal II.2 Fiscal Soundness

II.2.1 Create a service catalog that includes overhead and administrative costs plus fee schedules for Executive Office service offerings to other County departments and municipalities. Develop a marketing plan. Create marketing materials including targeted brochures for Executive Office service offerings.

STRATEGIC INTENT III: ORGANIZATIONAL FORM & WORKFORCE CAPACITY

The Executive Office's growth and the accompanying need to respond to a diverse and increasingly challenging set of customer requests have placed heavy demands on both our staff and operational infrastructure. Given our commitment to excellence, we want to (1) ensure a flexible organization structure where workers can quickly adapt to customers' requests and accelerate decision making when necessary and (2) establish a robust employee development program to expand skills and abilities.

Goal III.1 Executive Office Organizational Structure

III.1.1 Develop an effective succession planning program through a thorough review and understanding of the employee population, identification of current and future business needs, creation of a process for identifying successors, and initiating a leadership development program to ensure successors are prepared to step into new roles.

III.1.2 Identify managers and staff at all levels who will be on the Executive Office 'red team'. The purpose of this team is to provide temporary staffing for new business

units that come under the Executive Office. Red team members will be able support the functions of the incoming unit until permanent staff can be obtained.

Goal III.2 Human Resources

III.2.1 Put all incoming and outgoing employee resources on the Executive Office internal website to provide tracking for all County resources (keyfobs, keys, keycards, phones, laptops, etc.) assigned to an individual employee.

STRATEGIC INTENT IV: CUSTOMER PRIMACY

The Executive Office has established a customer-first culture and is motivated by the needs of our customers and the opportunity to make a positive difference. Seeking to offer the highest-level service, we want to (1) maximize the use of technology to meet customer needs for efficient access to quality information and improve outcomes and (2) attain superior levels of customer satisfaction.

Goal IV.1 Customer Service & Information Center
Provide features that make Executive Office processes easier to use, more accurate, and less resource intensive.

IV.1.1 Add additional features to the Conflict of Interest application that will Implement on-line self-service Conflict of Interest/Form 700 roster updates, automatically send copies of filed Form 700s to appropriate filing officers, and add other features.

IV.1.2 Website migration for all other sub-commissions [DV, CCJCC, CSC, E&EC, CSIU, Fish & Game, etc.].

Goal IV.2 Special Projects

IV.2.1 Develop mobile applications to be used by the public who use mobile devices (iPhone/Android) to view Board meeting agendas. (i.e. ebooks)

SECTON V: OBJECTIVES TO BE ADDRESSED WHEN TIME PERMITS:

V.1 Create a web-based voting system for Commission Services City Selection process.

V.2 Implement a web-based application that will help HR track employee parking service requests and provide reporting and performance metrics. Partner with ISD to develop a system where BOS Parking Coordinator can update vehicle & parking information in real-time for tracking purposes.