



County of Santa Clara



Project Accomplishments and Portfolio Status Spring 2022

Presented to Finance and Government
Operations Committee

Front cover photo: Microsoft Word stock image

Message from the CIO

The County of Santa Clara's Technology Services and Solutions (TSS) Department is pleased to report on projects that have concluded since the last Finance and Government Operations Committee (FGOC) Report. The following pages feature high-level descriptions of completed projects and the benefits provided to County residents and employees.

Our mission is to partner with County departments to deliver services to our community through operational excellence and innovative technology solutions in support of the County's mission to provide quality services and promote a healthy, safe and prosperous community for all. These projects include a variety of efforts that help us continue to operate on behalf of the County's residents, grow our capabilities to better serve the needs of the community and transform our offerings in new and meaningful ways.



We are proud to serve our county, and we work closely with our partners to ensure that our residents access critical services safely and effectively. We look forward to continuing to deliver more solutions that drive value to the communities we serve.

Imre Kabai
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.

Speech Therapy Portal System Replacement

Speech Therapy patients benefit from a new solution that improves patient care services

The County implemented a new and improved Speech Therapy Portal System, which allows physicians and speech-language pathologists to examine a variety of vocal parameters as well as view abnormal motion and other vocal fold problems. Additionally, the system will assist physicians in accurately diagnosing vocal disease, such as tumors or lesions. The technology will increase patient care services and help Santa Clara Valley Medical Center become one of the best facilities for speech therapy services in the area.

Emergency Dispatch Protocol Software and Licensing

Implementation of emergency incident call-taking triage and dispatch solution improves 9-1-1 services

The County implemented an emergency incident call-taking triage solution that is used for medical, law enforcement and fire emergencies. The solution ensures that all emergency calls and responses are processed equally and equitably for anybody who dials or texts 9-1-1 for assistance and that 9-1-1 callers receive all of the service benefits. By enabling law enforcement to assess if other resources should be used in response to a call other than Law Enforcement or in conjunction with Law Enforcement, the solution promotes improved dispatching and responses to people. Reduced training time, higher production, and decreased operating expenses are all benefits of the solution.

Jail Inmate Services Platform (JISP) Inmate Tablet - Phone

New tablet computers enhance inmate education and entertainment opportunities

The County deployed over 2,800 tablet computers to inmates at the Main Jail and Elmwood locations that provide free and paid content and services. This includes access to jail information and notices, filing of requests and grievances, commissary orders and entertainment. Also included is a wide range of educational programs for vocation, rehabilitation and self-help. Inmates can also use the tablets to make phone calls at a lower per-minute charge than if they used wall phones. The tablet content not only improves inmates' experiences, but the automation of operations also minimizes the Office of the Sheriff's administrative overhead.



Continued Growth

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

Very High Frequency (VHF) Conventional Radio Simulcast System

County's new VHF network provides redundancy and improves availability and reliability of emergency communications

The County implemented a new VHF Conventional (non-trunked) Radio Simulcast System. In the event of a primary system failure or catastrophic incident, the system provides a County-wide backup radio. This new VHF network is used by hundreds of other end-users in Public Safety and municipal agencies, serving almost two million county visitors and residents around the clock every day of the year. It also serves as a backup radio for subscribers who are unable to connect to the Project 25 or P25 network, which provides digital voice and data communication capabilities to public safety and first responders. Due to advancements in engineering and architecture, the new VHF network can help "fill-in" poor P25 coverage areas and supply important communications capacity to these users in their mobile environments. As a result, the availability and reliability of emergency communications are improved.

Aerial Imagery and LiDAR Data Acquisition 2021

The County's new and improved digital imagery dataset helps improve County services for residents

The Aerial Imagery and LiDAR Acquisition 2021 Project provided a new dataset of 3-inch and 6-inch aerial orthoimages as well as 3-inch oblique (collected at an angle) imagery of the County. Launched in 2020, this program includes an ongoing agreement with cities and special districts to uniformly and efficiently obtain regional seamless aerial photography of the County. In order to manage shadows, the Year 2021 project added a second set of urban orthoimages collection in the spring, with a higher angle of the sun. These imagery datasets, which are accurate representations of the Earth's surface, provide valuable data. They enable before and after fire image comparisons, change detections of unassessed real properties, management of the County's urban forest and internal fire prevention and planning procedures. They also provide functions to automatically display building footprint measurements for a property or a selected building, County cartographic 2D base maps and a 3D digital twin, and more.

ISD Enterprise Cloud Solutions

The County's Cloud platforms implementation aims to enhance services to the public

The County implemented all three major Cloud platforms to improve public services. County departments and agencies can use the platforms to improve public and employee services by increasing their capacities to deliver additional service offerings more efficiently, as well as providing flexibility, data security, and mobility. The cloud platform will help reduce operating costs in addition to improving offerings.



Operational Excellence

We are committed to enhancing our current technologies ensuring that the County's IT services are efficient, stable and resilient.

Senter Road Cameras

Infrastructure upgrades improve the safety of clients and employees

The County installed new security cameras at its Social Services Agency's Senter Road campus to help increase public, employee and property safety and security.

Cybersecurity Initiative & Solution Optimization

Infrastructure enhancements strengthen the County's IT security posture and enable leveraging new and emerging technology

The County's firewall infrastructure was upgraded to newer and more modern equipment. This implementation improved the County's IT security posture, decreasing IT-related risks dramatically, enabling the use of new and emerging technologies, and avoiding public service disruptions.

Information Security

County's information security solutions ensure the safety and protection of client and user data, and information technology systems

The County continued to invest in information security solutions to protect and safeguard client and user data against malware, phishing, hacking, and cyberattacks. To safeguard and protect data and information across county systems, the county's Information Security Office implemented a several of technical solutions and improved processes, including Firewall audit strategy, password management strategy, and network device security.

PSJSP Video Conferencing Equipment Replacement

Infrastructure upgrades improve operational reliability and availability, ensuring that public services are not disrupted

The aging conferencing equipment at the Office of the Sheriff, the Probation Department and the Public Defender's Office was replaced with more reliable and modern equipment to ensure operational reliability and to avoid disruptions in public services.

Solutions Manager Production for HANA

Addition of the Solutions Manager Module to the County's Enterprise Resource Planning System improves overall system administration

The County deployed the Solution Manager module for its Enterprise Resource Planning (ERP) System. Solution Manager enables the ERP team to create a centralized ERP landscape, enhance, automate and improve the overall system landscape administration. This implementation contributes to increased productivity and lower operational expenses.

Windows 10 End of Service

Mission-critical data safeguarded by automated computer operating system updates

For its computer systems, the County deployed Operating System Updates for Business. This automatic solution connects directly to the systems, keeping them up to date with the newest security measures and features, eliminating security vulnerabilities and ensuring mission-critical data is protected.



Project Status

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	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. Storage is nearly at 90 percent capacity. 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. Otherwise the County will have a shortage of storage space and inability to accommodate growth.	On Hold	N/A	0	TBD	TBD	\$362,250.00	\$362,250.00	Project is on hold; awaiting prioritization and assignment of a Project Manager.
SSA	Social Services Agency	Adult Protective Services Confidential Reporting Portal	Several professions are mandated reporters of elder and dependent adult abuse and neglect. Mandated reporters are required to report the abuse or neglect by telephone or through a confidential Internet reporting tool, immediately to Adult Protective Services. This project seeks to implement a reporting portal for mandated reporters to submit reports. If the project is not approved, the APS program would continue the same practices that have been in place since 1999. Although there are no FY 21-22 ongoing costs, ongoing costs of \$6,000 per year for software licensing and support are expected to occur after the project is completed, currently projected for FY 22-23. If the Board approves this item, base budget adjustments will be made to account for those ongoing costs in those future years.	Approved	N/A	0	TBD	TBD	\$30,900.00	\$30,900.00	Project approved and pre-project activities are underway. Project has been awaiting hiring of IT project manager. With the recent hiring of two IT project managers, the project will be assigned imminently.
FES	OFFICE OF THE ASSESSOR	AES Commercial Appraisal Application	This project implements the AES Commercial and Industrial Software product within the Santa Clara County Assessor's Office in order to conduct accurate and timely California-compliant assessments of commercial property. 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.	Active	Healthy	92	11/1/2018	8/31/2022	\$100,000.00	\$100,000.00	Prop 8 mass processing of commercial and industrial properties will be done with the AES Commercial tool. In addition, accurate and timely assessments of commercial and industrial properties will be conducted. Only a few features were included in Release 2, including: • Update of Code Type for Similar Sales Approach • Add Lease Type to Lease Adjustment table • Bug fixes• Cloning appraisal• Selection of comparable units, Update of Code Type for Comparable Sales Approach Additional features have been added and are planned for Release 3 to make the application capable of Appraisals for Appeals. The process of defining and developing the scope of work is now underway.
CA	CLERK - BOARD OF SUPERVISORS	Agenda Management System Replacement Project	An Agenda Management System is used 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. The vendor does not plan to support the County's current Agenda Management System long-term. The new system will be used to maintain these essential functions for the County's legislative process, including its governance responsibilities and public participation.	Active	Healthy	76	1/1/2021	11/15/2022	\$237,250.00	\$237,250.00	The agendas and minutes for Board of Supervisors meetings, Policy Committee meetings, and Boards and Commissions meetings are created, tracked, and published using an Agenda Management System. With the selected vendor, the project team is conducting discovery, planning, and solutioning activities, and the new system will be implemented by the end of 2022.
TSS	Technology Services and Solutions	Annual Refresh Desktops & Laptops	Starting in FY 17-18, ISD service rates began establishing a workstation reserve for the replacement of desktops and laptops beyond their useful life. This project provides additional base funding to allow the reserve to begin funding replacement in FY20-21. The following departments will be included in this replacement program: County Executive Office sub-units Re-entry services Employee Services Agency Clerk of Board/Board of Supervisors Pretrial Services County Counsel Office of the Sheriff District Attorney Information Services (partial)	Active	Healthy	90	10/21/2019	6/30/2022	\$542,000.00	\$13,116.89	ITAM provides comprehensive asset management services to 30 enrolled business units (BUs), hybrid asset management services to HHS and SSA, and limited/no asset management services to 14 non-enrolled business units. ITAM oversees end user IT asset refreshes for enrolled BUs over the course of a four-year life cycle in this ongoing project.

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CA	FACILITIES AND FLEET DEPARTMENT	Archibus Upgrade, Mobility and Portfolio Management	This project is for the implementation of new modules of the Integrated Workplace Management System (IWMS) used by FAF and HHS for Property & Lease Administration, upgrading the existing modules to new version, and implementing the mobile framework for Building Operations.	Active	At Risk	94	7/24/2017	2/8/2022	\$183,477.84	\$126,606.84	Building Operations Module enhancements have been finished for Integrated Workplace Management System (IWMS). However, the project status is currently red due to a slippage in the existing schedule caused by unforeseen delays in procurement operations relating to contract revisions for software upgrades, additions, and gathering requirements for additional modules. The project's timetable is being reevaluated, and it will be rebased to reflect the new completion date.
FES	OFFICE OF THE ASSESSOR	ASR Replacement Assessment System	Developing business requirements, analyzing alternatives and performing pilotswill prepare the Assessor's Office for a broader implementation project relating tothe modernizing of the Assessor's Assessment System.	Active	Healthy	79	9/26/2019	1/2/2023	\$105,000.00	\$100,000.00	The contract with the vendor was canceled. The project team is gathering requirements and documenting them in-house.
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. However, feedback from users identified a lack of certain functionalities and other limitations, which need to be fixed.	Active	Healthy	32	1/4/2021	11/7/2022	\$759,700.00	\$383,084.16	The evaluation and selection of vendor has been completed, and the statement of work and cost have been established. The project is now in the execution phase and is expected to be completed by July 2022.
TSS	Technology Services and Solutions	Berger Drive LAN Upgrade	The local area network (LAN) equipment for the County buildings at Berger Drive, including switches and voice-over-internet-protocol phones, are at the end of their lives and need to be refreshed. Additionally, if not refreshed, employees will not be able to use desktop connections faster than 100 megabytes. Although there is no FY 21-22 ongoing cost, ongoing costs of \$70,000 per year for software services and support are expected to occur after the project is completed, currently projected for FY 22-23. If the Board approves this item, base budget adjustments will be made to account for those ongoing costs in those future years.	Active	Healthy	20	7/1/2021	10/31/2022	\$1,522,900.00	\$1,515,310.00	The collecting of requirements is now complete. Devices necessary for the required data center architecture and technical standards are currently being reviewed. The scope of the project will be re-evaluated, and the project will be re-baselined.
SSA	Social Services Agency	BPC Version Upgrade and Migration to Cloud	To assess the best solution for SSA's Financial Management Services team, to replace existing solution. After reviewing requirements with several vendors, the solution selected is Analytics Cloud (SAC). Requirements are prepared for the Procure Phase.	Active	Watch	10	10/19/2019	11/29/2022	\$39,000.00	\$0.00	As of 4/12/2022, the project has been switched from On-Hold to Active. We're now in the requirements verification phase, with the design phase starting in four weeks. The projected completion date is November 29, 2022.
TSS	Technology Services and Solutions	Broadband Referral Feasibility Study	In conjunction with Federal Communications Commission \$7.17B Connectivity Fund Program, Santa Clara County is pursuing a study to inform a proposal for submission. The feasibility study pertains to understanding of the array of challenges that contribute to Broadband connectivity and access gaps within the area. This study aims to resolve the gaps and inform the approaches Santa Clara County could take in its efforts to close the digital divide within the County's jurisdiction.	Active	Healthy	40	1/20/2022	10/28/2022	\$100,000.00	\$0.00	Vendor onboarding is complete, as is the project charter and schedule. The kick-off meeting took place in March 2022, and the discovery/interview sessions are currently underway. The information/data is being examined in preparation for the first report, which is due in May, and will summarize the present state assessment and provide an initial gap analysis with an executive summary.
CA	FACILITIES AND FLEET DEPARTMENT	Capital Project - Strategic Space Management	Capital Project requests and Space Requests are today managed through a manual process. Having a system to manage this process and also have it integrated with information about the County's real estate assets such as land, buildings, structures and operational data from facilities management will allow better decision making and traceability.	Active	Healthy	20	7/1/2019	7/1/2022	\$100,000.00	\$100,000.00	The project team has engaged a vendor to perform a comprehensive requirements gathering session with the relevant user base from Facilities and Health System. So far, three requirements gathering sessions have been held, with a couple more slated in the following weeks. Following the completion of the requirements gathering session, a statement of work will be created.

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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 Office 365, 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	At Risk	54	9/5/2018	11/18/2024	\$463,000.00	\$463,000.00	The draft request for proposals (RFP) is being prepared for release in the fall of 2022. Due to unanticipated delays caused by a mix of COVID-19 and resource allocation difficulties, the project status is "At Risk".
CA	OFFICE OF THE COUNTY COUNSEL	CEO 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	Watch	80	12/18/2017	4/20/2023	\$78,760.00	\$33,760.00	The project is continuing to improve the Equal Opportunity Department's existing application in order to handle requests for Reasonable Accommodations, Investigations, and Conflict Resolutions. Change requests in the Reasonable Accommodation case form for intaking, processing, and reporting on reasonable accommodation requests for Covid-19 Vaccination Exemption triggered by the resumption to on-site work in July 2021. The project team is working to improve the application by adding new features to the existing case form and allowing the business to process requests more efficiently.
CEPA	DEPT OF AGRICULTURE & RESOURCE MGMT(AR)	CEPA The Daily Application	Redesign of the application used to manage agriculture weights and measures operations and reporting.	Active	Healthy	67	9/5/2019	5/11/2022	\$206,600.00	\$206,600.00	The project to modernize and replace the current system on track to be completed on time and on budget. The first module, which included electronic registration and online payment, was finished, providing the SCC Department of Agriculture to be the first in California with this capability. Modules 2 and 3 are now in development, with core features affecting the Department of Agriculture's and Weights and Measures' everyday operations. Module 2 is now undergoing User Acceptance Testing.
PSJ	Technology Services and Solutions	CJIC Interface Modernization (CJIM)	This project addresses the need to track and sequence, according to priority, data exchange requests for delivery by various development teams across PSJ.	Active	Watch	39	9/1/2020	6/30/2022	\$3,339,988.00	\$549,263.50	The project was reassessed by department leadership for prioritization, scope, and delivery. Individual projects connected with providing the new distributed applications replacing Criminal Justice Information Control are better suited to complete the remaining operations related with transferring old data exchanges to the Information Sharing Environment (CJIC). The project will begin the transition and closure 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	78	8/23/2019	9/6/2022			The project will implement the Enterprise Content Management solution for job studies and classification documents and workflows. This will be 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. The identified security issues have been resolved. The project is beginning the user acceptance testing and staff training phases, and the solution is targeted to go live by the end of the calendar year.
FES		Cloud Integration Gateway Upgrade for County's Procurement System	The project is to upgrade the Cloud Integration Gateway interface between the County's procurement and financial systems.	On Hold	Watch	0	TBD	TBD			This project is currently on hold. The scope of the project is to upgrade the Cloud Integration Gateway interface between the County's procurement and financial systems.

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Approved Budget	Available Budget	Project Status Summary
CA	CLERK - BOARD OF SUPERVISORS	COB Commission and Board Online (CABO)	The current CABO (Board and Commission Online) application was a custom application built by TSS on the SharePoint platform. It has become difficult to manage and maintain. In certain situations outages have lasted several days. Over time Clerk of the Board needs have outgrown CABO's capabilities. The new hosting solution will provide a stable environment and improve the business workflows.	Active	Healthy	79	2/14/2020	8/27/2022	\$4,514.50	\$2,514.50	The new hosting solution has been identified to provide a stable environment, streamline the workflow, and automate processes to provide better customer service and support to all stakeholders including the Board of Supervisors, Board Members, Commissioners, County staff, and members of the public. The new solution will go live June 2022.
PSJ	COUNTY COMMUNICATIONS	Computer Aided Dispatch (CAD) System Replacement	A multi-year project to replace both the existing Computer Aided Dispatch (CAD) system for County Communications with current state-of-the-art Commercial-off-the-Shelf products. These new systems will provide significantly improved emergency public safety response and services for the County. Legacy systems in use today are largely home-grown, obsolete, and custom solutions that are expensive to maintain and operate. 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. 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	77	1/3/2017	1/31/2023	\$5,549,074.51	\$172,575.73	Due to overall schedule slippage and critical milestones being pushed out, the project is "at risk." The planning workshop on fire and medical emergencies is behind schedule. County Fire's updated requirements were only recently completed, and emergency medical response seminars were held up by an unanticipated third-party interface requirement, which was only recently completed. The dispatch team is organizing the new workshop dates, and they hope to have realistic dates for arranging System Test and Training activities by the end of May, putting the System Test date in July—a three-month delay. As a result, User Training will take place in October, with Go Live scheduled for January 2023. Re-planning Training and Go Live dates is made more difficult by operational constraints imposed by end-of-year holidays, as well as increased public demand for emergency services. The project has begun discussions with the vendor about revising the project plan and schedule.
PSJ	Technology Services and Solutions	Court Interface Enhancement	Provide full integration between the Superior Court of California Case Management System with CJIC, to reduce the need for duplicate entry. Multiple interfaces require business analysis, development, and testing for successful implementation and achievement of benefits.	Active	Watch	80	2/1/2021	9/8/2022	\$3,377,464.66	\$8,615.66	The project's scope has shifted from processing essential transactions such as Case, Hearing, Warrant, Plea, Disposition, Sentence, and Event to removing the requirement for any data entry in the Superior Court's Criminal Justice Information Control (CJIC) system. To address as many integration needs as feasible, change requests were examined and processed. There are still exceptions for data not submitted into the Court's system or Appearance Results that aren't defined as Events in the Court's system. Discussions are taking place in order to reach the best possible results. The team has developed and tested for known criteria and data combinations coming from Court's system, however testing with production data in the last quarter of FY22 is anticipated to identify gaps for the unknown combinations. Corrections are being made, and the first release is scheduled for the summer of 2022, with smaller-scale releases planned in the future to reduce the need for human data entry into CJIC. The manual data entry contingency plan for CJIC has been implemented and is working effectively. A Quality Assurance workgroup has been formed with Justice Partners to guarantee that the final system satisfies user expectations. The Court System's Portal is more essential to users since that system is now the system of record for Court information.

Ongoing Projects - General Funded

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PSJ	Technology Services and Solutions	Criminal Justice Information Control Password Upgrade	The Criminal Justice Information Control (CJIC) is a centralized booking system used by the County. The current password system would be upgraded to facilitate extended password length requirements. The amount of risk placed on CJIC because of these coding changes is significant. The security risk is mitigated by the requirement of strong password protection for the operating system login and because connections are allowed only to specific IP addresses.	Active	Healthy	99	7/1/2021	3/30/2022	\$200,895.00	\$29,576.00	As required by the FBI CJIS Security Policy, this project implemented advanced password standards for the Criminal Justice Information Control (CJIC) system. On March 8th, the code changes were deployed to production and are now being monitored while all closing processes are completed. By the end of April 2022, the project should be completed.
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.	Active	Healthy	81	6/1/2020	8/11/2022	\$1,000,000.00	\$576,946.28	This project is currently in the Execute phase. The Elmwood and Main jails will go online with their automated packagers on June 14th and June 21st, respectively. All packager interfaces to support pharmacy dispensing operations are currently being built and tested.
TSS	OFFICE OF THE DISTRICT ATTORNEY	DAO Cloud Migration	To modernize aging on-premise IT infrastructure, that is way past the end of its useful life cycle and not any longer supported by the vendor HP, and to 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 Office decided to migrate selected, existing on-premise IT infrastructure to the Azure cloud platform.	On Hold	Watch	65	3/28/2019	TBD	\$433,647.91	\$409,394.11	Project goal is migration of on premise IT infrastructure, workloads, databases, systems to the Cloud environment. The Cloud Production environment has been set up. Project is on Hold, pending prioritization from business.
SSA	Social Services Agency	DFCS Grievance Hearings and Records Application	Currently, the Child Abuse Central Index Grievance Hearing records are stored in an Access database and an Excel spreadsheet, which requires duplicate data entry and provides no ability to generate reports on the data. The new solution will address both needs, improving data integrity and usability.	Active	Healthy	29	5/20/2021	9/25/2023	\$15,000.00	\$15,000.00	The project is in the early phases of planning and gathering detailed requirements. The project will provide a technology solution for the Custodian of Record (COR) and Grievance Hearings and Records processes of the Social Services Agency Department of Family and Children's Services, including a centralized database.
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 Discovery Content including but not limited to Audio and Video such as Body Worn Cameras.	Active	Watch	36	1/18/2018	6/6/2023	\$6,644,622.81	\$2,717,002.21	The Digital Evidence Management (DEM) solution is an electronic content management system that will hold digital evidence supplied to the Office of the District Attorney (DAO) by Santa Clara County law enforcement agencies in support of a complaint for prosecution. The system will include workflows for distributing information to defense attorneys, such as the Public Defender's Office (PDO), as well as digital editing tools including redaction and translation. The project is currently in development stage, with User Acceptance Testing (UAT) set for late summer 2022.
TSS	OFFICE OF THE DISTRICT ATTORNEY	District Attorney Office Backup Infrastructure	This IT capital project seeks to implement an enterprise backup and recovery solution to provide adequate backup and protection of systems and data	Active	Healthy	42	7/1/2021	10/3/2022	\$247,960.00	\$175,598.77	The project's purpose is to replace two DA office data centers' antiquated, unreliable tape library backup system with a modern and dependable solution that will enable disaster recovery, business continuity, ransomware protection, and a rapid and cost-effective backup IT system. Currently studying proposed design and planning for the backup solution appliance procurement process.

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Approved Budget	Available Budget	Project Status Summary
CA	DEPT OF PLANNING & LAND USE DEV/ERA AD	DPD InSite Business License and Automation	Services provided by the Department of Planning & Development include implementation of the General Plan, issuance of Building Permits and completion of Permit Inspections, review and approval of Planning & Zoning Applications, administration of the Williamson Act and Open Space Easement Program, Historic Preservation, application for and inspection of Land Development Engineering permits, Code Enforcement, Surveying, administration of the Affordable Housing Program, administration of the Clean Water Program and services provided by the Fire Marshal.	Active	Watch	28	3/9/2020	10/16/2023	\$844,324.52	\$526,355.86	The Department of Planning and Development leverages the Business License 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 platform to manage high volumes of information and route documents for review and approval by the right people at the right time. This initiative is to attain additional efficiencies by leveraging and enhancing features in the current system. A new feature that was recently implemented was SB9 covering permits issued for Additional Dwelling Units (ADUs). The entire scope of the project is in the execution phase across the various work streams and is on target. Given the expansive scope, new deliverables have been postponed to the next Fiscal Year to manage competing priorities, and limited resources. The current Project scope is expected to complete by the end of this calendar year.
TSS	Technology Services and Solutions	DTAC - Data Center Consolidation	Data Center Consolidation - Migrate systems from the current location to the County's two centralized data center locations or the cloud.	Active	Healthy	86	11/24/2020	6/30/2022	\$100,000.00	\$100,000.00	The goal of the project is to combine the ten data centers into two. The project team is working to finalize the timeline for moving servers to the centralized data center, as well as the schedule for professional services to move the storage solution to the centralized data center.
FES	Department of Tax & Collections	DTAC Collections System Upgrade	This upgrade will facilitate and implement the consolidation of all of Department of Tax and Collections collection activities within a single system. Project allocation provides resources for a project discovery phase.	Active	Healthy	69	7/1/2020	6/27/2022	\$930,865.00	\$455,725.00	The project to replace the collection system is running on schedule. Department staff is set to perform user acceptance testing on Phase 1 (Delinquent Unsecured Collections). The tentative go live for phase 1 is in May 2022.
FES	Department of Tax & Collections	DTAC ePayment Replacement	Procure a new e-payment solution provider to improve usability, reporting, and resolving operational inefficiencies.	On Hold	Watch	13	12/1/2020	TBD	\$76,000.00	\$76,000.00	The Department of Tax and Collections has placed the project On Hold pending the result of the Banking request for proposal (RFP), which may provide an ePayment component.
TSS	Technology Services and Solutions	ECM 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.	Active	Healthy	94	6/28/2018	7/11/2022	\$3,853,806.16	\$255,465.63	The ECM Portal Platform & Content Management System (CMS) Replacement project moves all public-facing County web content to a new cloud-based environment and implements a new website design. The project is organized into two Phases: Phase 1 migrated 98 public-facing websites to a new cloud-based web platform, while retaining the original website look-and-feel. The Phase 1 migration was completed in November 2021. Phase 2 is a concurrent activity to redesign and implement a new standard SCCGOV website template. Website vision and strategy were completed in June 2020, with website architecture and user interface design complete in August 2021. Website template visual design is scheduled for completion in June 2022, followed by design implementation in December 2022. Additional Phase 2 funding has been requested to use the new template to redesign all 98 websites in 2023 and 2024.

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Approved Budget	Available Budget	Project Status Summary
TSS	Technology Services and Solutions	Enterprise Architecture Database Enhancements	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 business continuity planning information; interfaces between systems; artificial intelligent searching, reporting, and data extract; interfaces with configuration management databases and discovery tools. Another major area to focus on is to improve the user interface.	Active	Healthy	46	9/2/2021	12/28/2022	\$250,000.00	\$250,000.00	The Enterprise Architecture solution tells the end-to-end story of 'what' a county department needs to accomplish and 'how' the county enables that business capability using technology. The solution supports the aligning of technology strategy and roadmaps with the strategy of the county departments. The project is currently in the procurement stage; all vendor demos have been completed, and the final selection will be done in April 2022.
CA	FACILITIES AND FLEET DEPARTMENT	FAF Fleet Fuel System Replacement	Replacement of the Fleet fuel system will provide greater reliability and data for County departments.	Approved	N/A	0	TBD	TBD	\$166,600.00	\$166,600.00	The implementation of the technology to support this project is dependent on FAF's work plan to replace the fuel systems and also an upgrade to the department's Asset Management system. The requesting department is working through the procurement process. TSS has completed drafting an upgrade strategy for the Asset Management system. TSS and the department will regroup when both the procurement of the new technology for the fuel pumps is complete as well as the operational work to upgrade the Asset Management system.
SSA	Technology Services and Solutions	IHSS Automated Intake Application Distribution	This is a project to implement a solution that will enable an automated sorting/distribution of applications based on specified criteria (e.g., language, social worker 1 vs social worker 2, geographic consideration, case weight, etc.).	Active	Healthy	81	10/2/2019	7/6/2022			The goal of the project is to automate a manual In-Home Supportive Services (IHSS) intake distribution process. The project is running on time.
FES	COUNTY RECORDER	Image Conversion Project - Phase II	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.	Active	Healthy	90	8/1/2017	7/7/2023			Official records dating back to 1848 are mandated to be kept by the County. The purpose of this project is to secure digitization services for film records in order to preserve these priceless documents, decrease staff time managing microfilm/paper, and give on-demand access. The Clerk-Office Recorder's was preoccupied on delivering necessary services during the COVID-19 pandemic, therefore this project was temporarily placed on hold. The Clerk-Office Recorder's now has the resources to resume this project, and is working with procurement to publish the Request For Proposal (RFP).
PSJ	MEDICAL EXAMINER-CORONER	Implementation of CME V3	The current version of the software used by the Coroner's office for the recording of autopsy data and images is missing a lot of features that the current staff at MEC needs.	Active	Healthy	19	10/3/2020	6/29/2022	\$175,490.00	\$175,490.00	The goal of the project is to migrate the present version of the software to a cloud platform that will meet the needs of MEC staff. The project's procurement activities were completed successfully, and the vendor was onboarded. Project is now in the Execution phase.
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	Healthy	69	5/7/2021	4/11/2024	\$5,732,809.00	\$2,626,744.75	The Inmate Records Information System (IRIS) project is for the purchase of a Jail Management System. The Request For Proposal (RFP) was released. Due to the extension of the deadline for submitting proposals, the project has been delayed by one month. The review and shortlisting of vendor proposals is now underway.
PSJ	SHERIFF	Inmate Tracking System (ITS)	The automatic tracking and logging of inmate movement inside and outside of the facility 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	54	9/17/2018	6/22/2023	\$1,217,739.00	\$1,113,859.60	The Inmate Tracking System (ITS) project is in the procurement stage. The project's goal is to provide the Custody Bureau with more precise and efficient tracking of inmate movement and activities in and out of their cells within the County jail system, as well as at certain County jail-related sites. In the future, the solution will share data with other programs to track inmate location and activity information, such as the Inmate Record Information System (IRIS).

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Approved Budget	Available Budget	Project Status Summary
TSS	Technology Services and Solutions	Innovation Fund	TSS's Innovation Lab conducts proof-of-concepts on cutting edge technologies and sometimes needs to purchase test equipment, software, or subscriptions to confirm if the technology will work. Key technologies that could potentially save millions of dollars may remain untapped if proof-of-concepts cannot be conducted.	Active	Healthy	20	7/1/2022	7/1/2023	\$300,000.00	\$300,000.00	The innovation lab continues to carefully expend these funds to test and evaluate technologies that may solve existing challenges or have a long term impact to the services we deliver to our residents. Since our last reporting, we have added new Proof of Concepts (PoCs) and used some funds to test technologies such as county resident's sentiment analysis, smart home technology lab for health and hospital, developing data strategy and supporting IT standards development. In addition, the innovation lab is building a civic leadership program to form collaborations across departments and vendors to tackle existing challenges in novel and cost-effective ways, as well as to develop tools that encourage employees to share ideas and cultivate a creative culture.
TSS	Technology Services and Solutions	Intake to Portfolio Bridges Application Replacement	The Intake to Portfolio process is the entry point for the TSS 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. The fall back is to continue with the existing unsupported platform, leaving current issues in place while demand is increasing, which will lead to steadily increasing usability issues and poor request management	Active	Healthy	96	7/1/2021	11/30/2022	\$40,000.00	\$40,000.00	The intake proposal module has been successfully developed and integrated with the Project Center in the County's Project Management System. The first set of reporting dashboards was designed, developed, tested, and deployed successfully in production.
TSS	Technology Services and Solutions	ITSM Implementation	This project continues the implementation of ITIL-based IT Service Management for TSS, supporting all County customers, through the enterprise ticketing system. Features prioritized for the next release are (1) Ideation/Intake plus Service Lifecycle and Innovation Lab, (2) Software Upgrade, (3) Customer-Facing Portal plus Service Catalog, and Customer Satisfaction Survey. The following are planned for future release(s) as well: CMDB expansion phases 2 and 3, CAM implementation, Discovery tools integration, VMO/MS Dynamics integration, Event monitoring and alerting phase 2, Pager Duty integration, MS Teams integration, Cloud Intake/Provisioning, SLAs, Text-to-ticket, Field ticket mobile management, ACD integration, and ChatBot integration.	Active	Healthy	94	1/4/2021	5/23/2022	\$3,802,766.00	\$2,976,941.00	The project's business capability releases 1, 2, and 3 have all been successfully implemented. The first release was Submit a Project Idea, followed by a substantial system revamp in Release 2 and the Customer Satisfaction Survey and the "Ask Clara" Enterprise Services Portal for the entire TSS service catalog in Release 3. These features allow County employees to quickly search for, locate, and enter an auto-categorized ticket that is automatically allocated to a resolver team that can respond to their customer's needs. This will reduce the amount of Service Desk triage and team re-routing, as well as give real-time metrics to inform management and organizational strategy for continuous improvement. The legacy portal will be retired on May 4th, and the Enterprise Services Portal will become the primary method of reporting IT issues and seeking IT services. The service catalog and ticket forms/workflow have an operational framework in place for continual development.
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 SO's 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.	On Hold	N/A	0	TBD	TBD	\$500,000.00	\$500,000.00	This project covers the Sheriff's HR and administrative functions related to the jails that will not be part of the new jail management system. It is on hold due to resource availability and uncertainty in the scope of work, but discovery activities have recently resumed to rescope and replan the project. It was also separated out from the Inmate Records Information System (IRIS) project as its own project with a new name (formerly JMS Subproject HR) and its own T-code in order to accurately track work efforts and spend against this project.

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Approved Budget	Available Budget	Project Status Summary
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	96	9/1/2020	6/8/2022	\$87,622.89	\$18,614.50	The scope of the project has been updated. The scope of work for correcting the gap in the Vendor's technical solution has been removed from the project. Any extra work to establish a Wi-Fi redesign for the current Wi-Fi infrastructure at the Main Jail and Elmwood facilities will have to be done as part of a separate project.
TSS	SHERIFF	Jails 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.	On Hold	Watch	10	9/30/2020	TBD	\$467,937.05	\$56,306.21	The project is on hold as the Project team is working to secure funding towards the development of Statement of Work (SOW), design, and cost estimates. This project is to replace existing old intercom systems in the Main and Elmwood jails-detention facilities, with a new IP-based intercom system. These are critical systems that Sheriff / Department of Correction staff heavily rely on for day-to-day operations. Implementing a new intercom system will ensure a reliable, secure, and vendor-supported solution.
FES	OFFICE OF THE CONTROLLER-TREASURER	Timekeeping system Upgrade and Archiving	County's system of record for timekeeping needs to be upgraded to a newer version. The project will also deliver improved features, including the ability to archive historical data. This will improve usability, processing, and reporting efficiency.	Active	Healthy	89	7/1/2019	8/1/2022	\$263,000.00	\$186,005.00	The County's central timekeeping solution was successfully upgraded to the newer version. Post-go-live activities, such as a production performance analysis and operational assessment, are now underway.
PSJ	Technology Services and Solutions	Master Data Management (MDM)	Establish reference repository (master data indices, code values and terminology) that will exchange data via the Information Sharing Environment (ISE) and put in place a governance processes to ensure on-going support and maintenance of codified databases for all systems, sub-systems, or components of systems.	On Hold	Watch	0	TBD	TBD	\$270,906.00	\$270,878.81	The project is currently on hold pending an architectural review of the solution within the broader context of an integrated justice process and roadmap. This initiative helps uniquely identify persons and creates linkages of the same person profile across different law enforcement agency systems.
HHS	HEALTH SERVICES ADMINISTRATION	Master Data Management and Enterprise Master Person Index for COVID19	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.	On Hold	N/A	0	TBD	TBD	\$336,600.00	\$336,600.00	Project is on hold pending decisions on the Public Health Department's Epidemiology and Lab Capacity Expansion Grant program.
FES	OFFICE OF THE ASSESSOR	Migration of Web and Database Servers to Cloud	Assessor's office IS dept. development server migration	Active	Healthy	65	9/15/2020	11/2/2022	\$100,000.00	\$100,000.00	The development and test/UAT environments have been set up, the migration has been completed, and the environments are live and in use. The production environment has been set up and is operational; however, no active apps have been deployed as of yet; nonetheless, the first few will be deployed by July 2022. The Information Systems management team is working on migration planning.
TSS	Technology Services and Solutions	Modernize Enterprise GIS	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	35	9/1/2020	12/23/2022	\$457,281.97	\$409,001.97	This project is nearing the end of the procurement process. The contract is currently being negotiated and reviewed by the legal team.

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Approved Budget	Available Budget	Project Status Summary
HHS	Behavioral Health Services Department	BHSD EHR Conversion Project	This project supports the deployment of the Electronic Health Records (EHR) system for Behavioral Health, including implementation of modules to streamline medication management, support consumer-driven care, provide comprehensive view for behavioral health, and document management. In addition, the project will include rollout of an automation effort via Application Programming Interface (API) webservices to securely share meaningful data between the County of Santa Clara Behavioral Health Services and its Contracted Providers.	Active	Watch	91	2/6/2019	6/30/2022	\$4,708,534.11	\$3,173,091.09	The project is currently in the execution phase. The pilot Community Provider, who has gone live with client conversion, is using the PCE and PCNX modules for forms entry. Starting in January 2022, the pilot community provider is completely off of the legacy system. The project team is working on workflow processes to address issues that impact 4% of clients. The project team is aiming for a 95 percent claims acceptance rate for any configuration issues in order to complete the pilot.
HHS	Behavioral Health Services Department	BHSD EHR Telehealth & SSO	Telehealth: To better serve the community, Behavioral Health Services Department is adding telehealth to their service offering. The shift toward making healthcare more convenient by the availability of choice of virtual visit technology and the usage during the COVID-19 pandemic is proving to be a very successful way to stay connected with the clients and provide more personal care. Video visits are the choice of care during the Pandemic and implementing telehealth will enable seamless integration of EHR and telehealth visits. SSO/MFA: Single Sign-On (SSO) provides capabilities to perform seamless logging into different applications without the need to re-enter credentials at each application. The solution will support the County's security policies and Multi-Factor Authentication (MFA) requirements.	Active	Healthy	70	6/7/2021	8/3/2022	\$4,708,534.11	\$3,173,091.09	The Behavioral Health Services Department is expanding its service offerings to include telehealth in order to better serve the community. During the Pandemic, video visits are the preferred method of treatment, and installing BHSD EHR telehealth will allow for seamless integration of EHR and telehealth sessions. Single Sign-On (SSO) allows users to log into many applications at the same time without having to re-enter their credentials each time. The solution will comply with the County's security regulations and requirements for Multi-Factor Authentication (MFA). In the UAT environment, SSO (Single Sign-On) functionality has been enabled, and testing is going well. The project team is trying to resolve the issues and schedule production migration activities. On February 22nd, the telehealth kick-off was completed, and implementation efforts have begun.
TSS	Technology Services and Solutions	Network Optimization	Migration of Devices from Old Subnets to New Subnets Code Upgrade Switch ReplacementSBK Migration	Active	Healthy	20	9/1/2020	8/2/2022			The goal of this project is to update the network equipment for Santa Clara County's remote sites. The project is on schedule to be finished in June 2022.
TSS	Technology Services and Solutions	NIS_Replacement of County DNS Grid Cluster	The County's network infrastructure components include the network DNS Grid Cluster. This system has reached its EOL and EOS and needs an HW refresh. Project funds are being requested to replace the existing DNS Grid Cluster, which is near its life cycle and due to HW refresh in February 2021. DNS Grid Cluster provides Domain Name Services to External records for many Web services from the many County agencies.	Active	Healthy	83	12/30/2020	6/30/2022	\$467,937.05	\$56,306.21	The hardware components of the County's Domain Name System (DNS) network infrastructure have been upgraded.
TSS	Technology Services and Solutions	PMO Roadmap and 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	73	4/22/2019	12/12/2022	\$150,000.00	\$150,000.00	In early August 2020, the Project Management Center of Excellence website went live. Updates are made in real time to keep the website up to date and in sync with MS PPM/PWA, Bridges value streams, and Continuous Improvement Initiatives that affect project management and project teams. Before being published, changes to the site are verified with stakeholders. During this period, we updated the PM CoE website to reflect organizational and process changes from the OCIO, TSS project team leads, TSS architectural team, TSS IT Service Management team, and the Enterprise services portal.
PSJ	OFFICE OF PRETRIAL SERVICES	POPS Compliance Upgrade	This project is intended to set up the infrastructure in the Cloud environment and to upgrade security controls for compliance with CJIS security requirements.	Active	Healthy	15	10/29/2020	8/24/2022	\$321,928.00	\$243,110.00	This Compliance Upgrade project is required to meet the security requirements of the Federal Bureau of Investigations (FBI) and the Criminal Justice Information System (CJIS). We've completed the Test instance setup and are now in the Execution phase. To file for CJIC compliance, we're working on finishing the authentication and audit logging aspects.

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Approved Budget	Available Budget	Project Status Summary
TSS	Technology Services and Solutions	PPM Tool - Enhancement	This is an ENHANCEMENT project. The scope of the project is to enhance management capabilities and business intelligence capabilities.	Active	Healthy	90	7/6/2020	8/10/2022	\$171,816.43	\$112,416.43	This project is divided into sub-projects, each of which is implemented in stages. Phase 1 involved the introduction of the Project and Portfolio Management Tool, which was completed on time on February 26, 2021. PMs were trained on PPM tool and many training and office hour sessions were organized to bring PMs up to speed as it was discovered that the project data in the tool was incomplete/incorrect, necessitating a large amount of effort to clear it up. Phase 2 of this project was also completed on time on 4/16/2021, with the distribution of Resource Management and the updating and presentation of business intelligence reports and dashboards to all verticals. Phase 3 of the project, which involved designing, developing, and implementing Intake module automation utilizing the automated spreadsheet connector function, was successfully completed. The dashboard and business intelligence reports are under development.
PSJ	Technology Services and Solutions	Probation Records Information Systems Mgr	The project's objective is to replace the current Adult, Juvenile Case Management System and the current custom in-house Juvenile Institutions System. The new system will integrate service model and workflow enhancements, provide more data sharing capabilities between Justice Partners and Law Enforcement Agencies (LEAs), and improve end-user experience for Probation users, eliminating also many of the paper forms-based for Juvenile Hall and James Ranch.	Active	At Risk	61	10/9/2017	9/23/2021	\$9,659,159.75	\$4,825,088.84	The status of the project is critical due to unexpected change in product marketplace.
FES	OFFICE OF THE ASSESSOR	Property Tax Assessment System (PTAS)	This project is to purchase and implement 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	36	5/3/2021	9/30/2024	\$5,000,000.00	\$4,699,999.99	The project's requirements are currently being drafted. In addition, the team is working on an Request For Proposal (RFP) template.
PSJ	Technology Services and Solutions	PSJ BI Platform Modernization	Formerly called "BI-PSJ-LEA Platform", 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 (BI) and Analytics capability to better serve a growing list of reports, intelligence, and analytics demands from various agencies. Further, these enhancements to BI capability must align the current BI operations with the Capability Maturity Model	Active	Healthy	70	8/31/2020	11/25/2022	\$2,320,221.60	\$793,841.60	The project team produced "Data Warehouse Automation (DWA) toolset requirements," and they're working with the "BI Modernization Advisory Committee meeting" to incorporate them in preparation for Data Warehouse Automation (DWA) toolset procurement. ERD reports are being migrated from on-premise servers to business intelligence platform in the County's Cloud tenancy by the project team.
SSA	Technology Services and Solutions	Public IHSS Services Online App	A web-based application will allow customers to apply for In-Home Support Services (IHSS) online.	Approved	N/A	0	TBD	TBD			The project has not started; awaiting prioritization and assignment of a Project Manager. The Enterprise Architect has recommended using the SSA Public Portal for this use case as part of the In-Home Supportive Services (IHSS) Technology Roadmap that was approved in August 2021.
TSS	Technology Services and Solutions	Public Key Infrastructure Phase 2 (Implementation)	The Santa Clara County Public Key Infrastructure (SCC-PKI) program is a strategic initiative launched by Information Security Office (ISO) to assess and reengineer the existing PKI framework. This Project defines and implements, in phases, Santa Clara County's needs with regards to a proposed PKI solution.	On Hold	Watch	44	3/18/2019	TBD	\$3,339,988.00	\$549,263.50	Project is on hold; awaiting prioritization
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	66	10/22/2018	3/1/2023	\$350,200.00	\$350,200.00	The Request for Proposal is scheduled for release in May 2022.

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Approved Budget	Available Budget	Project Status Summary
PSJ	Technology Services and Solutions	Reference Data Management (RDM)	Reference Data Management will control the codes mapping from each agency data, standardizing the data and implementing change control management for data elements that will be used across agencies for PSJ.	Active	Healthy	99	6/3/2019	1/18/2022	\$820,913.69	\$133,774.69	Reference Data Management is envisioned as a data exchange service that will enable any of the County's systems to communicate with one another using a centrally mapped set of codes. The project is almost finished. We've prepared all of the scenarios. We're collaborating with an agency to onboard the app and get it ready for production.
TSS	Technology Services and Solutions	Remote Locations - Wireless WAP Expansion and Upgrades	To add and upgrade Wireless Access Points across the Santa Clara county enterprise.	Active	Watch	70	1/4/2021	6/30/2023	\$467,937.05	\$56,306.21	The purpose of this project is to replace all of the county's old wifi access points. Due to a dependency on another project, this project is on "watch" status. Some of the remaining locations will have to wait till the switches are upgraded before they can be finished (a different project).
TSS	Technology Services and Solutions	Remote Locations - Access and Distribution Switches (TSS Year 0 - NW Refresh)	To replace (upgrade) network switches at many sites throughout the Santa Clara county enterprise.	Active	Healthy	62	1/4/2021	6/30/2023	\$228,348.04	\$11,772.93	This project to replace outdated network switches is on schedule. All minor sites (Parks, Roads, and Airports) and one medium site (Animal Shelter) have been upgraded. The remaining medium locations have had their site surveys completed, and the hardware is being configured. The 15 large sites' site surveys have been completed.
CA	Technology Services and Solutions	Replacement of risk management information system with RMIS Claims Management - Phase 3	This is the replacement of the Claims Management system with a new product.	Active	Watch	99	8/1/2016	3/11/2022	\$1,372,769.82	\$1,007,849.82	This project is currently in its third phase. The following are the deliverables for this phase: Workers' Compensation Work with the business on the renewal of licenses, including dashboard licenses. Facilitate Labor Code Section 4850 retesting on revised reserve worksheet, Liabilities and Screen modification to add Settlement Amount / Settlement Date, and Modify Claim screen to default Injury Type to Unknown. The project is in watch status because of a minor schedule delay caused by resource constraints.
SSA	Technology Services and Solutions	Resource Family Approval (RFA)	This is an IMPLEMENTATION project to purchase and implement the resource family approval RFA software being used in 31 counties in California.	Active	Healthy	53	4/27/2020	4/7/2023			Modules and the public-facing website are now operational. The project's first phase has been finished. Phase 2 of the project is in the planning stage, and we're working with the vendor to determine if there are any data gaps that can be resolved.
FES	SANTA CLARA VALLEY MEDICAL CENTER	Business Analytics for HHS	Business Analytics: Improved quality of business analytics performed on SCVMC's financial and operation data from various systems. to assist management with better informed timely decisions. Once implemented, this project can be modeled as the foundation for a future countywide BI/BW implementation.	Active	At Risk	44	8/26/2019	7/1/2022	\$50,000.00	\$50,000.00	This project has been examined by departmental and business leadership, and it has been determined that this effort is best addressed as part of the Health Services department's Corporate Performance Management system replacement project, rather than as a standalone project. The project transfer process will get underway soon.
TSS	Technology Services and Solutions	Database performance monitoring software	Purchase and installation of database performance monitoring system on a test and production server	Active	Healthy	92	7/2/2018	7/25/2022	\$190,153.82	\$17,502.32	The project is on schedule and on budget. The solution was bought, installed, and is currently being tested and monitored till June 1, 2022.
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.	Approved	N/A	0	TBD	TBD			Project administration tasks for the Senior Nutrition Program Participant Management System has begun. A Project Charter has been drafted and business requirements documentation sessions have commenced. A project manager has been identified and will joint the project team in May 2022 to assume project leadership.

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Approved Budget	Available Budget	Project Status Summary
PSJ	SHERIFF	SHO Records Management System Replacement	The Sheriff's Office uses a legacy 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 legacy system and provide additional much-needed 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 I: Incident Reporting and selected interfaces will allow the Sheriff's Office to go live with the system. Phase II: Will include additional interfaces to the existing system as well as the availability of additional functionality (crime analysis) Phase III: Will include interfaces to not yet completed systems including the new CAD.	Active	At Risk	35	9/14/2020	9/30/2022	\$1,620,601.21	\$637,225.70	The Sheriff's Office Records Management System replaces a legacy system. It will enable the Sheriff's Office to create incident and arrest reports, manage cases and comply with state reporting requirements. The Sheriff's Office recently completed functional acceptance testing and is awaiting fixes for some critical issues and a new proposed schedule. Major risks to timely completion of the project include time required for resolution of technical issues, changes required by CAL DOJ and resourcing issues at the Sheriff's Office. The system will require training of virtually all of the Sheriff's Office staff on the system. There is no immediate regulatory requirement for the system to go live as the required date for NIBRS/CIBRS has been postponed.
TSS	Technology Services and Solutions	Social Services Agency Network Refresh	This project is required because network hardware and software at the Social Services Agency have all reached end of life.	Active	Healthy	21	7/1/2021	7/13/2023	\$3,110,450.00	\$977,604.91	The project is on track. The necessary equipment has been ordered (Switches and Routers). The team has began installing switches that have arrived. In October 2022, routers are expected to arrive.
PSJ	Technology Services and Solutions	Software Upgrade Supporting Information Sharing Environment	Software critical to the public safety and justice architecture supporting the information-sharing environment will be out of support soon. This IT project will upgrade the version of the software.	Active	Healthy	40	9/10/2021	12/30/2022	\$388,662.00	\$295,830.00	This is a standard upgrade for the enterprise service bus platform for the Information Sharing Environment, which is used to share data by public safety organizations. The project began in October 2021 and will continue through the conclusion of the calendar year 2022. Tasks for the project have been scheduled, evaluated, and updated on a weekly basis.
TSS	Technology Services and Solutions	SSA Data Center Consolidation	Santa Clara County has an on-going effort to consolidate approximately 10 data centers into two on-premises data centers and to the cloud. This project represents the SSA portion of the effort.	Active	Watch	81	11/1/2019	3/31/2023	\$100,000.00	\$100,000.00	This is another project related to consolidating the data centers down to two. The project is progressing as per the current plan.
TSS	Technology Services and Solutions	TSS Project Delivery Dashboard	Currently, the TSS project delivery dashboard includes a limited dataset to provide initial budget information to project managers. The goal is to allow project managers, program managers, and others to pull data into a dashboard to create custom reports by combining data from project management software, timekeeping data, budget data, and actual cost data from a variety of sources.	Active	Healthy	10	7/1/2021	7/1/2023	\$150,000.00	\$150,000.00	The project team is now working with the Shared Technical Services (STS) division to implement the resource management module. Progress has been delayed due to the reorganization of STS. Meetings with the Tiger Team have been set, and conversations with the STS leadership are underway.
TSS	Technology Services and Solutions	TSS Year 1 - Data Center HW Refresh (TSS Year 1 - NW Refresh)Network Refresh	Startegic Network Modernization Program is a establish funding for network refresh program and replacement of high risks devices. Funding also supports the ability to consolidate network management tools and build centralized network monitoring plarform.	Active	Healthy	74	10/30/2020	1/31/2022	\$467,937.05	\$56,306.21	The assessment and remediation of data center network software has been finished. The hardware upgrade is now underway.
TSS	Technology Services and Solutions	VoIP Platform Upgrade Phase 1	The current VoIP system operating system is two versions behind the current release and reaching the end of useful life. 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	Watch	82	7/2/2018	6/24/2022	\$825,808.01	\$3,124.04	The project is currently running behind schedule in terms of Phase 1 completion. The project has been pushed back due to technical challenges with the Telephonic Signature App. The vendor account team has escalated the issue to a third-party, who will engage development resources as needed to remedy the problem. The only way to go green is to solve the telephonic signature problem and schedule the remaining two cutovers for Phase 1 (execute) completion.
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 to the current version, which will provide better functionality and longer vendor support.	Approved	N/A	19	7/1/2021	10/27/2023	\$3,020,835.00	\$3,020,835.00	Project approved and pre-project activities are underway.

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Approved Budget	Available Budget	Project Status Summary
FES	OFFICE OF THE CONTROLLER-TREASURER	Upgrade Human Resource Management System	The County uses its human resource management system for payroll, human resources, and employee benefits. This project will upgrade the system.	Active	Healthy	17	3/17/2022	5/2/2023	\$1,396,750.00	\$1,396,750.00	The project will be completed in two phases, beginning in March 2022. The technical environment is being upgraded in the first phase. The implementation of functional enhancements will constitute the second phase.
TSS	Technology Services and Solutions	Vendor Management Office Workflow and Transparency	TSS's Vendor Management Office intake process is not sufficient to allow tracking, managing, and reporting, for example, for a new contract request as it goes through various processes. This project will streamline the workflow in the Vendor Management Office by routing all requests through a single intake process, where they can be further routed to process requests in greater detail. The Vendor Management Office will be able to provide its clients with status updates on their requests and determine where certain processes get stuck.	Approved	N/A	0	TBD	TBD	\$100,000.00	\$92,130.00	Project approved and pre-project activities are underway.
SSA	Social Services Agency	Veterans Services Office Case Management Dashboards	The Veterans Services Office (VSO) uses case management software to manage office activities and process claims for veterans and dependents. This captures a vast amount of data related to demographics and office performance. However, the reporting tools are inadequate to analyze demographics and office performance. This project will receive the raw data from the case management software and organize and analyze the data to analyze populations of veterans being underserved to allow outreach efforts.	Approved	N/A	0	TBD	TBD	\$20,000.00	\$20,000.00	Project approved and pre-project activities are underway. Project has been awaiting hiring of IT project manager. With the recent hiring of two IT project managers, the project will be assigned imminently.
CA	REGISTRAR OF VOTERS	Vote by Mail Sorter Machine Replacement	The Registrar of Voters has been using legacy sorting machines for processing the Vote by Mail operations since 2006. This machine sorts incoming vote by mail ballot envelopes by precinct and automatically logs each envelope's receipt, obtains voters' signature images, and transfers data to the Election Information Management System.	Active	Healthy	82	7/1/2021	8/5/2022	\$732,500.00	\$73,327.17	For the processing of ROV inbound Vote by Mail ballot envelopes, a new mail sorting system has been installed. In a significant election, the Registrar of Voters has been processing an average of 850,000 inbound Vote by Mail ballot envelopes. The replacement of this old equipment is not only necessary for business operations to run smoothly, but it also brings with it some potential for process improvements that can be explored further once it is put into production. The project was able to attain 80% completion within a highly aggressive timeframe for a difficult scope because to excellent participation and partnerships across the business team, vendor team, cross County support teams, and contractors working with the County. The commitment to complete the project on time and have the new Mail Sorting System operational for the 2022 Primary Election remains unwavering.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Web Security Gateway Protection - Generic Routing Encapsulation project	Generic routing encapsulation (GRE) provides a private, secure path for transporting packets through an otherwise public network by encapsulating (or tunneling) the packets. GRE tunneling is accomplished through tunnel endpoints that encapsulate or de-encapsulate traffic. Routing unsecure systems through the GRE with web security gateway protection ensures the security and safety of our environment. Project pending WF-52	On Hold	Watch	31	10/5/2020	TBD	\$965,133.19	\$965,133.19	Due to competing priorities, the project has been put on hold.

Ongoing Projects - General Funded

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Approved Budget	Available Budget	Project Status Summary
TSS	SHERIFF	Younger Phone System Upgrade (SHO VoIP)	The Sheriff's Office phones are outdated with PRI back-end technology. The phones have reached end-of-life, and the PRI technology is considered older technology. Upgrading the phones to newer technology phones and back-end PRI technology to the SIP technology will modernize the Sheriff's environment, streamline support operations, and align it with the county phone system.	Active	Watch	50	9/1/2020	1/23/2023	\$467,937.05	\$56,306.21	This project is on track to be finished in February 2023, as planned. Currently, the project is in the procurement stage. Bills of materials for phones, network equipment, and other items have all been received in full. Obtaining data cabling infrastructure is a challenge and hence project is currently in watch status. Different procurement options are being investigated in the hopes of speeding up this critical path task. Following the installation of data cabling, new phones with Voice Over Internet Protocol (VoIP) technology will be installed at the West Valley substation, followed by the installation at the Sheriff offices on Younger Ave.

Ongoing Projects (Department Funded)

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	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Project Status Summary
TSS	Technology Services and Solutions	Aerial Imagery and LiDAR Data Acquisition 2022	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 for the following programs across the County: Annual property assessment (Assessor's Office), Emergency response (County Communications, Fire, Sheriff, Office of Emergency Services), Flood analysis (Office of Emergency Services), Impermeable surface identification (Roads and Airports, Department of Planning), Land cover and use determination (CEO Office of Sustainability, Roads and Airports, Planning Department, Consumer and Environmental Protection Agency), Cell tower and wind turbine placement (County Communications), Water well, pool water inspection (Vector Control District), Identification of farms and other agricultural activities (Department of Agriculture), Environmental studies (CEO Office of Sustainability) 3D modeling of structures (Facilities and Fleet, Sheriff's Office, County Fire Districts, Department of Planning and Development)	Active	Healthy	29	5/4/2021	2/3/2023	The County of Santa Clara (County) has signed a contract with a vendor to capture orthogonal imagery (orthos), oblique imagery, and derivative products for a 2-mile buffer around the County of Santa Clara, CA boundary. County will include a second flight with upgraded specs in Year 3 of our program roadmap. To minimize the shadow effect, data will be collected between the months of February and April when the sun angle is higher. The vendor has completed the County-wide imagery gathering phase as well as the Aerial Triangular (AT) report since the contract was signed in October 2021, and is now working on the creation of Pilot tiles.
TSS	Technology Services and Solutions	Aerial Imagery and LiDAR Data Acquisition 2023	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 for the following programs across the County: Annual property assessment (Assessor's Office), Emergency response (County Communications, Fire, Sheriff, Office of Emergency Services), Flood analysis (Office of Emergency Services), Impermeable surface identification (Roads and Airports, Department of Planning), Land cover and use determination (CEO Office of Sustainability, Roads and Airports, Planning Department, Consumer and Environmental Protection Agency), Cell tower and wind turbine placement (County Communications), Water well, pool water inspection (Vector Control District), Identification of farms and other agricultural activities (Department of Agriculture), Environmental studies (CEO Office of Sustainability) 3D modeling of structures (Facilities and Fleet, Sheriff's Office, County Fire Districts, Department of Planning and Development)	Active	Healthy	8	2/1/2022	5/14/2024	This project is currently in the development stages, gathering prerequisites for collection in 2023. The vendor's proposed scope of work is being reviewed by County and County stakeholders.
SSA	Technology Services and Solutions	APS Application Phase 2	A replacement case management system for Adult Protective Services program will provide identify protection and services to defined vulnerable adult populations, to collect abuse reports and collect and report statistical information about abuse victims. This project will be implemented with existing resources.	Active	Healthy	99	11/4/2019	5/11/2022	Additional development of the existing Social Services Agency Adult Protective Services computer system is proceeding according to plan, as is batch release of additional capabilities. The project is expected to be completed in May 2022.
SSA	Social Services Agency	APS-IDM	Develop IDM system for the DAAS-APS department for scanning the documents and eliminating the maintenance of physical files at Central Services and DAAS.	Active	Healthy	96	3/18/2020	6/30/2022	The user acceptance testing for the imaging document system with Adult Protective Services and Central Services has been completed, and the results are being assessed. Following the recent imaging document system upgrade, additional end user testing may be required. The system's business processes are being finalized, and the project is expected to be completed in June 2022.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Cloud Logging	Cloud Logging being installed for County services. Project is to capture security logs.	Active	Healthy	51	7/1/2020	4/17/2023	The project is on schedule to be completed on time, with no challenges or roadblocks in the way.
FES	SCVMC-VALLEY HEALTH PLAN	Broker Commission Automation & Portal	Implement a broker portal, providing insurance brokers the option of self-service, access and control over their book of business, will improve efficiency.	On Hold	N/A	0	TBD	TBD	This implementation would allow Valley Health Plan to automate onboarding, contracting, and managing Broker compliance as well as delivers access to dashboards, statements, and self-service capabilities for the Covered California and Individual Family Plan (IFP) lines of business. Implementation of this solution would result in accelerated sales and additionally offer Brokers marketing content in one agent portal. Currently, the project is on hold as business is working on developing request for proposal (RFP) to solicit vendor-hosted solutions.

Ongoing Projects (Department Funded)

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	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Project Status Summary
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Document Mgmt & Imaging System Replacement	The current system for document imaging and form management for patient records is integrated with EHR for the County of Santa Clara Health System (Health System). County's EHR is transitioning from its current platform to a web-based client, with an estimated implementation for November 2022-May 2023.	Approved	N/A	0	TBD	TBD	The project has not started; awaiting prioritization and assignment of a Project Manager.
CISO	OFFICE OF THE COUNTY EXECUTIVE	County-Wide Antivirus Application	The County has now had its current Antivirus in place for a number of years and would like to do its due diligence and explore other providers in this space.	Active	Healthy	55	8/30/2021	9/8/2022	The project is on track and on time.
HHS	HEALTH SERVICES ADMINISTRATION	CPM - Corporate Performance Management Replacement	Health & Hospital Systems – HHS is mandated to report to the regulatory agencies (OSHPD, CMS) its financials in more detail than the rest of the County. To do so, HHS employs 'supplemental Financial process' which utilizes several disparate worksheets, coupled with CPM (corporate performance management) application software to perform 3 key business functions: (a) Monthly Budget and Planning, (b) Budget to Actual Variance Analysis, and (c) Finance Analytics and Reporting. The existing process involves several manual steps, requires 'institutional knowledge' to execute, and at times produces outputs/ reports which require rework. Since the outputs of this process are used by HHS to analyze 'trends', manage its ongoing operations, and monitor the fiscal and operational performance of the cost center manager, timely reporting/outputs and reliability of data are important. HHS currently relies on the vendor to perform updates and enhancements to the software. Requests to update the software require a significant lead time to request/order, schedule, and complete the changes.	Active	Healthy	23	4/6/2021	2/22/2023	The project is nearing the finish of the procurement process with the chosen vendor. Scope review session with the vendor is scheduled for late April. Procurement phase is anticipated to conclude in May 2022.
SSA	Technology Services and Solutions	DAAS - IHSS Quality Assurance Web Application	Replacing the existing legacy application system, the project aims to develop a web-based tool to track work efforts associated with Quality Assurance activities for the IHSS program.	Active	Healthy	92	8/21/2017	5/27/2022	The primary modules have been completed and successfully deployed in production. On July 1, 2021, the Social Worker (SW) and SW Supervisor Modules (QA Desk Reviews, Home Visits, and State Desk Reviews) went live. By June 2022, the final module (Vital Statistics Records) will be completed.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Dialysis Renal Care Module	Currently dialysis services are documented in 2 separate systems. 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. With the new Dialysis module, the dialysis documentation and billing would come directly within EHR system, making processes standardized & efficient.	Active	Watch	5	2/14/2022	1/13/2023	Due to an unanticipated scheduling delay, the project is in "watch" status. The team finished high-level direction sessions on April 15 and has been in the build phase for three weeks, but there are still some scope decisions to be made, which could affect device and billing integration schedules. By the end of April 2022, the team hopes to have finalized the contract with the third-party device integration provider as well as the billing scope.
CISO		Domain Keys Identified Mail	The Project is to update all County domains to Domain Keys Identified Mail (DKIM).	On Hold	Watch	22	5/3/2021	4/3/2023	Due to a lack of resources, the project has been put on hold for the time being. It has been re-baselined, but it is still on track to be finished on time.
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	84	1/4/2018	8/30/2022	Implementation of the Enterprise Medical Imaging System (EMIS) allows providers to easily capture, store images in a central location, and view them in the Electronic Health System. The rollout of the solution is in phases. Currently, EMIS has been rolled out at several Santa Clara Valley Medical Center (SCVMC) clinics and the rollout at the remaining SCVMC clinics, O'Connor Hospital and St. Louise Regional Hospital is in progress.
FES	Employee Services Agency	ESA - Labor Relations CRM Tech Support	Enhancements to the Labor Relations Department's internal portal and electronic case management system CRM.	Active	Healthy	69	8/1/2018	12/8/2022	The project goal is to enhance the Labor Relations Department's internal portal and electronic case management system using the County's existing Customer Relationship Management (CRM) solution. Many of the improvements to address major pain points have been completed. The evaluation of a new list of enhancements to the solution is currently in progress.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Coverage Discovery	Coverage Discovery is a tool that spans the revenue cycle and helps find billable commercial and government payors.	Active	Healthy	100	12/7/2020	1/24/2022	Inpatient and specialty clinics have effectively included Coverage Discovery into their patient registration workflows. This feature was launched in December 2021, and the business logic continues to be optimized. The project is nearing completion.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Claims Scrubber	County of Santa Clara is currently using the Claims Scrubber. The Claims Scrubber is being discontinued and is being replaced with SaaS based Claims Scrubber aka ClaimsSource Eligibility modules. These modules runs an eligibility check for patients against Health eligibility repository during the claim load and validation process. ClaimSource modules also includes a full service claims management system that allows clients to submit claims files from their billing system for processing.	Active	Healthy	20	4/17/2022	10/5/2022	The contract was amended, and the kick-off meeting will take place in April 2022. The implementation period is projected to last six months, with the project slated to be completed in October 2022.

Ongoing Projects (Department Funded)

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	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Project Status Summary
HHS	SCVMC-VALLEY HEALTH PLAN	Privacy Monitoring Integration - BHSD EHR and VHP	Federal and State privacy regulations require that healthcare employees only access PHI for business related purposes. This project will enable proactive privacy monitoring of various EMR systems that have audit trails.	Active	Healthy	83	1/21/2021	5/31/2022	The project is on track. Currently, all built reports and report triggering alerts are being tested. Some of the concerns have been raised to the vendor's technical team to be resolved. In addition, the technical team is validating to see if all of the required data elements have indeed been collected in order to build the reporting extract.
SSA	Social Services Agency	Family Engaging in New Interventions and Community Services (FENICS) & Cultural Broker	Differential Response Coordinators (DRC) are requesting fundamental structural changes and enhancements to the currently active FENICS application, to comply with the change in insurance billing implemented on July 1, 2019 for Prevention Community Service Providers (CBO).	Active	Healthy	14	3/23/2020	6/30/2023	The FENICS application upgrade from a family structure to a child structure is on track to go live in September 2022. The application is scheduled for completion in May 2022, and the project team is working on a training plan. The incorporation of the Child and Adolescent Needs and Strengths (CANS) Assessment is also being considered by the project team, which may lead to delays in the Go-Live date. Phase II of this project will be the Cultural Brokers solution.
CISO	Technology Services and Solutions	Cloud Platform Logging	Cloud Platform Logging being installed for County services. Project is to capture security logs.	Active	Healthy	15	7/1/2020	7/7/2023	Tasks and activities are being closely monitored. The project is on schedule to be completed on time.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	HHS DePaul Center Activation	Santa Clara Valley Health and Hospital System (SCVHHS) is embarking on a facility buildup 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 due to budget constraints for the DePaul expansion program.
TSS	Technology Services and Solutions	HHS DMZ Highly Available Solution	This effort is to ensure a solution is in place to prevent the DMZ from becoming unavailable.	Active	Healthy	94	2/18/2020	6/30/2022	This project is to add redundancy to the public-facing Health and Hospital System Intranet site. The required circuits for both providers has been successfully completed. Project is on target.
FES	Technology Services and Solutions	HHS migration to ECC PBF	The Hospital and Health System (HHS) currently maintains its own financial records in detail within its own systems - One for GL, and another for Budget. Each of these systems sends summarized information to the County's Ledger system of record. Because of this 2-system solution, the processing of financial information for HHS is not optimally efficient. The workflow includes manual/redundancies, and the processing calendar is difficult to synchronize between the two systems. This project will expand the County's functionality to fully serve the existing individual system functions, with a target to eventually decommission those two systems. This will be resulting in a smoother workflow, more efficient processing, easier to align calendars, and the avoidance of costs to run separate solutions.	On Hold	Watch	0	TBD	TBD	This project is currently on hold. Health and Hospital System (HHS) is submitting a Request for Proposal (RFP) for a solution. This project will potentially be managed with the Corporate Performance Management system replacement project within the Health Systems.
TSS	Technology Services and Solutions	HHS to TSS Network Redundancy	This project is to provide redundancy between the Health and Hospital System (HHS) and Technology Services and Solutions (TSS) networks.	Active	Healthy	93	2/18/2020	6/30/2022	This project is to provide redundancy between the Health and Hospital System (HHS) and Technology Services and Solutions (TSS) networks. The required circuits for both providers has been successfully completed and the new routers will be connected to new circuits as planned. Project is on target.
TSS	Technology Services and Solutions	HHS Windows Server Upgrade or Decommission	The TSS department is working with HHS team to migrate all the physical servers to virtual servers in the HHS campus.	Active	Watch	77	12/15/2017	6/30/2022	This project is to migrate over 100 physical servers in the hospital environment to a virtual environment or be decommissioned (removed from the environment). This consolidation centralizes the security and warranty management of the servers. Project is in watch status due to schedule delays and 31% of the servers remain to be migrated or decommissioned. To mitigate potential risk, 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.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	HHS026 - New Integrated Library System	A new integrated library system will replace the outdated library system currently in use.	Active	Healthy	90	9/11/2018	5/27/2022	The project is now in its final stages of execution. Training modules 1 and 2 are scheduled for April. The system's final migration and go-live date is set for May 12th. By the end of May 2022, the new solution should be fully implemented.
TSS	Technology Services and Solutions	Hospital Integration	The County of Santa Clara (SCC) has acquired O'Connor Hospital (OCH), St. Louise Regional Hospital (SLRH) and DePaul Urgent Care Center (DPH) to extend offering of a wide range of health care services to the residents in both Santa Clara and San Benito counties	Active	Watch	79	2/11/2019	6/30/2022	This is a maintenance and operational project that has been prioritized above all other server consolidation/virtualization projects within the Health and Hospital System (HHS). To complete the remaining migrations, the project team is working closely with each stakeholder.

Ongoing Projects (Department Funded)

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	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Project Status Summary
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 EHR (Electronic Health Record System). 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	3	1/24/2022	12/20/2024	The project's overall state is good. The project was officially launched on April 4, 2022. Build Wave 0 tasks were accomplished by the team. The team is currently working on completing Wave 1 build tasks. The technical team is working with the vendor to prepare for the initial connectivity tests.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	HS Bay Medical Management Interface Build	OCH/SLRH subcontracted after-hour teleradiology interpretation services. When the hospital integration project was implemented, Radiology Orders interfaced from EHR System to the teleradiology solution, with the Results interface to communicate back to EHR system, which also duplicates the results to the critical test result management system (CTRM). The subcontracted teleradiology interpretation service provider is currently in contract negotiation with a new group. This business case is to allocate resources (internal servers and internal employee) to finalize the contract and build out the interface.	Active	Healthy	46	11/2/2021	11/10/2022	The project is currently in the initiate phase. Data Access Request (DAR) has been conditionally approved, and the County of Santa Clara and the consulting firm signed a contract on April 1, 2022.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Hyperdrive Migration	Over the past few years the vendor of the Electronic Medical Record (EMR) system has been developing web-based functionality to slowly move development and utilization from Hyperspace to Hyperdrive.	Active	Healthy	9	11/19/2021	11/5/2023	The project team has completed technical preparations and is now working on application prerequisites and website link testing, which must be completed before migration activities to Electronic Medical Record (EMR) system native browser can commence. The native browser will make upgrades easier, boost client deployment flexibility, and enable innovative software development.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Identity Access Management Strategy Project	Identity and access management strategy (IAM) is a framework of business processes, policies and technologies that facilitates the management of electronic or digital identities. With an IAM framework in place, information technology (IT) managers can control user access to critical information within our organizations. This project outcome is to strengthen and update current processes, policies and security posture in the County.	Approved	N/A	0	TBD	TBD	The project has been submitted and the budget has been approved. Project activities are expected to begin in November/December 2022.
CISO		Information Security Communication Strategy, Champion & ISO Portal	Develop and deploy Information Security communications strategy, champion and Information Security Portal in conjunction with ISO web site update	Active	Healthy	64	10/5/2020	12/16/2022	The project is on schedule and within budget.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Interface Engine Replacement	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 EMR and other systems servicing the Hospitals.	Active	Watch	68	1/2/2020	5/18/2023	The project is in the procurement stage. The vendor selection process is now complete, and contract negotiations are underway. It is anticipated that a contract will be signed in May or June 2022.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Internal IP and EDR Strategy	Extended Detection and Response consolidates multiple products into a cohesive security incident detection and response platform for the mainstream market.	Active	Healthy	10	1/4/2021	8/9/2022	Tasks and activities are being closely monitored. The project is on schedule to be completed on time.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Internet of Things Discovery Tools Project	The IoT Security and Lifecycle Management initiative was conceived in order to gain visibility into, and manage, IoT devices throughout the County, including the Hospital system.	Active	Healthy	63	7/1/2020	6/27/2022	Tasks and activities are being closely monitored. The project is on schedule to be completed on time.
CISO	OFFICE OF THE COUNTY EXECUTIVE	ISO Security Assessment and Governance, Risk, and Compliance (GRC) tool	The ISO team is researching systems to replace an internally built GRC system that can scale to meet the demand on request for security assessment received from all County departments. GRC system should be able to integrate with other systems.	Active	Healthy	51	9/22/2021	10/7/2022	The project is on track and on time.

Ongoing Projects (Department Funded)

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	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Project Status Summary
FES	SCVMC-VALLEY HEALTH PLAN	Member and Provider Web Portals	Implementation of web portals that will allow Members and Providers the ability to access their eligibility, claims and authorization information. This is required for NCQA accreditation.	On Hold	N/A	0	TBD	TBD	The project is on hold pending stakeholders' decisions on the procurement strategy. Member and provider web portals facilitate access for members and providers on information such as eligibility, claims, and authorization and increase engagement with both constituents. The current member portal for Covered needs to be replaced, as it will be sunsetted by the current vendor. The department expects to gain more efficiency for Members and Providers with this access and self-service capabilities given that such inquiries today are serviced via phone calls to the Member Services department. Web portals are a requirement for National Committee for Quality Assurance (NCQA) accreditation and a contractual obligation for Covered California.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Next Gen IPS Project	Intrusion detection is the practice of deploying devices and/or software to detect intruders or trespassers in a network. Intrusion detection systems (IDSs) help identify cyberthreats so they can be isolated from and prevent damage to the system and its contents.	Approved	N/A	0	TBD	TBD	The project has been approved, and it is scheduled to begin in March 2022, according to the current roadmap.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	NICU Breast Milk Management and Tracking System	In order to maximize patient safety, thru this project we are requesting 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.	Active	Healthy	18	4/6/2021	10/25/2022	The project is now in the planning and design stages. Will begin the execution phase as soon as the prototype for the updated order is completed, which is tentatively scheduled for April 29th, 2022. September 2022 is the tentative GO-LIVE date.
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	Healthy	33	10/6/2020	11/30/2022	In October 2021, the contract was signed. The remaining non-technical activities allocated in Phase 0 are being worked on by the team. Once all Phase 0 activities have been performed, the project will be re-baselined.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	PFT Services Equipment Interface to EHR System	Currently, pulmonary function technologists have to transcribe the PFT system's breathing study results information to the EHR System manually. About 1 full person effort is spent, each day, on such manual work when an alternative automatic solution is available. This will release about 1 full person's time back to technologists so that they can perform more critical and impactful tasks.	On Hold	N/A	0	TBD	TBD	The project is currently on hold pending resource availability.
HHS	Technology Services and Solutions	PHD ELC Expansion - Data Integration	Design and develop integrations to support Public Health Data Platform (Support Program Charter Obj.3 - Integration with internal public health applications, other county sources, external health care providers and external public health sources)	Active	Healthy	2	10/11/2021	6/1/2022	This project is part of a larger strategy to provide an analytics platform for the Surveillance Program of the Public Health Department. The project is presently in the beginning stages. Integration analysts are compiling integration parameters such as transport mechanism, schedule, frequency, and message format for each public health data source.
HHS	HEALTH SERVICES ADMINISTRATION	PHD ELC 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	64	7/21/2021	9/23/2022	The project is currently in the procurement stage. The project and business teams are holding workshops with a variety of public health functional groups to gather requirements for a new data platform that will support varied data needs for the COVID-19 response and future pandemics.
HHS	Technology Services and Solutions	PHD ELC Expansion - Data Standardization	Data Cleanup, Merge & Preparation – Identify data elements, rules for cleanup and tools required. This project supports strategy 4 (Improve Surveillance and Reporting of Electronic Health Data) and strategy 6 (Coordinate and Engage with Partners) of the PHD Epidemiology and Lab Capacity Expansion Grant.	Active	Healthy	22	8/11/2021	10/11/2022	The project is in the early phases of gathering requirements.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Phishing Exercise Q1 2022	Phishing awareness training educates County employees on how to spot and report suspected phishing attempts, to protect themselves and the County from cybercriminals, hackers, and other bad actors who want to disrupt and steal from the County.	On Hold	Watch	38	9/1/2021	TBD	Due to competing priorities, the project has been put on hold.
PSJ	PROBATION DEPARTMENT	Policies and Procedure Workflows Automation	Probation departments spend a significant number of hours maintaining the policies and procedures upon state and federal regulations standards. Implementation of the new system will help agencies to keep policies and procedures up-to-date and legally defensible, providing access to comprehensive policies to limit the agency risk and enhance personnel safety. System will also incorporate the policy training component which will reinforce staff's understanding of policies and individual training acknowledgement.	Active	Healthy	79	12/2/2019	6/3/2022	The majority of departmental policies have been examined by the Probation project team. By July 2022, the final policy approval should be completed. Procedures within the department are being reviewed. The vendor is currently working on setting up the testing environment. As a test, certain approved Policies will be loaded into the system. The project's completion date has been pushed back to October 3, 2022 due to the revisions required to the department's Policies and Procedures.

Ongoing Projects (Department Funded)

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	Overall Project Health Status	Percent Complete	Actual Start	Schedule/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 is seeking a solution to streamline the end to end Procure to Dispose (P2D) process with system integration to support better and efficient business decision making.	Active	Healthy	74	9/7/2020	9/8/2022	The project is now nearing the end of its execution phase. User Acceptance Testing was successfully completed, and the team is now preparing for the production release.
HHS	HEALTH SERVICES ADMINISTRATION	Public Health Integrated Health System - 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. Santa Clara County owns the source code for this comprehensive system. Local health departments (LHDs) have to meet stringent requirements around surveillance and reporting due to state, federal, grant and county funding. PHIHS is the public health EHR solution that currently meets compliance requirements and fits public health workflow. There is a need to maximize reimbursements while improving efficiencies. The system meets specific public health requirements of clinical, billing, administrative and managerial staff.	Active	Healthy	68	6/14/2019	7/29/2022	The project is proceeding as planned. In May, Releases 2, 3, and 6 will be available.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Medication Dispensing System Upgrade - 2016 Migration	Upgraded version of automated medication dispensing system will require the following activities: 1) Upgrade all Prod and Test client workstations to a newer version of the system application and operating system 2) Upgrade all Prod & Test servers to a newer version of the system application and operating system.	On Hold	N/A	0	TBD	TBD	The project has been put on hold due to business and project resources reassigned to support Covid-19 efforts.
CA		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. The success looks like Santa Clara Valley residents affected by gender-based violence will have a SIMILAR service response experience across all City and County agencies.	Active	Healthy	29	5/12/2021	7/26/2024	The Santa Clara Valley Medical Center (SCVMC) sexual assault forensic exam programs and county sexual assault response committee members from all cities and counties were given a mandate by the Board of Supervisors to investigate service inequities from the time a 911 call is made until the case is adjudicated. The project will be implemented in six parts over the course of 36 months. The project is at the procurement phase, which includes vendor evaluation and selection. The statement of work and cost have been calculated, and the contract is presently being executed. We're currently developing the workflow in software. The first work package has been completed, and we are currently working on the second.
TSS	Technology Services and Solutions	SCC Countywide Fine Scale Classification & Mapping	This project is authorized to join 17 other regional 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	29	1/19/2021	9/26/2023	County along with other regional agencies continue working on the development of more comprehensive wildfire fuel and vegetation mapping. Project remains on schedule. Expected deliverables for June 2022 milestone are: 1) Final Fine-scale Vegetation Map workplan. 2) Draft summary of floristic classification analysis and draft floristic and map keys. 3) Impervious Surfaces Map. 4) Enhanced Lifeform Map. 5) Lidar derived Wildland Fuel Map inputs. 6) Wildland 5m Fuels Map and Wildfire Hazard Index.
TSS	Technology Services and Solutions	SCC SQL 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	51	1/4/2021	12/30/2022	To improve security and support for secure database applications, this project will consolidate and upgrade SQL databases to newer versions. The move of remaining databases is contingent on the migration of collaborative platform for content sharing from an on-premise environment to the cloud, which has resulted in the project being marked as Red. To reduce the dependency, we're working together with the Enterprise Content Management team.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Security Orchestration and Automation Response Project	Security Orchestration and Automation Response (SOAR) is a system that interconnects existing disparate security systems to pull information and take predefined automated actions without human intervention.	Active	Healthy	73	7/1/2020	9/14/2022	Tasks and activities are being closely monitored. The project is on schedule to be completed on time.

Ongoing Projects (Department Funded)

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	Overall Project Health Status	Percent Complete	Actual Start	Schedule/Actual Finish	Project Status Summary
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Nutrition System for OCH	In an effort to standardize systems across the Santa Clara Valley Health and hospital systems, we are extending the Nutrition system to OConnor.	Active	Healthy	72	10/16/2020	10/19/2022	The project is currently in the Execute phase. The Nutrition System software, which connects with EHR, was delivered to the O'Connor Hospital's diet office as part of this project. The current nutrition system is self-contained and runs on earlier desktop and server operating systems. In the OCH kitchen, we're also replacing older computers with new All-in-One Computers with touch screen monitors. The launch date has been set for June 2022.
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	78	2/8/2021	5/11/2023	The procurement phase of the project is now underway. Vendor RFPs were evaluated, and a finalist was selected. There were several rounds of SOW reviews. The final version of the SOW is nearly complete. Contract negotiations will begin soon, with a signed agreement expected by June 2022.
TSS	Technology Services and Solutions	Telecom Expense Management	Provide an audit of Telecom Expenses. Deploy an ongoing audit and governance of Telecom expenses.	Active	Healthy	79	7/7/2020	5/31/2026	The first step in identifying possible savings has been completed. Over \$1.6 million was discovered. Currently attempting to actualize the savings to the greatest extent possible.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	VMC Cardio Cath & Echo Storage System	In order to meet the IT needs of the Cardiology Dept. in providing critical patient care services, the system RFP will need to be processed.	Active	Healthy	87	2/7/2017	8/31/2022	Cardiologists throughout the Santa Clara Health System use Picture Archiving and Communication (PACS) system to interpret and archive cardiac pictures. The system went live at St. Louise Regional Hospital in March, 2021. All known issues have been mitigated or resolved, and the project is back on track. The SLRH migration from the legacy PACS system is complete, and migration validation is underway. The Detailed Financial Transaction (DFT) interface for billing automation was successfully finished. Activities to complete the remaining Valley Medical Center and O'Connor Hospital migrations have begun.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	VMC Nutrition & Food Serv Dietary System Solution	Deploy a cloud based nutritional system for Food and Nutrition department at Valley Medical Center.	On Hold	Watch	91	11/10/2016	TBD	The project is on hold pending a decision from the business stakeholders on the standardization of a purchasing system.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	VMC Pharmacy Bin Management	This project will implement an RFID pharmacy bin management system for ready to pick up patient prescriptions.	Active	Healthy	51	4/2/2019	12/6/2022	The project is in execution phase and is on target. Milpitas, Gilroy, Tully, Bascom, VSC, Downtown, East Valley, Mountain View, VASC, and Sunnyvale pharmacies have all had their applications installed. The deadline for all installations and integration is December 31, 2022.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	VMC 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. The application provides a beautiful, yet customizable solution using experience gained from MD-Staff's successful OPPE module combined with expertise in consuming and manipulating data.	On Hold	At Risk	14	8/27/2020	TBD	Phase II of the project is on-hold pending reporting resource to provide extracted procedure codes. The project will be re-baselined when it comes off hold.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Web Content Gateway - OES-CountyComm-911	The project is to expand the usage of Web Content Gateway protections to additional County departments.	Approved	N/A	0	TBD	TBD	The project has been approved, and it is scheduled to begin in 2022-Q3, according to the current roadmap.
TSS	Technology Services and Solutions	Windows 2008 Upgrade	The objective of this project is to upgrade Windows for TSS supported departments, to the supported version.	Active	Watch	82	5/8/2019	6/30/2023	This is a maintenance and operational project. Older version PC operating servers need to be decommissioned due to end of their useful lives (EOSL).
TSS	Technology Services and Solutions	Windows 2012 Upgrade	Windows upcoming EOL servers to be upgraded or decommissioned.	Active	Healthy	27	7/30/2020	12/29/2023	This is a maintenance and operational project. Older version PC operating servers need to be decommissioned due to end of their useful lives (EOSL). This vital project will necessitate county-wide cooperation. Stakeholders are presently considering relocation options.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Cardio Cath Lab Upgrade	The Cardio Cath lab at SCVMC and O'Connor (OCH) hospitals use the solution which includes a server and several workstations. This project will upgrade the application and the operating system to a newer Windows version.	Active	Healthy	35	9/11/2020	5/24/2022	User Acceptance Testing is under underway for the system upgrade (hardware and software), which is a physio monitoring system utilized at the Santa Clara Valley Medical Center and O'Connor hospitals. Due to end users' availability, training for important clinical users is currently pending and has not been planned. With project sponsors and technical teams, a cutover communication planning meeting was convened. The expected launch date is May 5th.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Zero Trust Network Strategy Project	Zero Trust is a security concept centered that organizations should not automatically trust anything inside or outside its perimeters and instead must verify anything and everything trying to connect to its systems before granting access.	Approved	N/A	0	TBD	TBD	The project has been approved, and it is scheduled to begin in July 2022, according to the current roadmap.

Completed Projects

List of projects completed since last report to FGOC

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Actual Start	Schedule/Actual Finish	Project Status Summary
TSS	Technology Services and Solutions	Aerial Imagery and LiDAR Data Acquisition 2021	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 for the following programs across the County: Annual property assessment (Assessor's Office), Emergency response (County Communications, Fire, Sheriff, Office of Emergency Services), Flood analysis (Office of Emergency Services), Impermeable surface identification (Roads and Airports, Department of Planning), Land cover and use determination (CEO Office of Sustainability, Roads and Airports, Planning Department, Consumer and Environmental Protection Agency), Cell tower and wind turbine placement (County Communications), Water well, pool water inspection (Vector Control District), Identification of farms and other agricultural activities (Department of Agriculture), Environmental studies (CEO Office of Sustainability) 3D modeling of structures (Facilities and Fleet, Sheriff's Office, County Fire Districts, Department of Planning and Development)	Completed	2/3/2020	2/22/2022	The 2021 Aerial Imagery and LiDAR 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 2021 project also introduced 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 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.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Annual Security Penetration Test	A penetration test, also known as a pen test or ethical hacking, is an authorized simulated cyberattack on a computer system, performed to evaluate the security of the system of the County. This assessments are also useful in validating the efficacy of defensive mechanisms, as well as end-user adherence to security policies.	Completed	4/1/2021	7/26/2022	The project is on track. Close phase activities are now being carried out.
TSS	Technology Services and Solutions	Cybersecurity Initiative & Solution Optimization	The County needs to upgrade its firewalls in order to enhance the County's security posture and leverage new and emerging technologies.	Completed	7/7/2020	1/31/2022	The project has been successfully completed. This initiative improved the County's IT security posture, reduced IT-related risks, and enabled leveraging new and emerging technologies.
PSJ	Technology Services and Solutions	Emergency Dispatch Protocol Software and Licensing	County Communications Department must renew their annual license and purchase updates for the Emergency Medical protocol software. The department would like to add additional licensing and software for the Fire and Law modules. This request includes the renewal and additional modules.	Completed	1/1/2019	9/6/2022	The project has been successfully completed.
TSS	Technology Services and Solutions	Vendor License Optimization	The County of Santa Clara has license agreement with a vendor since 2006, where 17 department/agency have its own customer number from the same vendor. The current license handling is confusing to the user departments and TSS. This does not meet the needs of the speed due to the inflexible setup of the license handling. The vendor has offered to enter into Enterprise Agreement (EA) which should greatly increase the flexibility and cost effectiveness. The objective of the project is to assess and validate the EA's effectiveness, and implement the EA including contract execution and internal cost allocation agreement between departments.	Completed	2/2/2021	9/12/2022	County was exploring three-year enterprise agreement with the vendor. After reviewing the revised proposals of enterprise license agreement from the vendor, County decided not to move forward with the enterprise license agreement due to the higher cost with minimal added values. County decided to keep the existing contract model where County and vendor amend one-year contract each year.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Firewall Audit Strategy	Firewall audits strategy increase the chances of catching weaknesses in our network security posture and finding places our policies need to be adapted.	Completed	1/4/2021	3/15/2022	The project was finished on time and successfully.
TSS	Technology Services and Solutions	ISD Enterprise Cloud Solutions	This project initiative is to establish a cloud architecture/infrastructure for the enterprise. The existing architecture for authenticating public users is coming obsolete; there are security concerns within the existing architecture; the existing architecture cannot keep up with the demand of new application development; and finally, there is a need for 100% uptime for application services.	Completed	1/1/2018	9/30/2022	All three major cloud platforms have been successfully implemented and are available for use by County departments and agencies.
PSJ	SHERIFF	JISP Inmate Tablet - Phone	This is the Jail Inmate Phones and Tablets project. The name given to this is Jail Inmate Services Platform (JISP). This will provide tablet services to the inmates within County Custody.	Completed	9/1/2020	12/3/2021	The project successfully distributed tablet computers to use by inmates in the County's Jails for information distribution, process automation for requests and grievances, placing commissary orders, entertainment and educational programs for vocational, rehabilitation, self-help, and other programs. Support for the tablets is being provided by the vendor and is being managed by the Sheriff's Office, who is also responsible for coordinating changes and additional content.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Network Packet Broker Project	The broker will be needed to ingest multiple network device span ports, aggregate them to single log feed, and deliver the log feed to multiple security monitoring devices.	Completed	2/1/2021	6/20/2022	The project was finished on time and successfully.
CISO	OFFICE OF THE COUNTY EXECUTIVE	Password Management Strategy	A password management strategy allows the County at any stage of the cloud journey to evaluate their current password processes and identify how best to safeguard passwords in the future.	Completed	1/4/2021	4/11/2022	The project was finished on time and successfully.

Completed Projects

List of projects completed since last report to FGOC

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Actual Start	Schedule/Actual Finish	Project Status Summary
TSS	SANTA CLARA VALLEY MEDICAL CENTER	Professional Services to Lead Office Image Refresh	The Microsoft Desktop Update Project will bring the latest desktop technology to Santa Clara County Health and Hospital System that will provide a platform that will support new and updated desktop applications for the enterprise.	Completed	6/2/2017	1/31/2022	The project is completed. The project successfully implemented the latest desktop technology to Santa Clara County Health and Hospital System to provide a platform that will support new and updated desktop applications for the enterprise.
TSS	PROBATION DEPARTMENT	PSJSP Video Conferencing Equipment Replacement	Replacement of conferencing equipment that have reached the end of their useful life in the Office of the Sheriff, Probation Department, and Public Defender's Office department.	Completed	1/21/2020	2/8/2022	The project is completed. All user accounts have been activated for Public Defender Office and device provisioning is completed.
SSA	Social Services Agency	Senter Road Cameras	Install security camera solution at each of the Senter Road buildings.	Completed	12/7/2020	5/7/2022	Project is completed. Added Security Cameras at the County's Senter Road campus buildings.
TSS	Technology Services and Solutions	Solutions Manager Production for HANA	The SAP support team has built and configured this new required SAP supporting server. It allows the support team to centralized SAP landscape management and connect to the SAP support portal for remote support. It also provides the SAP support team the latest code transfer mechanism allowing support for ABAP and Java environments from a central supporting server.	Completed	1/4/2021	4/19/2022	This project was successfully completed.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Speech Therapy Pentax Endo Portal System Replacement	This project will procure and implement Speech Therapy Videostroboscopy Endo Portal system.	Completed	3/2/2020	4/4/2022	The project is successfully delivered for Santa Clara Valley Medical Center and O'Connor Hospital.
PSJ	Technology Services and Solutions	VHF Conventional Radio Simulcast System	A back-up radio network is needed in case of primary system failure or in the event of a catastrophic occurrence.	Completed	1/2/2019	12/31/2021	The project has been successfully completed.
TSS	Technology Services and Solutions	Windows End of Service	Upgrade County Windows devices to a current version of Windows and enroll devices to automatic update process going forward.	Completed	2/2/2021	3/17/2022	Project is completed. The project successfully implemented Operating System Updates for Business for its computer systems that automated systems to be up-to-date with the latest security safeguards and features.

Canceled Projects

List of projects canceled since last report to FGOC

Vertical	Requesting Business Unit	Project Name	Project Description	Project Status	Approved Budget	Available Budget	Project Status Summary
TSS	Technology Services and Solutions	HHS IS AOB Computer Room UPS Upgrade - Phase 2	Replace the Uninterruptable Power Supply (UPS) within the AOB Computer Room. The current UPS is end of life.	Canceled			The project was canceled pending final timelines for migrating systems within Health and Hospital System (HHS) Information Technology Computer Room at Administrative Office Building to Sobrato.
TSS	Technology Services and Solutions	Hospital IDF Upgrades	This project is to upgrade four intermediate distribution frame (IDF) at O'Connor Hospital.	Canceled			The project has been cancelled due to costs.
HHS	Technology Services and Solutions	Medical Record Database Storage Expansion	The Health and Hospital System will need 22 terabytes of storage to accommodate the projected growth of its medical record database by 2022. If not approved, the medical record database and other hospital applications may be impacted. This project will build out storage resources to meet anticipated demand.	Canceled	\$749,000.00	\$749,000.00	This is redundant project and hence canceled as this effort was completed as part of another project.
HHS	SANTA CLARA VALLEY MEDICAL CENTER	Nursing Administration - CADD Infusion Pumps	Upgrade of the CADD pumps to become a wireless pump. This project was completed by Biomed, and planning is underway for Phase 2 of EHR integration (will be separate project)	Canceled			This project has been cancelled as this is a duplicate entry.
TSS	Technology Services and Solutions	Remote Locations - Solarwinds Consolidation & Optimization	Consolidation and optimization of network monitoring software to improve monitoring and alerting aspects of operations at remote locations.	Canceled	\$467,937.05	\$56,306.21	Project is canceled per request from business.
FES	Employee Services Agency	Tracking Performance Evaluation Forms	Development of a performance appraisal tracking functionality.	Canceled			Project is cancelled as ESA Service Centers have a way for tracking performance evaluations. They don't need a solution.
TSS	Technology Services and Solutions	TSS Service Desk Customer Voice Portal Callback	When a customer calls the TSS Service Desk and accepts the courtesy call back option, currently the customer may not get a call back from an agent in the order the call was received. The new interface will solve this.	Canceled	\$256,750.00	\$256,750.00	Project is canceled per request from business.