



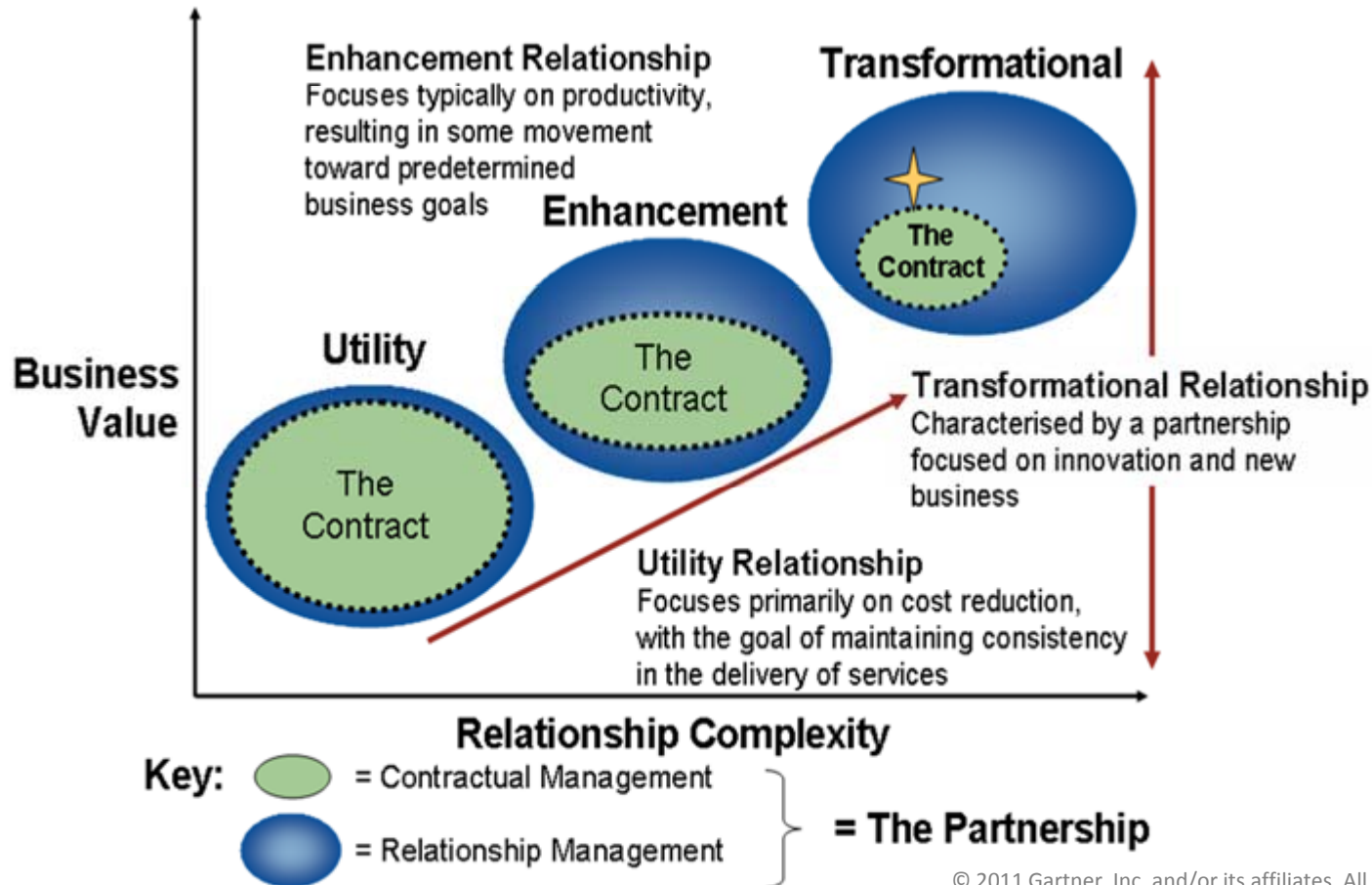
# Beyond the Beltway 2012

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Chief Information Officer  
County of San Diego  
March 19, 2012



# Type of Outsourcing Deals

## How San Diego County Has Evolved



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Lessons Learned After 13 Years of Sourcing Experience



# San Diego County IT Strategy — A Focus on Transformation

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## CUSTOMERS FIRST

Make it easier for our customers, both external and internal, to access business services and data. The County is defining technology strategies and initiatives that will enable the business to fulfill its mission to deliver service to its customers. And for our consumers to find information or services is just a click away.



## WORKFORCE EFFECTIVENESS

Provide an IT environment that enables our employees to collaborate, share data, and perform their jobs more effectively. Improve our efficiencies with ways to “do more with less” through improved tools and training for employees.



## ANYTIME, ANYWHERE ACCESS

Position the County as an innovative leader in IT while supporting increasing expectations for access from any device and persistent connectivity from citizens and employees. Enable mobility and provide anytime/anywhere access to information and services whether in an office, out in the field or on the road.



## INFORMATION GATEWAY

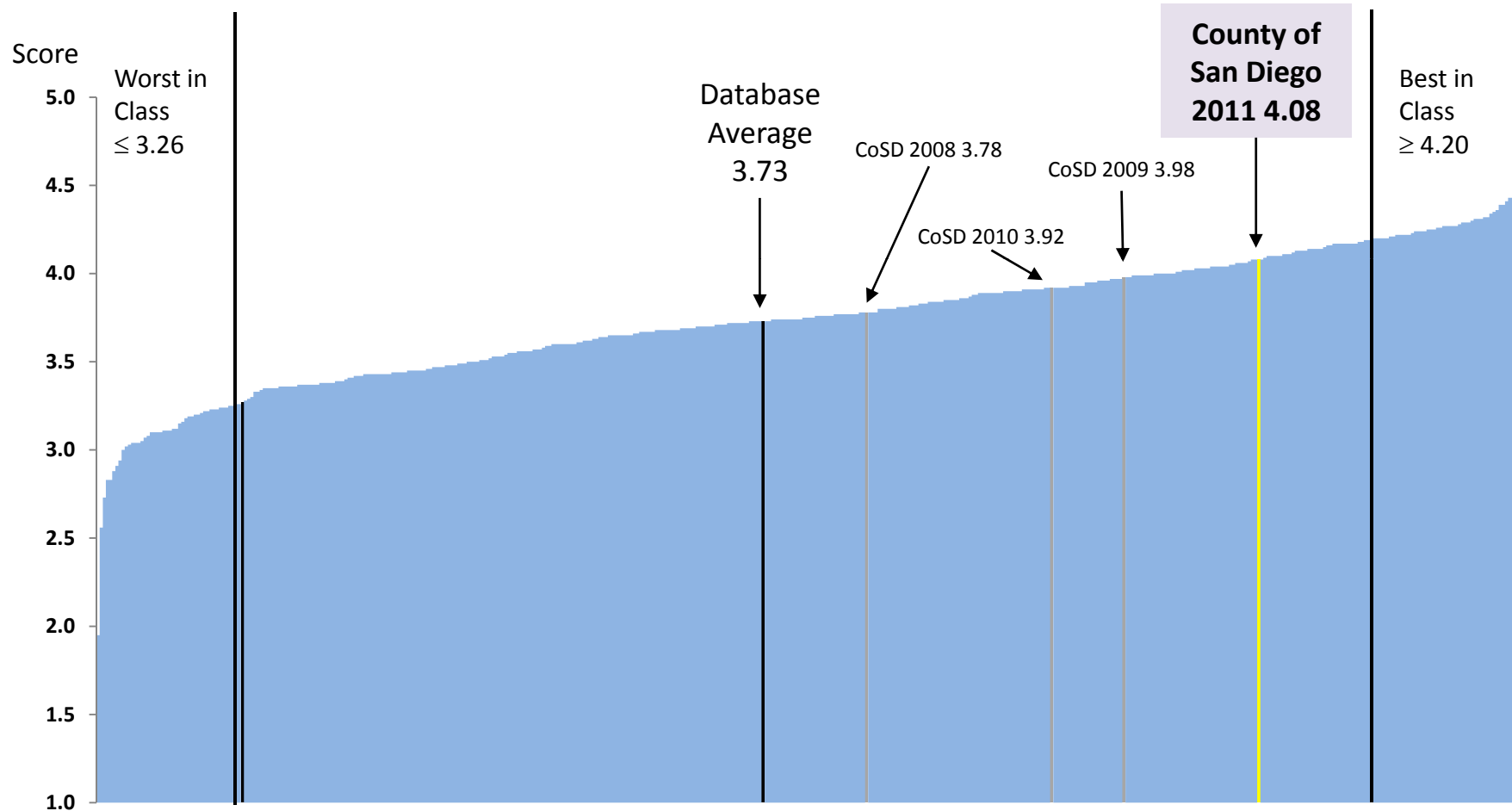
Establish the foundation and standards to enable citizens, organizations and employees to easily access, search, download and share County information both internally and externally. Provide intuitive tools that maximize information transparency to consumers and employees.



# Driving IT Customer Satisfaction to Unprecedented Levels

## Studies with four or more Standard Criteria – 3.73 – 450 Studies

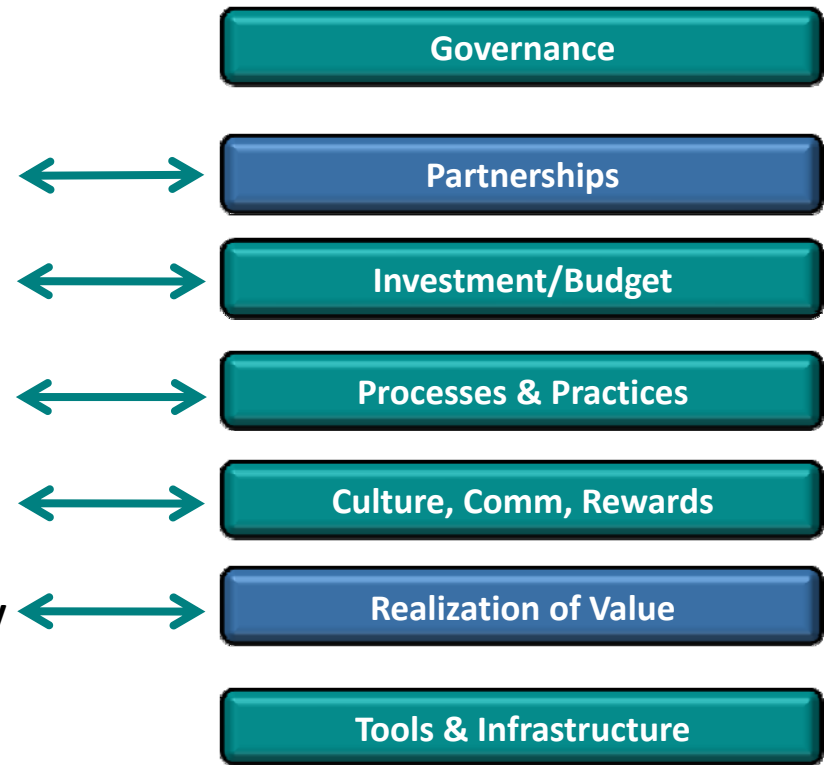
Best-in-class and Worst-in-class is equal to the top 10% and the bottom 10% of the collection. The collection is equal to all clients doing four or more standard criteria satisfaction studies from 2000 to today.



# IT Innovation Council – Scope

The scope of the County’s Innovation Council is to:

- Identify emerging technologies that are applicable to San Diego County
- Solicit and identify IT best practices and ideas in commercial and public sectors that can be leveraged by the County to improve services
- Recommend Incubator Fund investments to the ITMC
- Facilitate the identification and incubation of innovative technologies at the County
- Educate and inform County business leadership regarding potential technology enablers
- Track and report on the progress of technology innovation at the County.



Slide 5

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mj1

On the last bullet I changed the text from green to blue as they seemed to correspond to the item boxed to the right.

Maureen Johnson, 2/29/2012

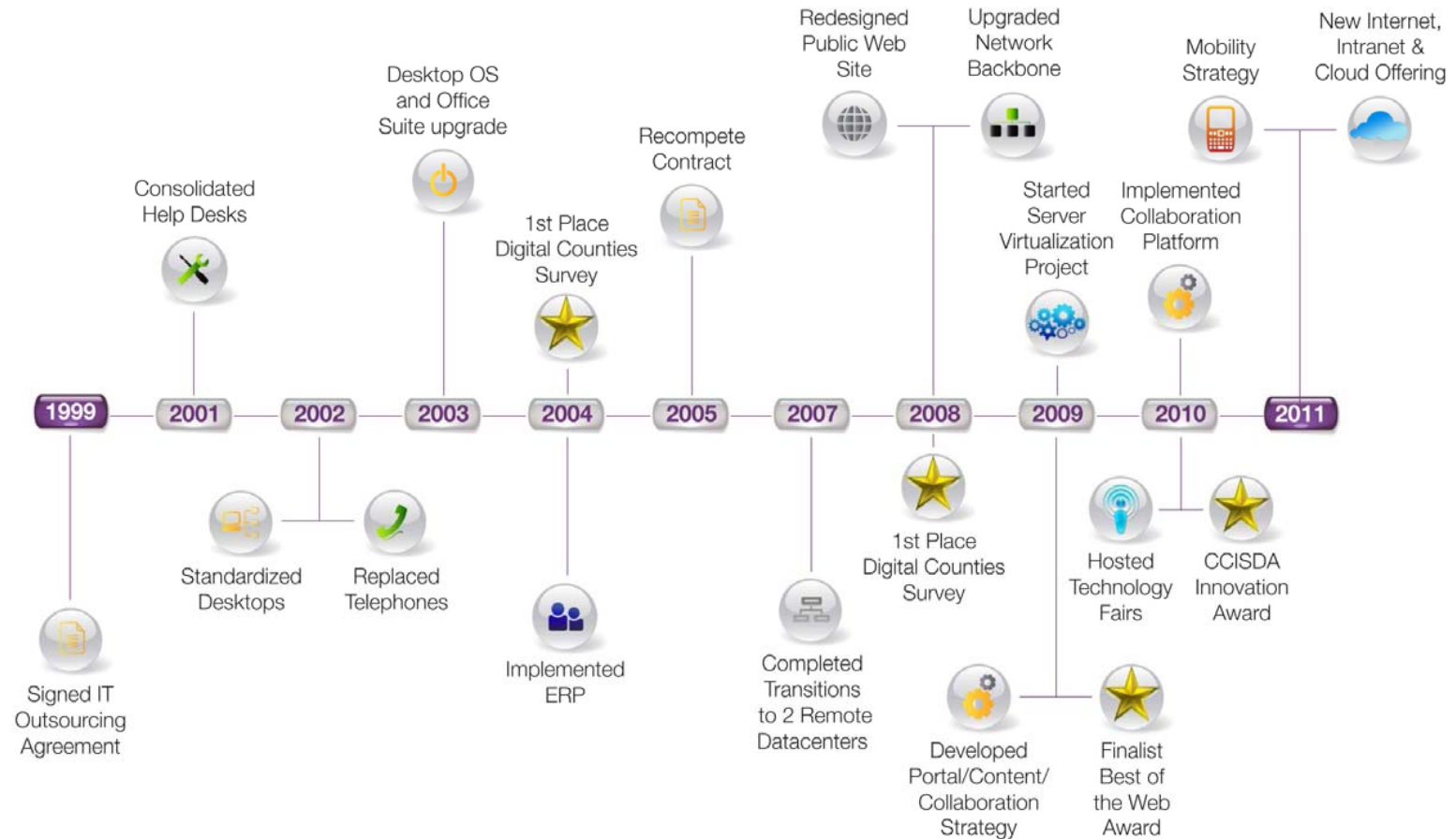
## Key Initiatives Underway

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- **Applications Portfolio Rationalization — leveraging new HP system and processes**
- **Project Management — new processes and systems being implemented**
- **Mobility — expanding device types, focus on B2C**
- **Cloud — County strategy, policy, and procedures in development**

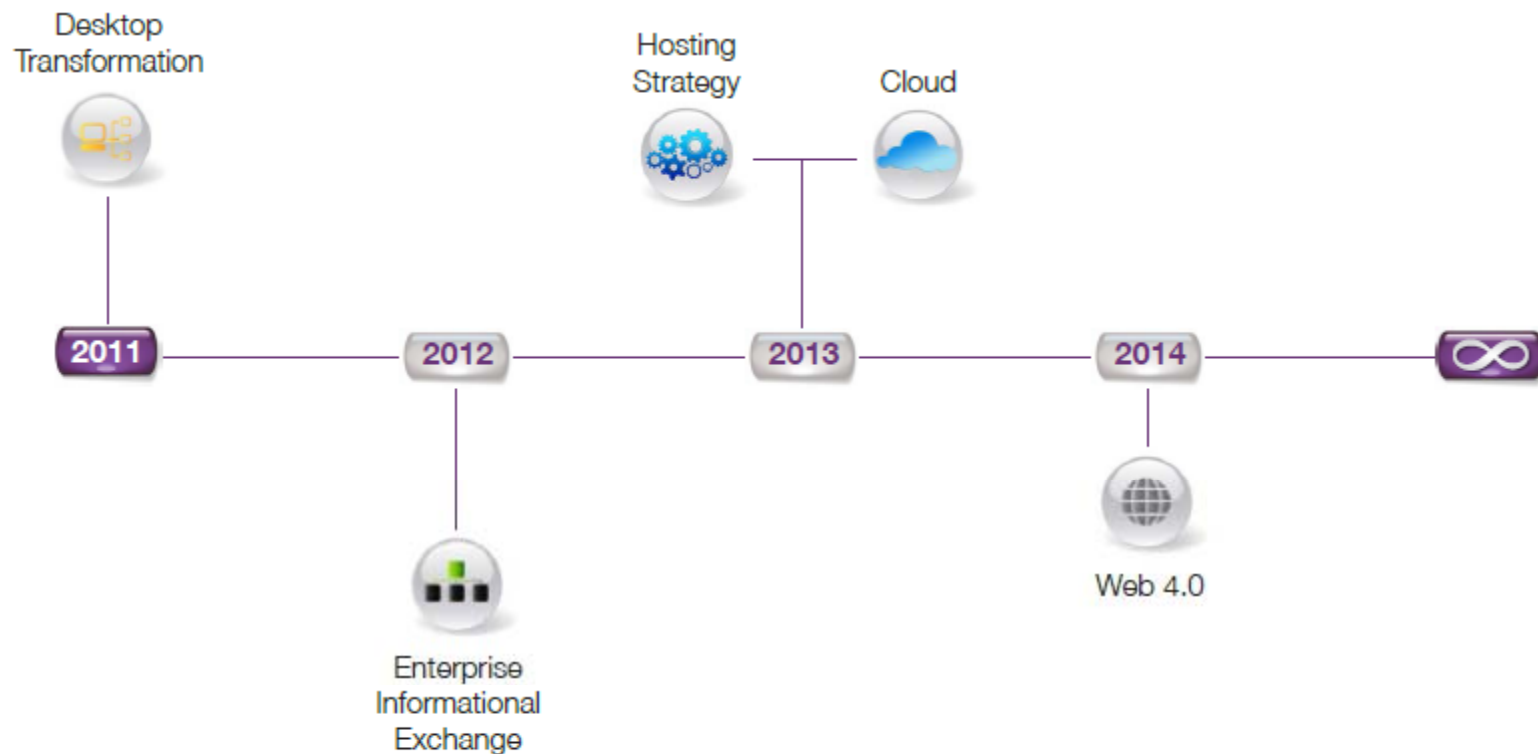


# Our IT Journey Over 13 Years of IT Outsourcing



# And Moving Forward . . .

## County of San Diego IT - Innovation On the Horizon





*For Additional Information,  
Please Contact:*

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