



Alameda County – Innovation Journey

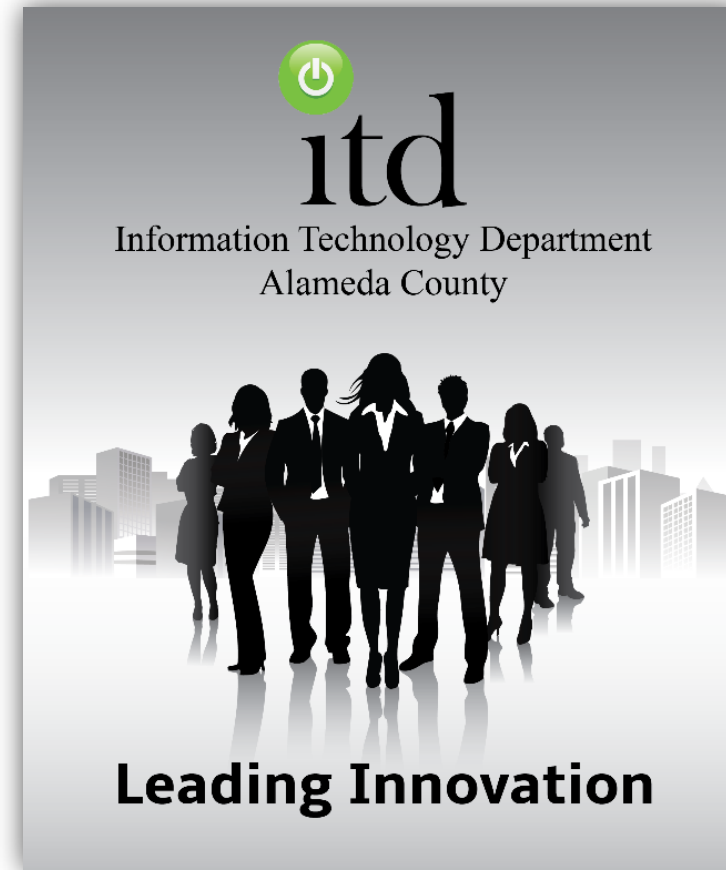
TIM DUPUIS, CIO/REGISTRAR

JANUARY 2017



Agenda

- Who We Are
- What We Do
- Our Innovation Journey
- Citizen Engagement
- Helping the Community
- Staying Connected



Who We Are - Video



About Alameda County - Quiz

- How many residents in Alameda County?
 - Answer - 1.5 million residents - 7th most populous County in California
- How many cities/unincorporated areas in Alameda County?
 - Answer - 14 cities and 6 unincorporated - can you name them?
- What is the seat of county government?
 - Answer - Oakland
- How many languages are spoken in Alameda County?
 - Answer - 57 languages spoken – ethnically diverse
- How many square miles make up Alameda County?
 - Answer - 740 Square Miles



Information Technology Department
and
Registrar of Voters



Tim Dupuis
CIO/Registrar



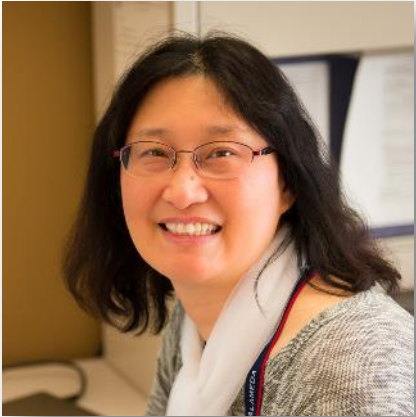
Lisa Tran
Executive Assistant



Sybil Gurney
Assistant Director



Tobin Broadhurst
Chief Technology Officer



Donna Hom
Financials/Admin Manager



Cynthia Cornejo
Deputy Registrar

Infrastructure Services



Application Services

Enterprise Apps



Enterprise Tools



SSIRS



Account Management



Mobile Friendly Apps



Google Glass



Posters



Portfolio Management



Project Life Cycle



Videos

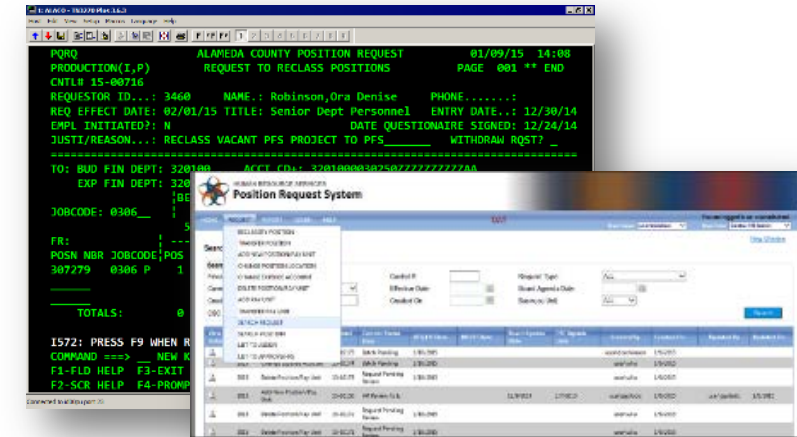


Jumbos

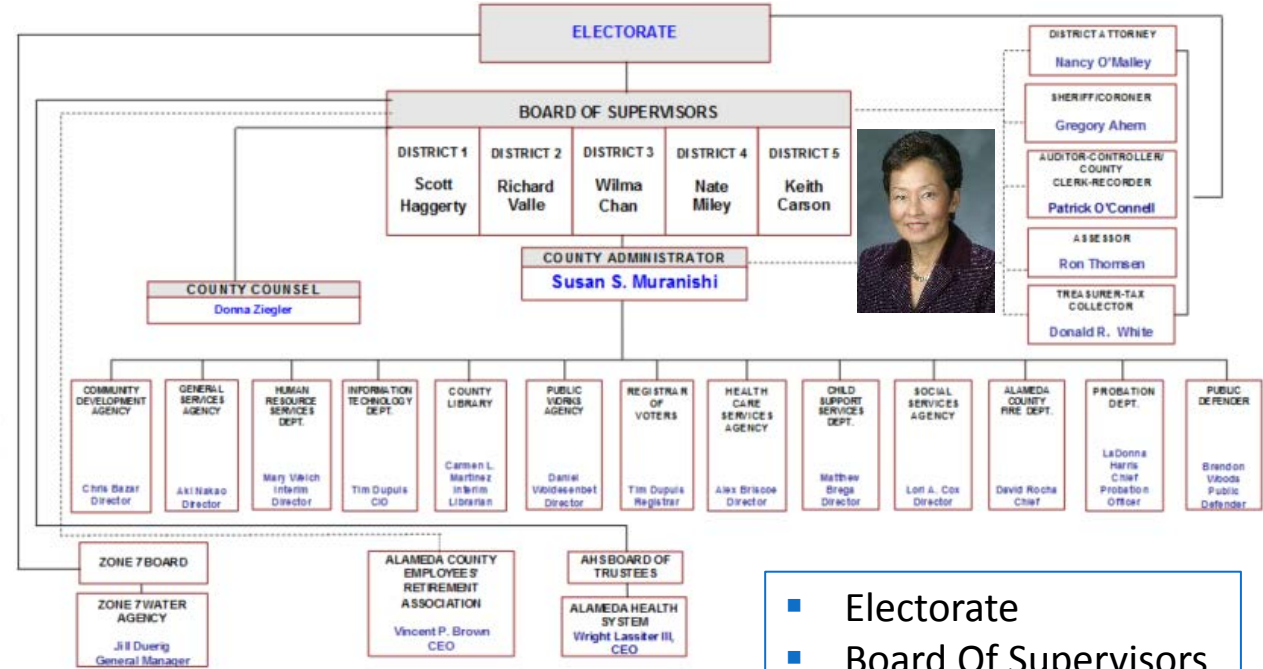
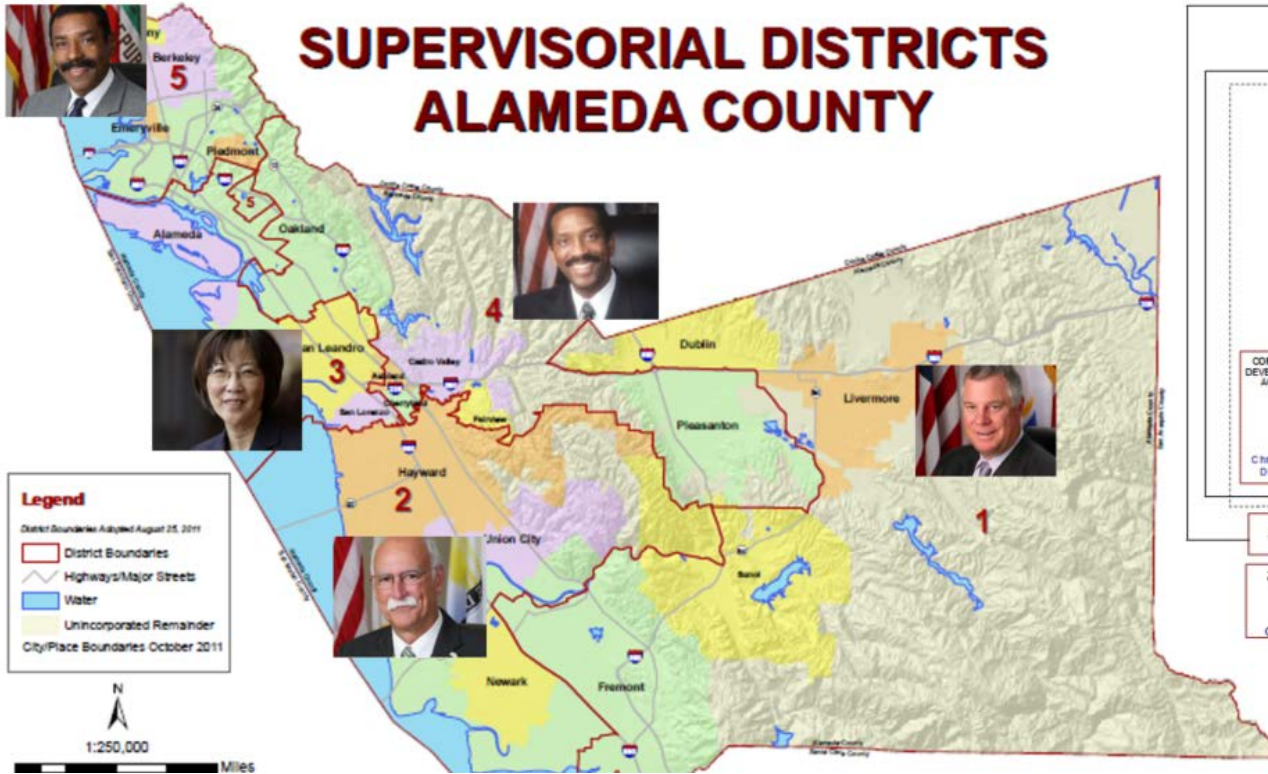
Build and Modernize Enterprise Apps



- PSFT HRMS & Financials 9.2
- PSFT Tools 8.55



Our Customers



- Electorate
- Board Of Supervisors
- CAO
- Elected Officials
- Appointed Officials
- 1.5M+ Constituents
- 9500+ Employees



Partnerships



Human Resources
SmartErp



Public Works
El Nino Videos



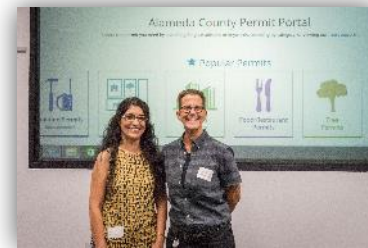
District Attorney
Human Trafficking App



HR/Auditor
PSFT Upgrade



Social Services Agency
Portfolio Management



Health Care Services
Permit Portal



Probation
Probation Ready



CAO/GSA
ALCOBIZ

The Innovation Journey



Efficiency Initiatives



Vision 2026



Strategic Vision



Vision 2016

Rethink AC - Mission

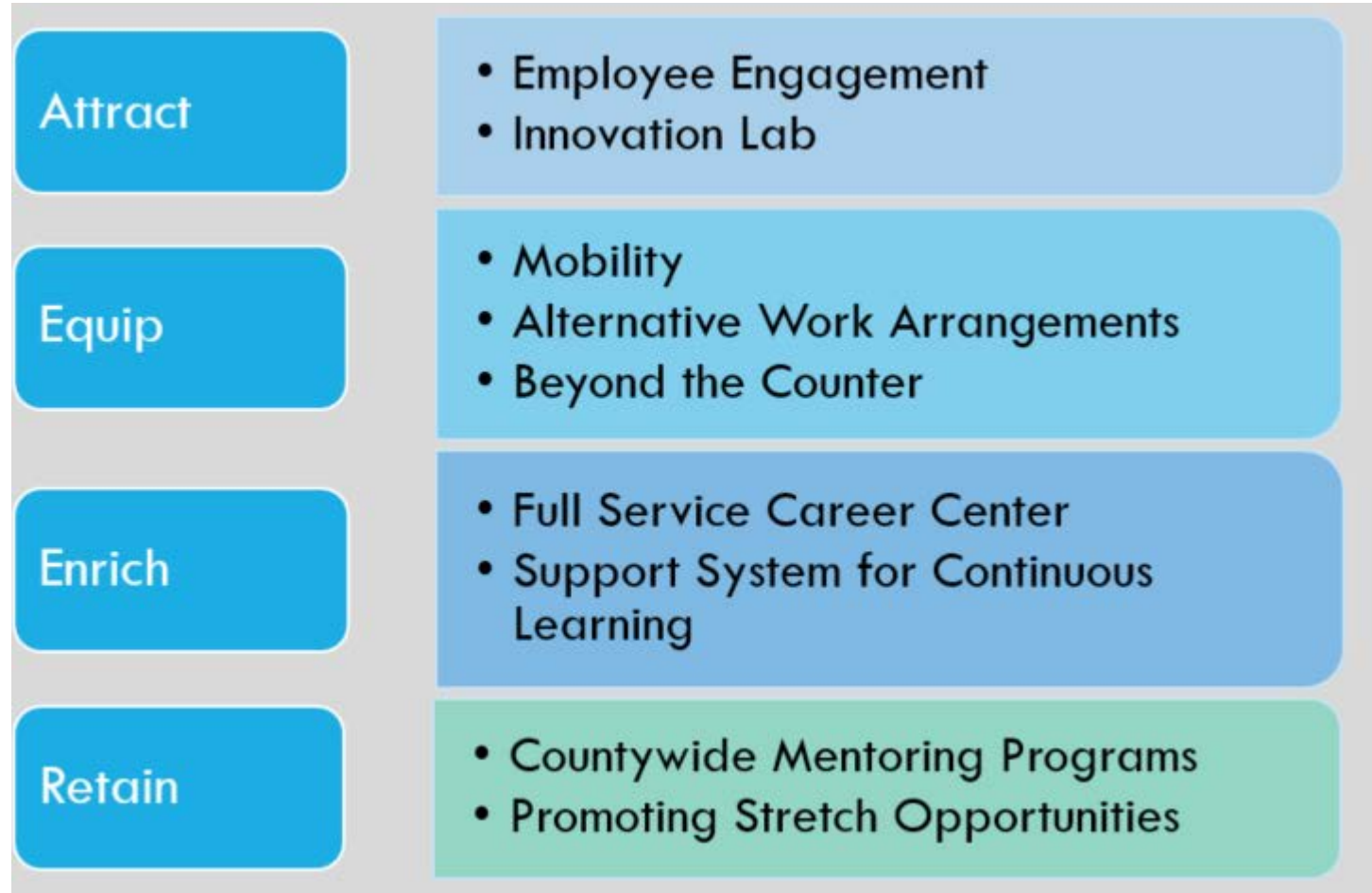


- Through collaboration, **innovation**, entrepreneurship and technology:
 - Improve operational efficiencies;
 - Increase revenue generation;
 - Reduce the County's carbon footprint;
 - Enhance customer experience

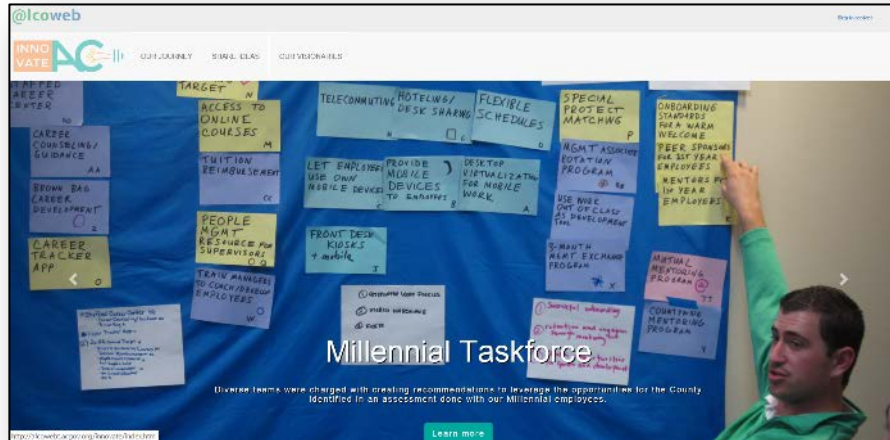


Say no...to the status quo!

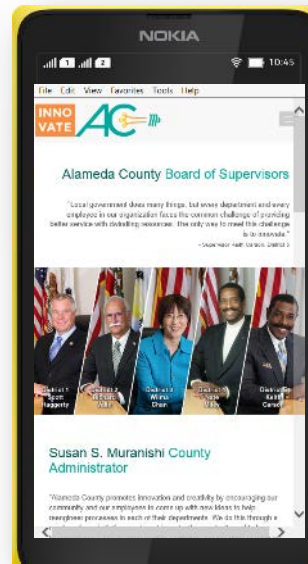
Millennial Implementation Team (MIT)



Innovate AC



Our Projects



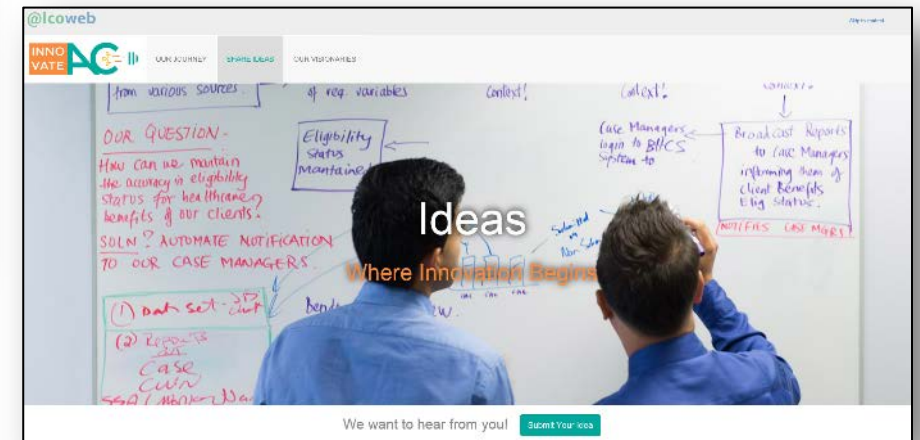
Mobile Friendly



Our Journey



Virtual Innovation Lab



Share Ideas



Innovation Lab



Public/Private Partnership



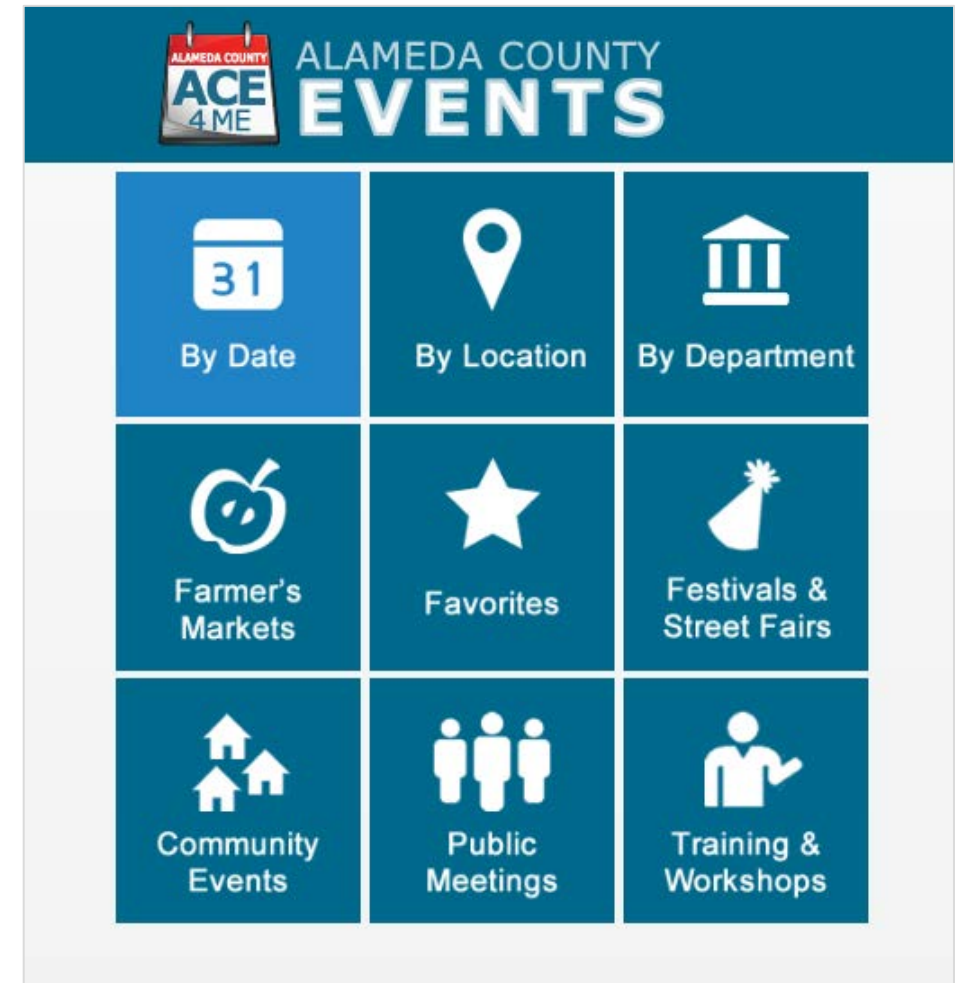
8 GO FORWARD NOW SOLUTIONS	INNOVATION PRIORITIES	STATUS
211	Safe Communities/Health/Hunger/Housing	Evaluation
Customer Service Board Resolution	One Community	Complete
ALCOBIZ Customer Contract Portal	One Community	Complete
Ready.acgov.org Enhancements	Emergency Preparedness	Complete
Emergency Notification System (ENS)	Emergency Preparedness	Complete
AlcoPAL One-Stop-Shop Permit Portal	One Community	Complete
Back Stories Video	Education/Jobs	Complete
Customer 10X Focused Search Engine	All	Complete

Calendar of Events

Ace 4 Me Calendar Mobile App



- Mobile Web App Available to Public and Employees



Permit Portal

The screenshot shows the Alameda County Permit Portal website. At the top left is the logo 'acgov.org' and a 'Skip to content' link. Below the logo are navigation links for 'About' and 'Contact Us'. The main heading is 'Alameda County Permit Portal' with a subtext: 'Locate the permit you need by searching for your address or keywords, browsing by category, or viewing our most popular.' Below this is a section titled '★ Popular Permits' featuring six categories with icons: Building Permits (hammer and wrench), Land Use & Zoning Requests (houses and trees), Business Licenses (office building), Food/Restaurant Permits (fork and knife), Tree Permits (tree), and Grading Permits (conical pile of dirt). Below the categories is a 'Search Permit Form' section with a search icon and the text 'Find the permit you're looking for by browsing through categories.' It includes a dropdown menu for 'I am a...' with options for '...resident' and '...business'. Below that is a search bar with the text 'Enter keywords related to your permit to find relevant permit forms and processes. For example, "landscaping", "building", or "construction".' and a 'Browse All Permits' button. To the right is a 'Permit Status' section with a blue header and the text 'Enter your Alameda County home or business address to see what permits are issued (2001 - Present)'. It includes an 'Enter Address...' search bar with a magnifying glass icon.



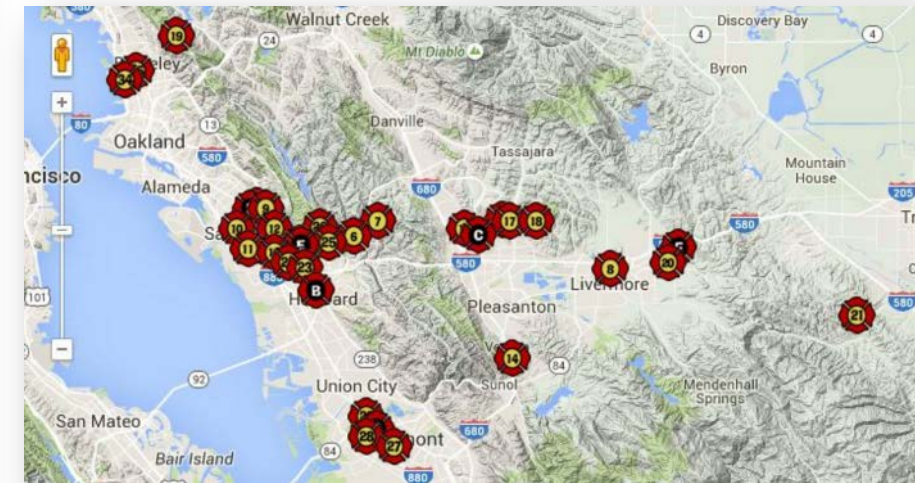
- Permit Portal released in December 2015
- 32,000 Hits Monthly

Emergency Preparedness

ready.acgov.org Be ready. Be safe.

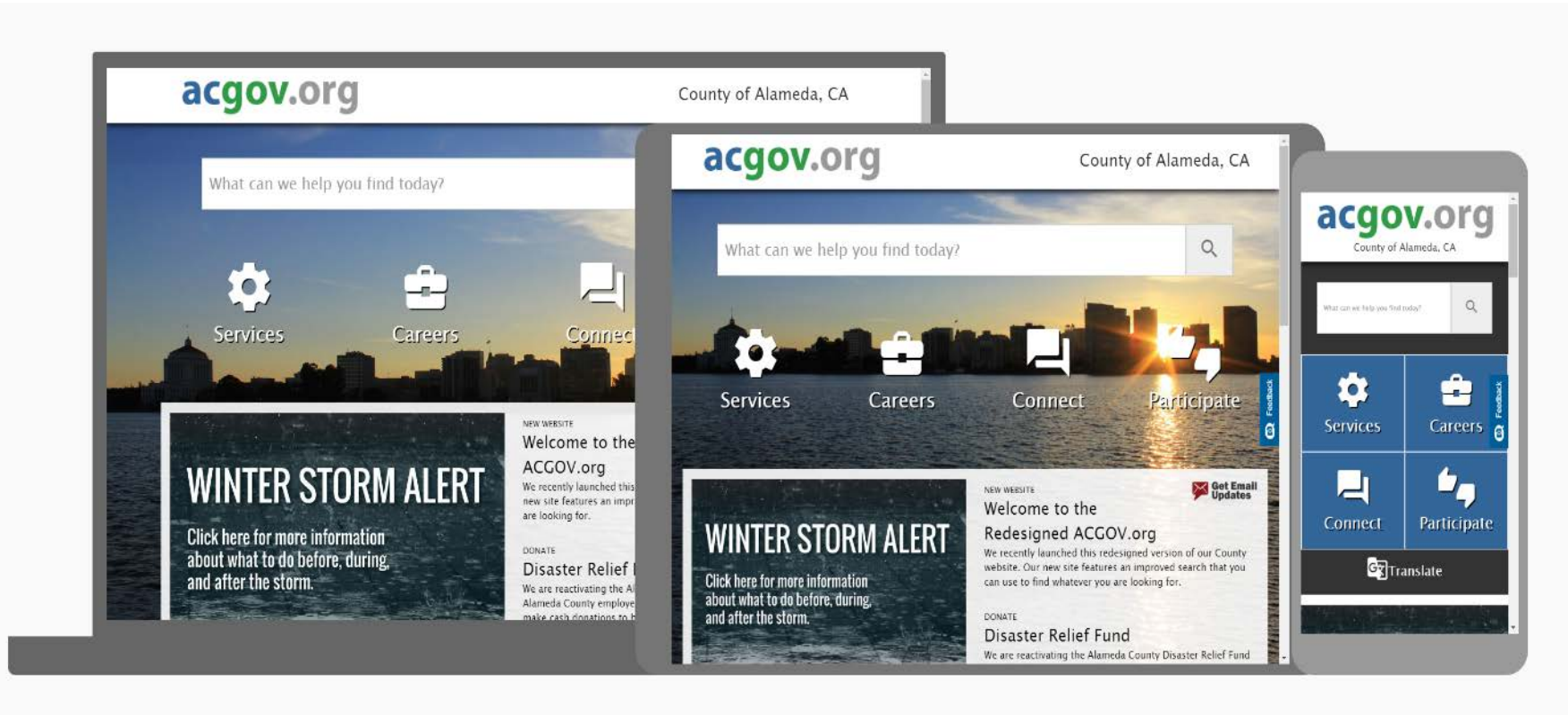
HAVE A PLAN MAKE A KIT BE INFORMED BE INVOLVED

Each year, we face situations that could change our lives forever. Your best protection is knowing and practicing what to do. Be able to take care of yourself and your family until help arrives. Don't be caught off-guard!



- Emergency Preparedness app enhanced in December 2015
- Fire Station Heat Map added

Redesigned Website



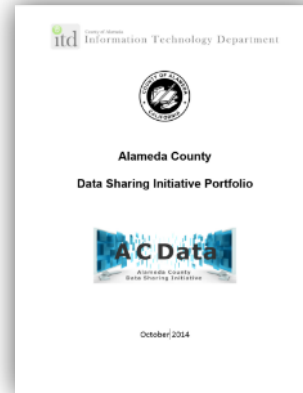
New website:

- Modern look and feel
- Mobile Friendly
- Google Search Engine
- Just launched!!!

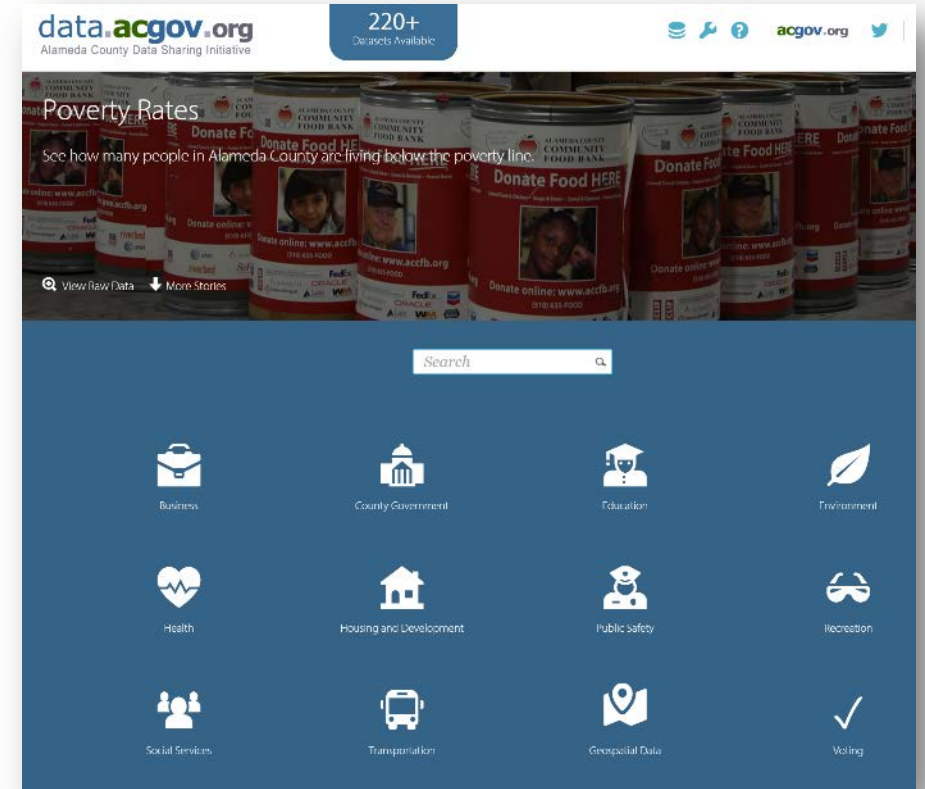
Citizen Engagement - Hackathons



720+ Participants



108 Ideas



220 Data Sets

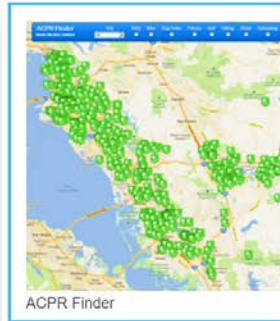


Apps Challenge White Paper



65% Youth

Citizen Engagement - Hackathons



ACPR Finder



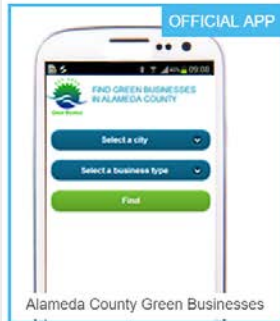
Alameda County Tax Calculator



AcPaFi - Desktop



AcPaFi - Mobile



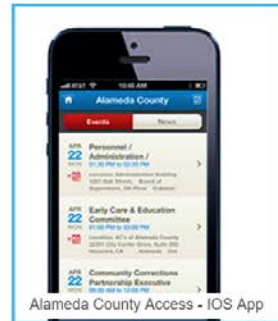
Alameda County Green Businesses



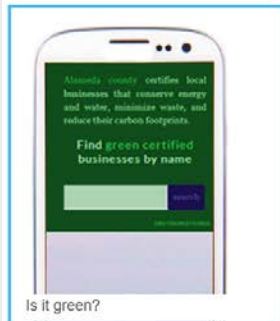
GreenByMe



Alameda County Info - Android App



Alameda County Access - IOS App



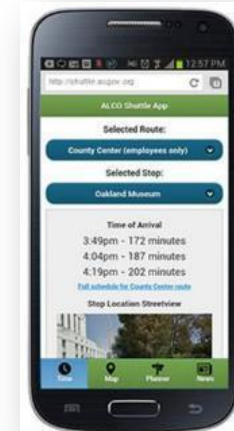
Is it green?



Is This Biz Green

10 Community Built Apps

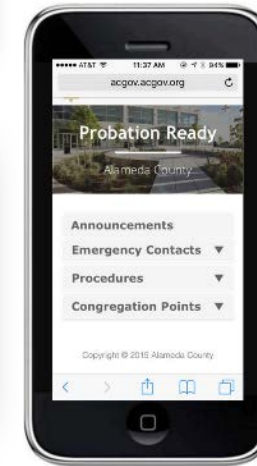
itd
Student Intern Program



shuttle.acgov.org



Vital Records Redesign



Probation Ready



Citizen Engagement – Mini Hackatho



Youth Leadership Academy 2/22/14



Youth Leadership Academy 1/30/16



Youth Radio 1/31/15



Mini-Hackathons for youth!

- 120 Participants
- 16 Ideas

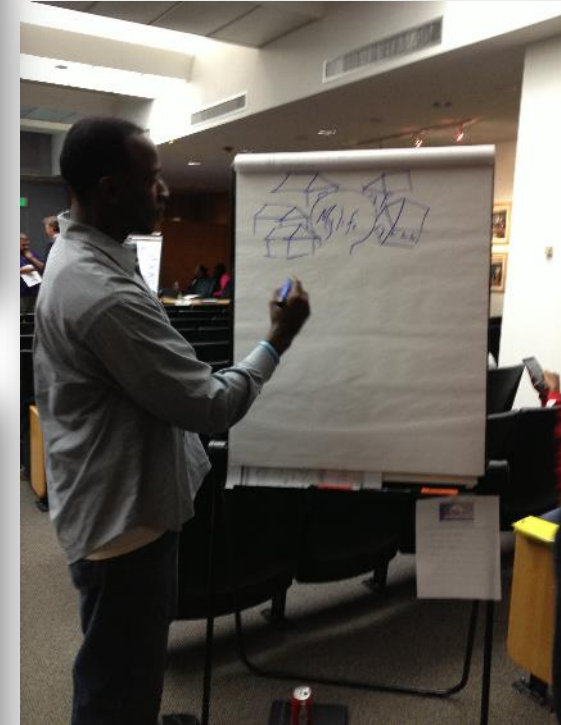
Citizen Engagement – Mini Hackatho



Executive Development Program



Adult Leadership Academy



Citizens Academy

Citizens Academy

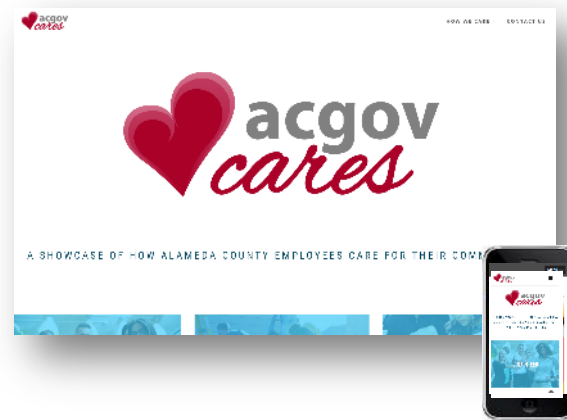
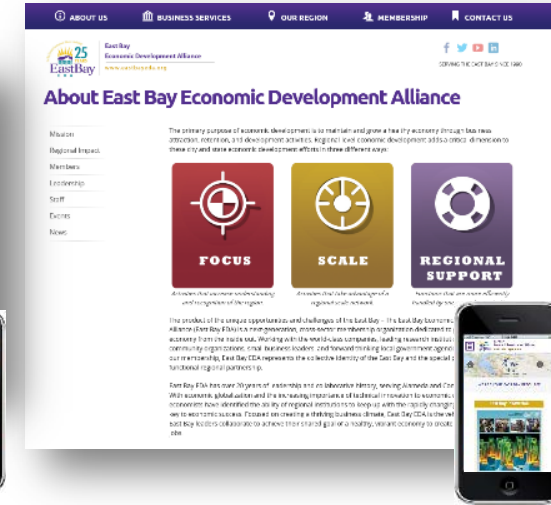
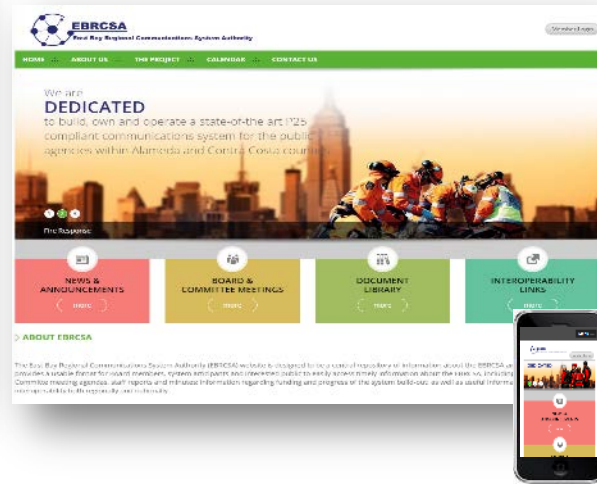


Mini-Hackathons For Adults!



Adult Leadership Academy

Citizen Engagement - Mobile Friendly Websites



Mobility - Office of the Future



Dream **BIG**



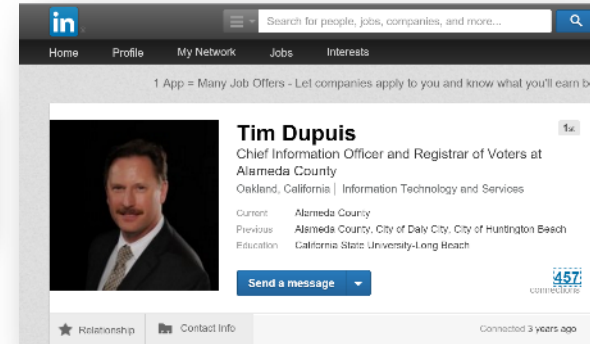
Helping the Community



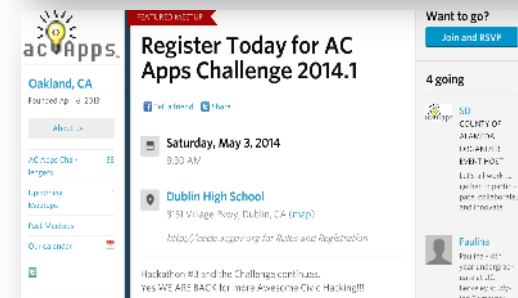
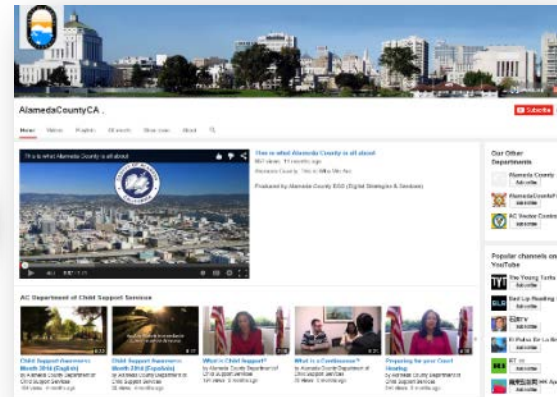
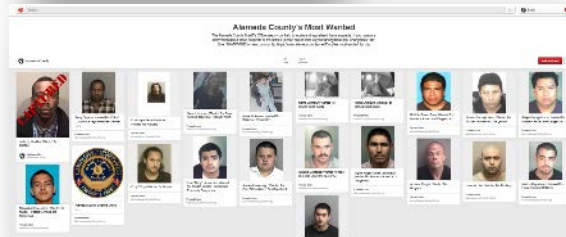
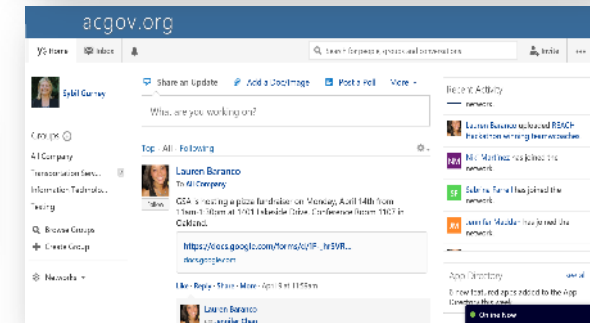
Social Media – Stay Connected



#acapps
#acdata



@alcoitd



2016 Awards and Recognition



CIO of the Year Award



Achievement Award



2 Awards

- Best IT Collaboration Among Organizations
- Best Mobile/Wireless Project



3 Solution Awards
2 Significant Achievement Awards



Savvy Award



Merit Award



Innovation Award



4 Achievement Awards



4th Place



Red Tape to Red Carpet Award



Best Recipe Award

Alameda County



Thank You!

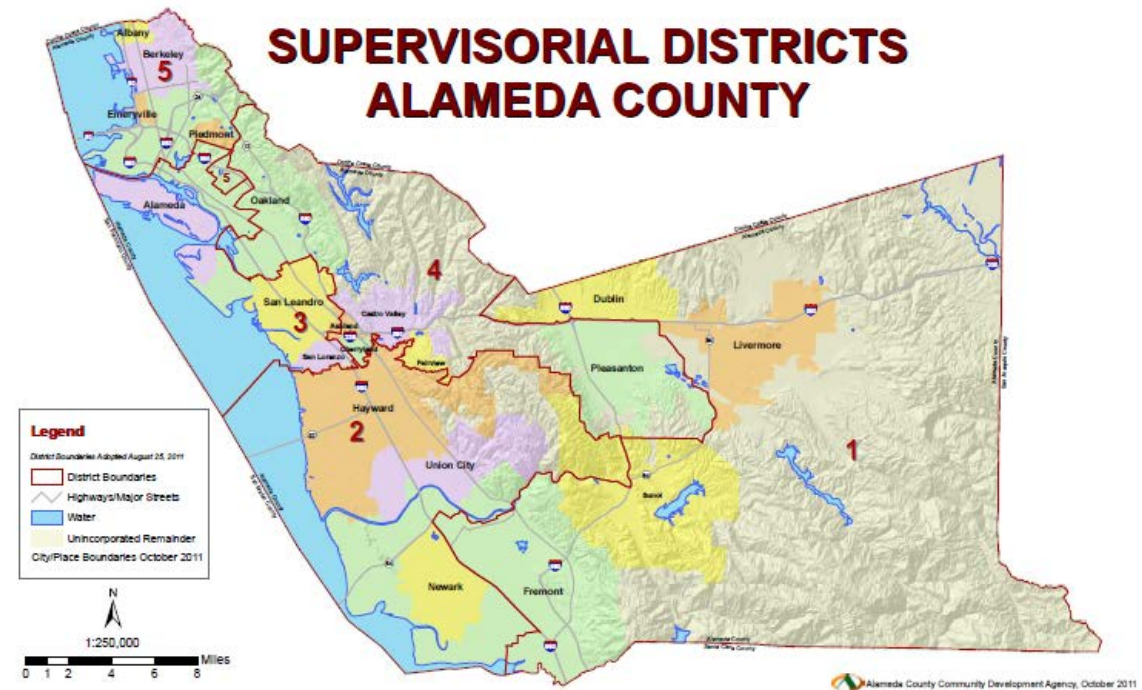
Appendix – Cities/Unincorporated Areas

Cities:

1. Alameda
2. Albany
3. Berkeley
4. Dublin
5. Emeryville
6. Fremont
7. Hayward
8. Livermore
9. Newark
10. Oakland
11. Piedmont
12. Pleasanton
13. San Leandro
14. Union City

Unincorporated Areas:

1. Ashland
2. Castro Valley
3. Cherryland
4. Fairview
5. San Lorenzo
6. Sunol



[Return](#)