County IT Projects

Quarterly Progress Report

2nd Quarter, FY 24-25
Oct 1 – Dec 31, 2024

Summary

The Quarterly OC Information Technology (OCIT) Project Progress Report provides the status of all County IT projects with a budget of $150,000 or more and/or that have been identified as meriting the Board of Supervisors' attention.

The IT projects included in this report reflect the County's ongoing commitment to align IT with the County's business values. Projects included in the portfolio cover the upgrade or replacement of aging infrastructure and end-of-life systems and investment in new, innovative, and reliable technology and platforms. These projects also enhance the County's ability to maintain critical business operations, improve productivity, and deliver more and better services to constituents.

In addition to project status updates, this report also describes the County's IT overall project performance trends over the last 12 quarters.

Highlights

At a Glance

The number of projects in this reporting period is 17, the same number reported in the previous quarter. Four projects were completed last quarter: eDiscovery Tool Implementation (OCIT); Legacy Application Restoration (OCIT); Qualtrics Call Center Analytics (Social Services Agency); and Web Property Tax Inquiry & Payment System (Treasurer-Tax Collector). Four projects were added this quarter: OC.GOV Migration (OCIT); Multi-Factor Authentication (MFA) System (OCIT); OC CareConnect (CEO); and Orangewood Children's Information System 2.0 (OCIS2.0) (SSA). The total budget increased from $18,435,344 to $21,593,632.
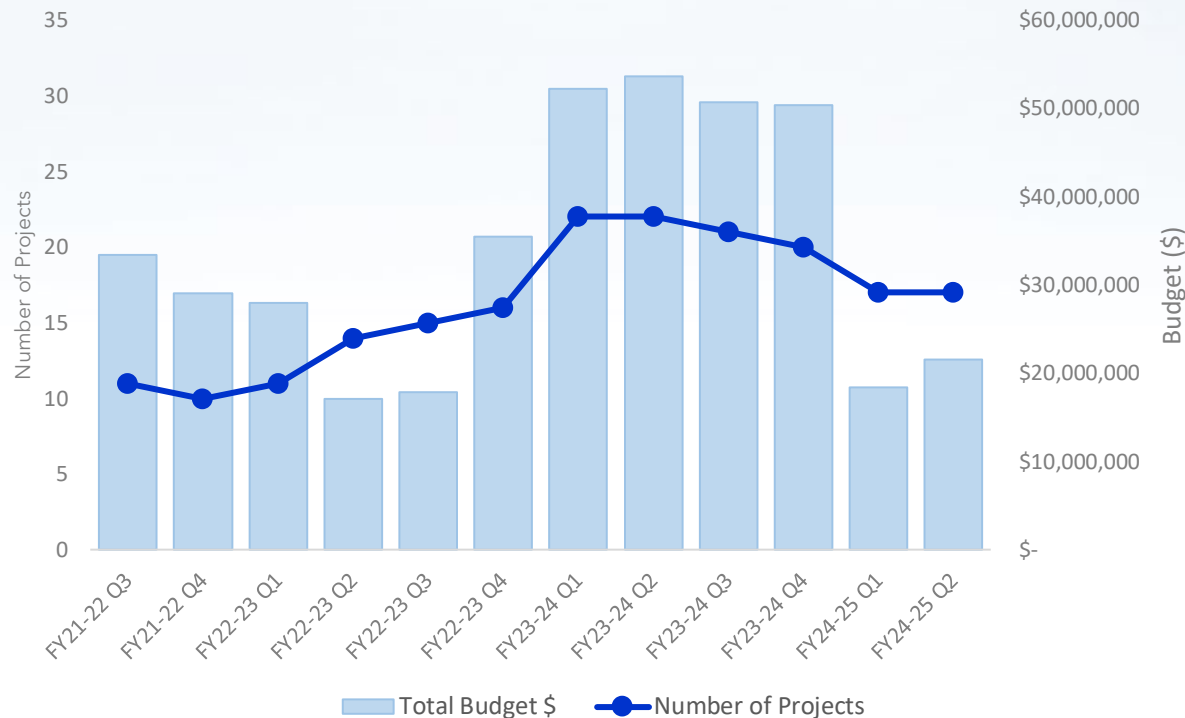
Key Accomplishments

One project was successfully completed in FY24-25 Q2: OCIT's Endpoint Security Transition.

This chart depicts the County's IT project portfolio size and budget trends over the last 12 quarters.

- The number of active projects is 17, the same number of projects reported in the previous quarter.

- Project data from the last 12 quarters show an average of 16.3 and a median of 16.5 projects.

- The total portfolio budget increased by $3,158,288.

The chart above reflects projects that were active or completed during each quarter.
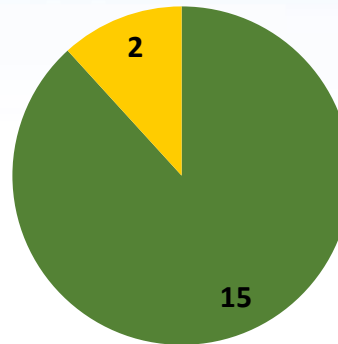
Portfolio Performance

The charts below depict the County's IT project portfolio schedule and budget performance of the active and completed projects during the reporting period.

Schedule
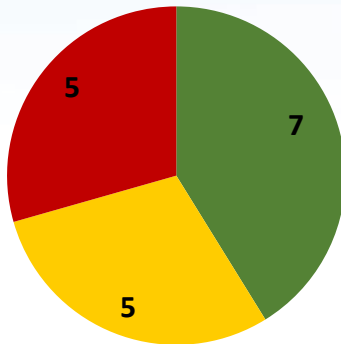
- ■ On Schedule
- ■ At risk; 10% - 20% over schedule
- ■ Critical; >20% over schedule

Budget

- ■ On Budget
- ■ At risk; 10% - 20% over budget
- ■ Critical; >20% over budget

During this reporting period, 10 projects have experienced schedule delays, and two projects exceeded their original or rebaselined budgets. Details concerning schedule delays and budget overages are available in the Project Dashboard included with this report.

Resource availability, scope changes, and project dependencies are the primary contributors to project schedule delays. The budget overages were due to project scope changes.

The chart below depicts the County's IT project schedule performance trend for the projects that were completed over the last 12 quarters.

The bars reflect the total number of projects completed in each quarter and the number completed on schedule.

The line reflects the percentage of projects completed on schedule over four consecutive quarters.

Project Portfolio Schedule Performance Trend

Legend: Completed On Time · Completed Late · Completed On Time (Cumulative)
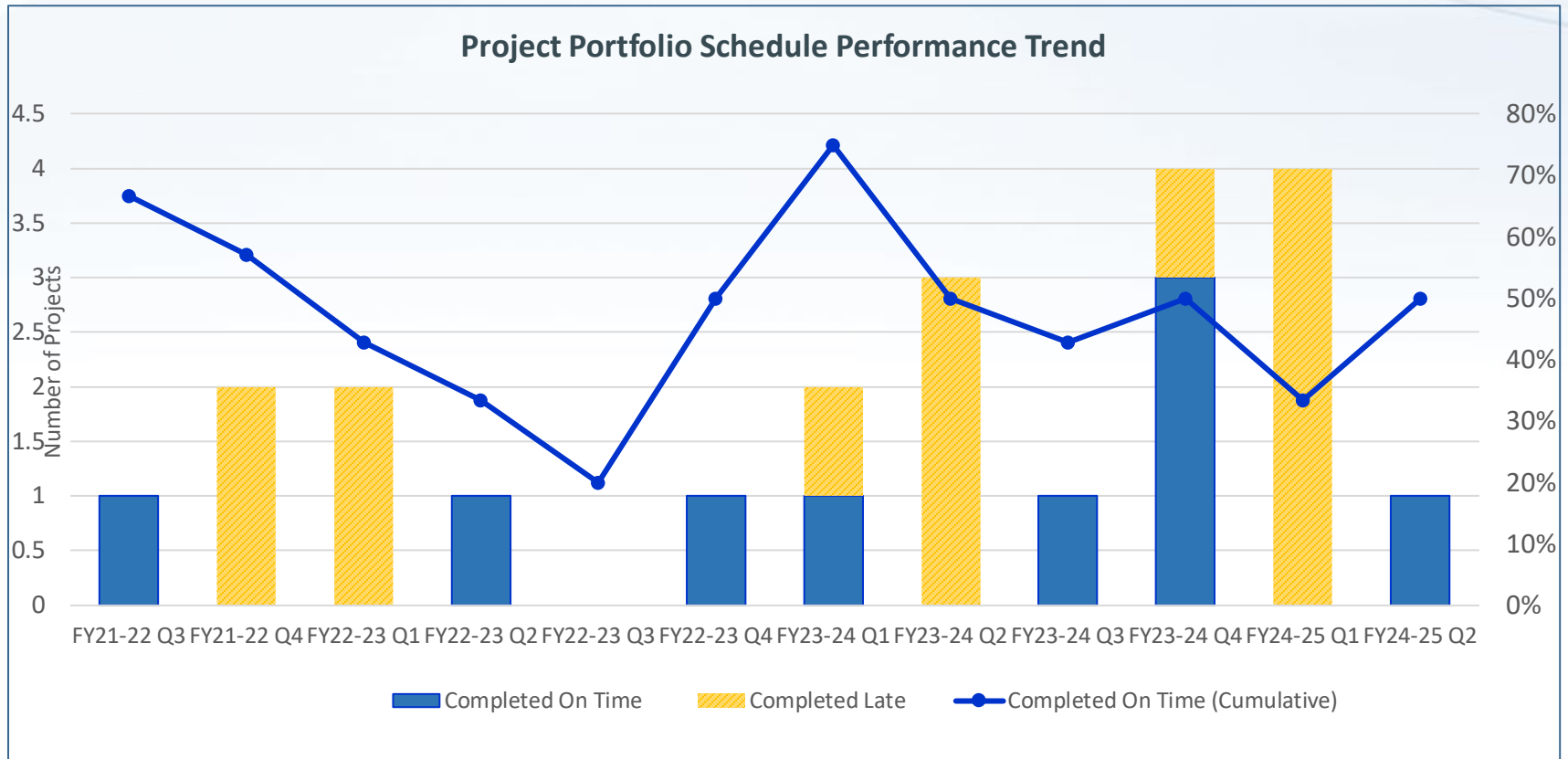
This portfolio budget performance trend may reflect the County's cost-schedule tradeoff decisions to stay within resource and budget constraints at the expense of schedule.

Projects intended to improve or automate business processes account for 52.4% of the County's IT budget this quarter. Projects for replacing end-of-life or obsolete systems account for 10.9% of the budget. Network projects account for 24.5% of the budget. Mandated systems account for 12.2% of the budget.

Investment by Business Justification

■ Business Process Improvement / Automation   ■ Obsolescence   ■ Network   ■ Mandate
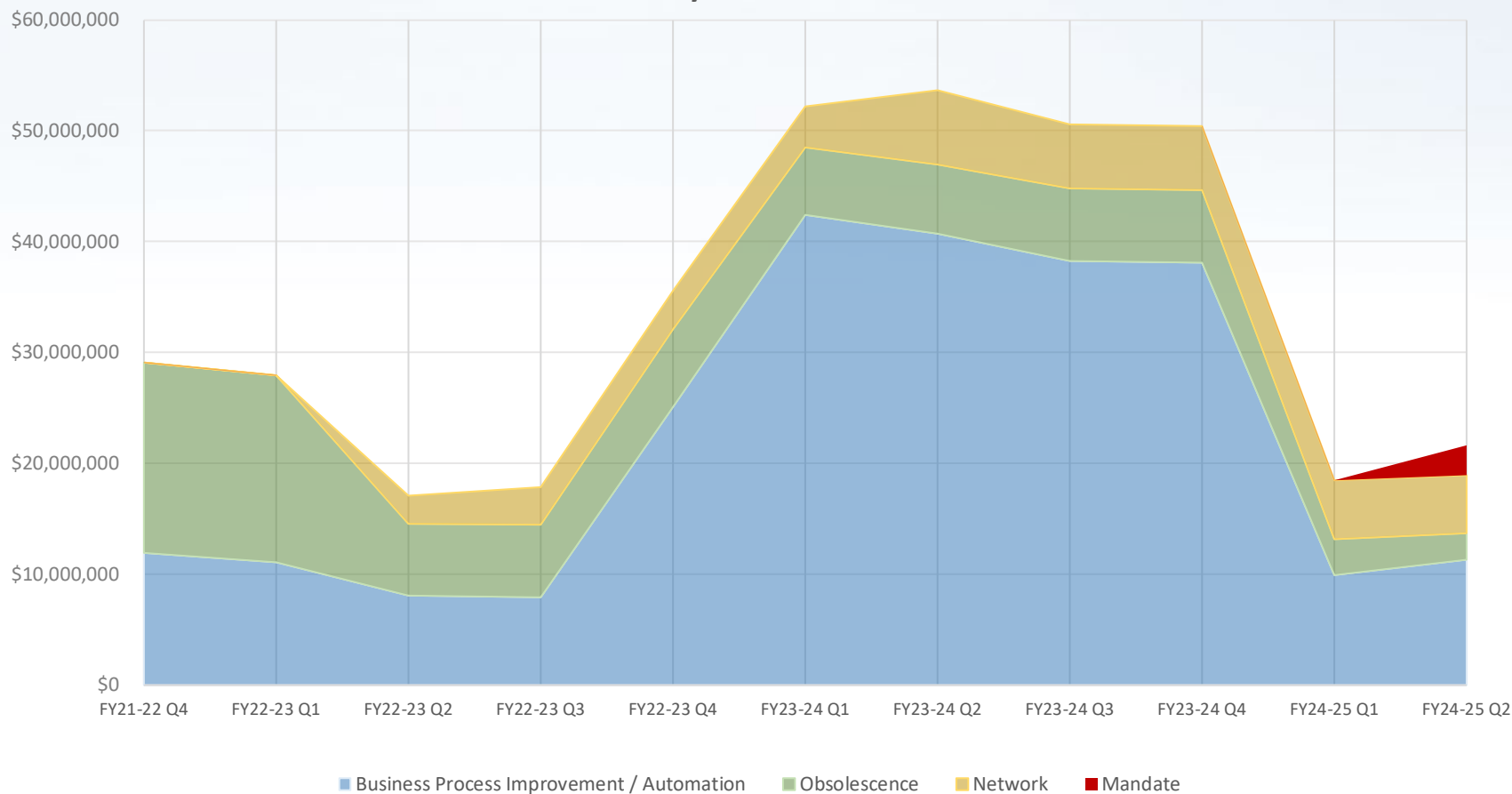
The chart above reflects projects that were active or completed during each quarter.

Investment by Service Area

Enterprise Cybersecurity projects account for the largest share of the County's IT project investments this quarter. Health Care Services, Department Specific, Countywide, and Public Protection projects also have a significant share of the IT project budget.

Service Area	Amount
Department Specific	$3,535,550
Care Coordination	$1,400,000
Countywide	$3,375,914
Enterprise Cybersecurity	$6,545,168
Enterprise Infrastructure	$0
Health Care Services	$3,945,000
HR Services	$0
John Wayne Airport	$0
Multi-Department	$0
Public Protection	$2,792,000
Public Works	$0
Other	$0

The chart above reflects projects that were active or completed during this reporting period.

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed

HCA	HCA	**iConnect Lab Portal -** The development and implementation of the iConnect Lab Web Portal will provide Public Health Lab (PHL) the ability to facilitate electronic transmissions of specimen request and patient demographic data from clients external to the Health Care Agency's (HCA) Electronic Health Record system. The iConnect solution will share external specimen results electronically with Cerner through the LIMSConnect ETOR platform service. The integration between Cerner and the Lab Web Portal will reduce errors and save staff resource time and shall be performed by HPG.	🟩	🟨	Planned Start: 03/31/23
					Planned End: ~~06/30/24~~
					                        ~~02/28/24~~
					                        ~~10/31/24~~
					                        02/28/25
					
					Budget: $ 349,500
					Expended: $ 198,466
					Encumbered: $ 0
					Balance: $ 151,534
					
					Source: ELC2 (Federal)
						Execution – Addressed and resolved Cerner Communication connectivity issue. Continued LIMSConnect interface testing; results report validation; fine tuning of full order/results report; clean up of scripting. Finalized integration testing and data validation on sample HL7 messages. Finalized TRF Batch upload template and data mapping in Cerner. Finalized discrete results and barcode labels; continued QC1 final testing; continued to meet with HPG/iConnect on deliverables and strategies for integrating LIMSConnect.
						
						In next period, finalize LIMSConnect interface testing; fine tune full order /results report; clean up scripting. Migrate to sandbox for final UAT testing. Complete final review of all system components, integration testing, data validation, batch upload testing, discrete results and barcode labels for system release. Continue to meet with HPG/iConnect on deliverables and strategies for integrating LIMSConnect.
						
						Risk Mitigation
						- Possible impact of non-availability of PHL staff due to competing priorities; will continue collaboration and communication with PHL to ensure availability.
						- Budget is based on ELC2 funding and budgeted funds must be used by July 2025; to ensure project is completed and funds are spent within the project timeline.
						- Vendor resource change; to implement change and continue to anticipate and plan for possible changes, assess their impact and feasibility, and communicate changes as needed.
						- Network connectivity issues; to continue collaboration and communication with County resources and vendors to ensure availability.
						- Issues related to vendor remote access; work with vendor to ensure connectivity.
							82%

🟩 On track; within 10% of budget/schedule   🟨 At risk; 10% - 20% over budget/schedule   🟥 Critical: >20% over budget/schedule

IT Project Dashboard

OCIT — Orange County Information Technology

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period / Key Highlights Since End of Reporting Period	% Completed
HCA	HCA	**Multi-Drug Resistant Organism (MDRO) Data Exchange** - Software development project for a custom MDRO Data Exchange to accommodate LTACH, ACH, and SNFs to ensure appropriate handling of patients with MDROs. The solution will include logical workflows, scalability, configurations, reporting, and interoperability. The final product will be hosted as a Software as a Service (SaaS) solution and will provide data processing, high-quality user experience, and up-to-date architecture and security infrastructure to future-proof the system.	🟩	🟨	Planned Start: 09/23/23 Planned End: ~~09/30/24~~ 12/31/24 Budget: $ 3,595,000 Expended: $ 2,285,000 Encumbered: $ 0 Balance: $ 1,310,000 Source: ELC2 (Federal)	**Execution** – Completed ingestion of messages from CalREDIE, reports and dashboard & alerts; batch upload of DDP files; deduplication/manage new facility messages; data access via Secure Transfer; production go live. In next period, to transition to Year 1 Maintenance & Operations, formally close project. **Risk Mitigation** - Possible impact of non-availability of PHL staff due to other competing priorities; to continue collaboration and communication with PHL to ensure availability. - Budget is based on ELC2 funding, which ends July 2024; ensure project is completed and identified funding is available up to completion date. - Budget of $3,595,000 includes a $1,000,000 for M&O; budget should state $2,595,000 as one-time project implementation cost. Budget cost will be left as-is for consistency in reporting but this comment has been added to provide clarification.	99%
OCIT	COB	**OC Agenda** - Implement an Agenda Management replacement solution that meets the County's requirements of the agenda process lifecycle (creating Agenda Staff Reports (ASRs), compiling ASRs/publishing agendas, posting meeting minutes, and archiving).	🟩	🟥	Planned Start: 05/07/20 Planned End: ~~06/30/21~~ ~~10/25/21~~ ~~06/25/22~~ ~~09/30/22~~ ~~03/27/23~~ ~~09/26/23~~ ~~12/31/23~~ ~~03/31/24~~ 10/22/24 TBD Budget: ~~$ 1,365,617~~ ~~$ 1,451,708~~ $ 1,515,789 Expended: $ 1,442,926 Encumbered: $ 41,600 Balance: $ 31,263 Source: General Fund	**Execution** – Vendor working on correcting functionality issues. In next period, to determine final delivery date; complete go/no go decision. **Risk Mitigation** - Major issue with agenda compiler occurred during final testing; impacted multiple customers. Waiting for vendor to fix issues. - Vendor did not meet calendar year end deadline. Items delivered but not working 100% correctly. To continue to test functionality as delivered.	89%

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Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
OCIT	Multi	**Access Control Conversion** - Migrate identified County Lenel badge system components to the Genetec platform to reduce material and licensing costs and improve maintenance support channels.	🟩	🟥	Planned Start: 02/01/23 Planned End: ~~06/24/24~~ ~~12/31/24~~ 05/31/25 Budget: $ ~~448,665~~ $ ~~648,665~~ $ 808,664 Expended: $ 575,286 Encumbered: $ 130,964 Balance: $ 102,414 Source: General Fund	**Execution** - Cutover schedule development in progress; cutover and tested pilot facility; began cutover and testing of first production site. Completed final database conversion to Security Center 5.12; Kone plugin configuration in progress. In next period, to complete development of deployment schedule; complete CAN/CAS cutover; testing of Kone plugin; deploy Kone plugin and cutover CAS/CAN site. **Risk Mitigation** - Vendor unable to get Card Sync function to work with County data; staff will manually update old and new systems during conversion. - Kone plugin configuration failed at site cutover; vendor to resolve issue and test before next site cutover attempt. - Database conversion issues added extra time to project schedule; extra funding needed. Moved additional funding from Physical Identity and Badge Access project.	70%
OCIT	Multi	**County Enterprise Network Redundancy** - The purpose of this project is to upgrade and enhance the County network infrastructure in the County Administration South (CAS) building to build additional redundancy in case of network or internet service failure at the Orange County Data Center (OCDC).	🟩	🟩 *	Planned Start: 10/10/22 Planned End: ~~05/02/23~~ ~~10/15/23~~ ~~06/30/24~~ ~~11/04/24~~ 05/30/25 Budget: $ 2,517,647 Expended: $ 1,919,008 Encumbered: $ 263 Balance: $ 598,376 Source: General Fund, OCIT	**Execution** – Redundancy implementation nearly complete; initiated documentation. ISE node configuration complete. In next period, complete documentation and redundancy implementation (configuration of firewalls and internet redundancy from OCDC to CAS); configure Palo Alto firewalls. **Risk Mitigation** - Contract amendment 2 executed 1/11/24, realigning project dates and extending completion date to 6/30/24 due to scope increase, project extension, and modifying equipment and associated services, pre-dependent on completion of NCY5-006 – Palo Alto project. - Contract amendment 3 approved to extend the End Date to 11/4/2024 due to pre-requisites. - Contract amendment 4 approved to extend end date to 5/30/2025 to yield to the Freeze Calendar due to the elections and other Agency freezes. Project rebaselined.	83%

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* Project has been rebaselined.
** Project will be baselined after initiation or procurement activities are complete.

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Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period / Key Highlights Since End of Reporting Period	% Completed
OCIT	Multi	**Endpoint Security Transition** - In 2023, OCIT identified that the existing endpoint protection software was not capable of detecting and remediating certain types of incursions. Consequently, OCIT sought a more technically advanced endpoint security solution. This project seeks to replace the existing endpoint protection software with a new, more capable solution.	🟩	🟨	Planned Start: 01/09/24 Planned End: ~~06/30/24~~ ~~08/09/24~~ 10/31/24 Budget: $ 1,058,857 Expended: $ 460,317 Encumbered: $ 0 Balance: $ 598,540 Source: OCIT	**Closing** – Completed rollout to Shared and Managed Services agencies and Auditor-Controller. **Risk Mitigation** - Budget balance will be used for succeeding years' licensing costs.	100%
OCIT	Multi	**OC.GOV Migration** - The State of California passed a new law, AB1637, that requires all California cities, counties, and local agencies that maintain an internet website for use by the public or maintains public email addresses to utilize a ".gov" top-level domain for their websites and email addresses by January 1, 2029. During this project, all County agencies' external facing websites and email addresses will be migrated from the OCGOV.COM domain to the OC.GOV domain.	🟩	🟩	Planned Start: 07/15/24 Planned End: 11/29/28 Budget: $ 1,710,125 Expended: $ 76,038 Encumbered: $ 0 Balance: $ 1,634,087 Source: Participating Departments	**Execution** - Completed project kickoff and project planning; developed plans for OCIT and TTC; completed TTC website migration; developed OCIT and TTC lists of impacted applications. In next period, to complete OCIT website and email/applications migrations; TTC email/applications migrations; HRS implementation plan. **Risk Mitigation** N/A	2%

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Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
OCIT	Multi	**Identity and Badge Data Integration** - Integration of the Lenel badge system with the OC HARP system to enhance automation of badge provisioning and physical access control capabilities.			Planned Start: ~~04/26/22~~ Pending Planned End: ~~06/01/23~~ ~~10/23/24~~ 12/31/24 Budget: $ 150,000 Expended: $ 18,713 Encumbered: $ 0 Balance: $ 131,287 Source: General Fund	**Closing -** Project has been cancelled. Requirements merged with Physical Identity and Access Management project. Remaining budget returned to CEO for dispersal to Physical Identity and Access Management project. **Risk Mitigation** - N/A	0%
OCIT	Multi	**Multi-Factor Authentication (MFA) System** - The current Windows login and authentication process does not meet the minimum standards set by the Federal government and the State of California for login security. This project is to expand the County's current Multi-Factor Authentication (MFA) with an enterprise level solution, to includes badge readers and hardware tokens, to significantly improve security and user experience.			Planned Start: 11/01/24 Planned End: 06/30/25 Budget: $ 930,000 Expended: $ 202,000 Encumbered: $ 0 Balance: $ 728,000 Source: General Fund	**Execution** - Completed proof-of-concept for the HID Persona MFA system; completed NRI contract for implementation by IT Managed Services provider; initiated procurement for MFA hardware, including badge readers and token hardware (Youbikeys). In next period, to complete testing and rollout for Probation and Child Support Services. **Risk Mitigation** N/A	11%

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	On track; within 10% of budget/schedule		At risk; 10% - 20% over budget/schedule		Critical: >20% over budget/schedule

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
OCIT	Multi	**Zscaler Private Access (ZPA) VPN Standardization –** This project seeks to consolidate the multiple VPN solutions within the County into a single platform: Zscaler Private Access (ZPA). ZPA is a next-generation VPN alternative that gives users direct connectivity to County applications in contrast to traditional VPNs that provide access at the network level. This significantly enhances security as it minimizes the attack surface and introduces the concept of zero-trust network access.	🟩	🟨	Planned Start: 02/01/23 Planned End: ~~09/30/23~~ ~~11/24/23~~ ~~12/31/24~~ ~~01/15/25~~ 03/31/25 Budget: $ ~~890,000~~ $ 1,230,000 Expended: $ 1,033,174 Encumbered: $ 0 Balance: $ 198,826 Source: General Fund, OCIT	**Executing** – Completed OC Community Resources user testing; rollout in progress. Completed JWA rollout. Completed Health Care Agency rollout to 1,483 users, purchased additional 1k licenses. Child Support Services user testing in progress; testing in parallel with MFA rollout. In next period, to finalize rollouts for OC Community Resources and Child Support Services. **Risk Mitigation** - Project end date revised to accommodate additional time needed for OC Waste & Recycling.	**93%**

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🟩 On track; within 10% of budget/schedule   🟨 At risk; 10% - 20% over budget/schedule   🟥 Critical: >20% over budget/schedule

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
OCIT	OCC	**OC CareConnect** - The County's System of Care Data Coordination System (SOCDIS) is a configurable and integrated platform for the collection, consolidation, sharing and utilization of certain distributed data across each of the systems of care within different service organizations. To reduce the ongoing expenditures of maintaining this system and future upgrades, the Office of Care in collaboration with OC Information Technology has decided to develop a custom-built, in-house system. By developing the system in house, it will save the County approximately $1,804,689 annually as well as increase support and flexibility in expanding the use to future cohorts.			Planned Start: 07/01/24 Planned End: 06/15/25 Budget: $ 1,400,000 Expended: $ 424,587 Encumbered: $ 0 Balance: $ 975,413 Source: General Fund	**Execution** - Completed proof-of-concept for the HID Persona MFA system; completed NRI contract for implementation by IT Managed Services provider; initiated procurement for MFA hardware, including badge readers and token hardware (Youbikeys). In next period, to complete testing and rollout for Probation and Child Support Services. **Risk Mitigation** - Vendor cooperation during disentanglement. Have gained access to all data in the event there is an issue.	**30%**

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OCIT — Orange County Information Technology

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period / Key Highlights Since End of Reporting Period	% Completed
OCIT	PROB	**Juvenile Hall Switch Migration** - The purpose of this project is to provide an assessment of the current switch Network design and configuration at the Orange County Probation Department Juvenile Hall, upgrading the video network systems, and migrating the existing services to ongoing managed support.	🟨	🟥	Planned Start: 09/09/24 Planned End: ~~01/17/25~~ 01/19/26 Budget: $ 1,536,570 Expended: $ 1,309,807 Encumbered $ 64,696 Balance: $ 162,067 Source: Probation	**Execution** - Began network assessment, discovery, and planning. Reviewed existing switch network, design, config, routing, traffic flow, and connectivity; reviewed/assessed existing UPSs, copper/fiber, and existing power and cooling; compared with requirements. In next period, to complete network assessment, discovery, and planning tasks. Determine network staging-configuration at OCDC upon equipment delivery; network validation testing at OCDC. **Risk Mitigation** - An amendment is in development due to change in scope after multiple Site Walks; additional equipment/hardware orders required. Discovered new infrastructure build-out requirements that will push out End Date. - OCIT and OCPW estimate requirements will take until 10/17/25 to complete; new end date is estimated as 1/19/26. To include new dates in amendment.	**16%**
OCIT	OCWR	**OC Recycling and Disposal Reporting System (RDS)** - Orange County Waste & Recycling (OCWR) needs a new Disposal Reporting System (DRS) to which changes can be made promptly and that meets State and local compliance requirements. OCWR is replacing its legacy DRS with a new web-based reporting tool, the Orange County Recycling and Disposal Reporting System (OC-RDRS). The new tool will meet the new State regulations and enhance the user experience by adding customized queries and reports.	🟩	🟩	Planned Start: 09/11/23 Planned End: ~~10/20/24~~ 11/30/24 Budget: $ 250,000 Expended: $ 231,434 Encumbered: $ 0 Balance: $ 18,566 Source: OCWR	**Execution** - Completed hauler module development and comprehensive user acceptance testing (UAT). In next period, to complete production go-live. **Risk Mitigation** N/A	**99%**

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IT Project Dashboard

OCIT
Orange County Information Technology

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period / Key Highlights Since End of Reporting Period	% Completed
OCIT	SSA	**Employee Information Tracking System (EITS)** - Development of an Employee Information Tracking System (EITS) that expedites and automates tracking a position control number, employee provisioning, equipment distribution, and system/application access and that enables ease of approvals, email alert notifications and ability to report on any field.	🟨	🟨	Planned Start: 08/01/23 Planned End: ~~12/20/24~~ 02/26/25 Budget: $ 585,816 Expended: $ 678,540 Encumbered: $ 0 Balance: $ (92,724) Source: SSA	**Executing** – Completed application development. Completed unit/regression testing; initiated bug fixes. Preparing for user acceptance testing (UAT). In next period, to complete UAT and user training as well as production go-live. **Risk Mitigation** - End Date extended due to scope complexity. Budget exceeded due to need for additional developer hours to accommodate system complexity. Equipment module removed from initial implementation due to complexity issues.	80%
OCIT	SSA	**Mandated Reporter App** - Replace the current Mandated Reporter Application (MRA) with a new app. The replacement will allow mandated reporters to access an external-facing site to open a report for child and/or elder/dependent adult abuse. Through a series of questions, the mandated reporter will be able to open a non-emergent report or be prompted to call the hotline for emergency cases.	🟩	🟥	Planned Start: 07/15/22 Planned End: ~~03/19/24~~ ~~07/31/24~~ ~~10/31/24~~ ~~12/31/24~~ 02/24/25 Budget: $ 283,000 Expended: $ 292,185 Encumbered: $ 0 Balance: $ (9,185) Source: SSA	**Execution -** Completed application development and bug fixes. Completed unit/regression testing. Preparing for user acceptance testing (UAT). In next period, to complete UAT, security review, training, and production go-live. **Risk Mitigation** - Schedule delay due to issues with encryption of Social Security Numbers, which caused system functionality to stop working. Remediating bug.	80%

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IT Project Dashboard

OCIT Orange County Information Technology

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OCIT	SSA	**Orangewood Children's Information System 2.0 (OCIS2.0)** - Orange County Social Services Agency (SSA) is replacing its legacy Orangewood Children's Information System (OCIS) with a web-based application (OCIS2.0) to meet new business needs and enhance daily operational support at the Orangewood Children and Family Center (OCFC). The legacy OCIS application was developed over a decade ago and is near end-of-life. OCIS doesn't have the features, functionality, and reporting necessary to support current business needs: OCIS2.0 will close that gap.	🟩	🟩	Planned Start: 07/01/24 Planned End: 09/30/25 Budget: $ 880,864 Expended: $ 220,956 Encumbered: $ 0 Balance: $ 659,208 Source: SSA	**Execution** - Completed Sprints 3 & 4; provided product demos to customer on completed functionality. In next period, to complete Sprints 5 & 6; conduct user acceptance testing (UAT) on completed functionality. **Risk Mitigation** N/A	**40%**

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🟩 On track; within 10% of budget/schedule   🟨 At risk; 10% - 20% over budget/schedule   🟥 Critical: >20% over budget/schedule

IT Project Dashboard

Attachment A

OC IT
Orange County Information Technology

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
OCSD	OCSD	**Automated Jail System** - Sheriff AJS is a highly customized Jail System that was originally developed in 1990 on a mainframe utilizing Assembly/COBOL programming languages. The new IJMS will be built on current programming languages on commercially available and supported platforms. It will include all of the functional and technical requirements compiled by the IJMS team including Intake/Booking, Inmate Property Management, Inmate Classification, Sentence Calculation, Housing, Visits, Mail, Transitional Services, Inmate Accounts, Incidents, Investigations, Transportation, Movement, Count/Census, Medical/Mental Health, Release, Searches, Grievances, Unit Management, Scheduling, Reporting, Callouts, Food Services, and Inmate Requests.	🟩	🟥	Planned Start: ~~10/31/17~~ 12/14/21 Planned End: ~~12/16/22~~ ~~12/31/24~~ 06/30/25 Budget: $ 2,792,000 Expended: $ 633,750 Encumbered: $ 0 Balance: $ 2,158,750 Source: General Fund	**Execution** – Implemented CalAIM tracking requirements; completed Court Interfaces go-live; developed Cases and Charges; continued Client Module reviews; created Feedback Loop; completed go-live of JMS to Guardian RFID interface. In next period, to continue core development; expand business analysis requirements validation; conduct client review and user acceptance testing; work on interface and training development; Inmate Property module go-live; develop Housing Module. <u>**Risk Mitigation**</u> - Establish regular sync meetings with SOMA to improve communication, address issues promptly, and provide a clear project roadmap. Implement a parallel tracking system to monitor legacy system issues and assign dedicated personnel to minimize resource diversion. Collaborate with SOMA's interim leadership to align project priorities post-acquisition and ensure a smooth transition in decision-making. - Utilize a phased approach to integrate new process improvement methodologies within the platform, minimizing risk of failure. Allocate additional resources for the project during critical periods to compensate for staff turnover and system outages.	**70%**

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Project Landing Map

OCIT — Orange County Information Technology

The map below depicts when project benefits have been or are expected to be realized.

Q1 FY23-24 Jul – Sep 2023	Q2 FY23-24 Oct – Dec 2023	Q3 FY23-24 Jan – Mar 2024	Q4 FY23-24 Apr – Jun 2024
✓ County Reimbursement System ✓ Integrated Talent Management System (ITMS) Performance Module	✓ Electronic Health Records (EHR) Interoperability ✓ HCA Business Intelligence & Analytics ✓ Shared Services Server Platform	✓ IntraOC Site Design Refresh	✓ CHORUS ✓ County Enterprise External Firewall Cluster Enhancements ✓ HRS Onboarding ✓ JWA Baggage Handling System

Q1 FY24-25 Jul – Sep 2024	Q2 FY24-25 Oct – Dec 2024	Q3 FY24-25 Jan – Mar 2025	Q4 FY24-25 Apr – Jun 2025
✓ eDiscovery Tool ✓ Legacy Application Restoration ✓ Qualtrics Call Center Analytics ✓ Web Property Tax Inquiry & Payment System	✓ Endpoint Security Transition ■ ~~Identity & Badge Data Integration~~ (Cancelled) 🟨 Multi-Drug Resistant Organism (MDRO) Data Exchange ■ OC Recycling and Disposal System (RDS)	🟨 Employee Information Tracking System 🟨 iConnect Lab Portal 🟨 Mandated Reporter App 🟨 Zscaler Private Access VPN	🟥 Access Control Conversion 🟥 Automated Jail System (AJS) ■ County Enterprise Network Redundancy ■ Multi-Factor Authentication (MFA) System ■ OC CareConnect

Q1 FY25-26 Jul – Sep 2025	Q2 FY25-26 Oct – Dec 2025	Q3 FY25-26 Jan – Mar 2026	Q4 FY25-26 Apr – Jun 2026
■ Orangewood Children's Information System 2.0		🟥 Juvenile Hall Switch Migration	🟥 OC Agenda ■ OC.GOV Migration (Nov 2028)

■ *On schedule*
🟨 *10% - 20% over schedule*
🟥 *>20% over schedule*
✓ *Project has been completed*

Status Update of OCIT Projects Identified as At Risk or Critical in Second Quarter FY 24-25 Quarterly IT Project Progress Report

This update to the Q2 FY 2024-25 IT Projects Progress Report (Attachment A) provides status updates as of March 1, 2025, for OCIT-managed IT projects with budgets of $150,000+ that were flagged as at risk or critical as of December 31, 2024. It does not cover projects managed by other departments.

Project Detail

PROJECT:	OC Agenda		
See Attachment A, p. 9			
☐ **Budget**:	☐ At Risk	☐ Critical	☒ N/A
☒ **Schedule**:	☐ At Risk	☒ Critical	☐ N/A

The County has ended its contract with Granicus for the OC Agenda application. This project will be closed on March 31, 2025.

To address the County's ongoing need for a new agenda management system, OCIT's Application Development team is developing a solution with a budget of $2,400,935 and projected completion in July 2026. The project is 35% complete. Progress on this solution will be provided in upcoming Quarterly IT Project Progress Reports.

PROJECT:	Access Control Conversion		
See Attachment A, p. 10			
☐ **Budget**:	☐ At Risk	☐ Critical	☒ N/A
☒ **Schedule**:	☐ At Risk	☒ Critical	☐ N/A

The County's access control vendor addressed the issue with the Kone application for CAS/CAN elevators, and controls were switched over in February 2025. However, minor elevator control issues persist, and the County is working with the vendor to identify and address the cause(s).

So far, 49 of 115 County facilities have transitioned to the new access control system, with the rest expected to be completed by May 2025.

Status Update of OCIT Projects Identified as At Risk or Critical in Second Quarter FY 24-25 Quarterly IT Project Progress Report

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PROJECT:	Endpoint Security Transition		
See Attachment A, p. 11			
☐ **Budget**:	☐ At Risk	☐ Critical	☒ N/A
☒ **Schedule**:	☒ At Risk	☐ Critical	☐ N/A
This project was successfully completed in October 2024.			

PROJECT:	Zscaler Private Access (ZPA) VPN Standardization		
See Attachment A, p. 13			
☐ **Budget**:	☐ At Risk	☐ Critical	☒ N/A
☒ **Schedule**:	☒ At Risk	☐ Critical	☐ N/A
The ZPA (enhanced security for remote access to County systems) project will extend beyond the original estimated completion date of March 31, 2025. Child Support Services (CSS) delayed ZPA deployment to prioritize the State's Multi-Factor Authentication requirements, and OC Waste & Recycling (OCWR) only recently submitted its ZPA requirements. These factors have pushed the target project completion date to June 30, 2025.			

PROJECT:	Juvenile Hall Switch Migration		
See Attachment A, p. 15			
☒ **Budget**:	☒ At Risk	☐ Critical	☐ N/A
☒ **Schedule**:	☐ At Risk	☒ Critical	☐ N/A
The network (Internet and system access) segments have been completed. The surveillance systems refresh is on hold pending the completion of the required power, cooling, and structural fabrication prerequisites to be completed by Orange County Public Works (OCPW) Facilities. OCPW expects to complete its work by October 2025, pushing the Juvenile Hall Switch Migration project completion date to January 2026. The network vendor is preparing a contract amendment for the expanded scope, which may increase the budget.			

**Status Update of OCIT Projects Identified as At Risk or Critical
in Second Quarter FY 24-25 Quarterly IT Project Progress Report**

PROJECT:	Employee Information Tracking System (EITS)		
See Attachment A, p. 16			
☒ **Budget**:	☒ At Risk	☐ Critical	☐ N/A
☒ **Schedule**:	☒ At Risk	☐ Critical	☐ N/A
The integration of CAPS+ data and the development of complex features required more development effort than originally estimated, leading to increased time and costs. The project is now set for completion in May 2025, and budget overages are under discussion with the Social Services Agency (SSA).			

PROJECT:	Mandated Reporter App		
See Attachment A, p. 16			
☐ **Budget**:	☐ At Risk	☐ Critical	☒ N/A
☒ **Schedule**:	☐ At Risk	☒ Critical	☐ N/A
Project resource changes caused delays in delivery. Additional application review and testing led to updates for better usability, increasing development time and budget. The Social Services Agency (SSA) wants to move training and Go-Live to June 2, 2025, to avoid its traditionally busy March-April season. This project is estimated to be closed as of June 30, 2025 (FY 24-25 Q4).			

**Status Update of OCIT Projects Identified as At Risk or Critical
in Second Quarter FY 24-25 Quarterly IT Project Progress Report**