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## **Review of Santa Clara County, California Information Services Department Technology Assistance**

### **Client Agency**

Santa Clara County Information Services Department (SCC ISD)  
Santa Clara, California

### **Participating IJIS Institute Staff**

Paul Wormeli, Executive Director, Emeritus  
Greg Trump, Engagement Manager

### **Participating IJIS Institute Consultants and Firms**

Dwight Hunter, *Hunter Research, Inc.*  
Bona Nasution, *MTG Management Consulting, Inc.*

### **Dates Services Provided**

Onsite visit June 21-24, 2011

### **Overview of Technology Assistance Request**

The IJIS Institute received the request for Technology Assistance (TA) from the SCC ISD in Santa Clara County, CA, and provided a team of qualified experts for this engagement. These consultants represented a consortium of IJIS Institute member companies and alliance partners that possess the required experience and expertise in: law enforcement, justice, and public safety domains; relevant technologies and product sets; and the applicable information sharing standards and capabilities.

As defined by the contract agreement, the principal goals of this TA engagement were as follows:

- ◆ Review and validate the analysis and design documents previously prepared by the SCC ISD technical staff as part of the LJSR project.
- ◆ Assist SCC ISD in preparation of a report on the best approaches to migrate the existing CJIC legacy system into a new or enhanced information sharing configuration.

This engagement included four major deliverables:

- ◆ An onsite visit and comprehensive Technical Assistance (TA) execution;
- ◆ A draft report for presentation to the Client agency for review and comment;
- ◆ A final report representing the assimilated viewpoints of the TA team, the Client and BJA; and,
- ◆ A follow up engagement assessment phone call between an IJIS Institute representative and a Client management representative to review engagement effectiveness.



**Type of Technology Assistance Services Provided**

The TA team performed a site visit for the SCC ISD organization on June 21-24, 2011. A series of meetings with key project managers, stakeholders, and technical staff occurred during this time. These activities were necessary to complete the scope of work as outlined in the applicable contract agreement.

Specific onsite activities that were performed by the TA Team included:

- ◆ *Problem definition:*
  - Reviewed major current issues
  - Reviewed relevant documentation for current and planned systems
  - Determined Client priorities for each system component and review associated timelines
- ◆ *Current situation assessment:*
  - Reviewed current “As Is” computer technology and information sharing environment
  - Discussed organizational structure, policy and governance
  - Gathered information and documentation on current and planned applications, systems and networks
  - Reviewed network infrastructure and facilities relevant to supporting a secure information sharing environment
  - Gathered information and documentation on current requirements for the automation of real time inter-agency, intra-agency information sharing
  - Reviewed current facilities and infrastructure
- ◆ *Needs analysis:*
  - Assessed IT management and technology resource needs
  - Assessed the most cost effective implementation of the planned system
  - Assessed the facilities infrastructure needs
- ◆ *Recommendations:*
  - Developed general and specific recommendations relevant to strategic system planning
  - Developed “To Be” configuration recommendations
  - Developed recommendations for improved information sharing
  - Identified the computer, network and security technology applicable to facilitate the automation of real time information sharing



◆ *Actions and initiatives:*

- Defined major initiatives
- Prioritized actions to be taken

**Contact Information**

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