

MEMORANDUM

1/29/2013

TO: Harash Segal, Director, Department of Technology Services
Patrick Lacefield, Director, Office of Public Information
FROM: CountyStat
SUBJECT: DTS Performance Plan

The following items were identified for follow-up during the 1/29/2013 CountyStat meeting:

1. Prepare a revised strategy for desktop modernization that reflects new technologies and takes into account the current RFP process and existing contracts, while preserving for the County the flexibility to adapt what we purchase and for whom based on what the market might offer over time.

Responsible parties: DTS
Other parties involved: none
Deadline: 7/31/2013

2. Complete a County-wide systems inventory.

Responsible parties: DTS
Other parties involved: none
Deadline: 5/31/2013

3. 311 and the DTS Cable Office are going to meet to discuss the functionality of Siebel and its ability to address the business needs of the Cable Office to enable a single point of intake for cable-related complaints (311 via phone or web portal) that will allow: 1) 311 to obtain all the necessary information that the Cable Office needs, 2) the Cable Office to manage the workflow to the extent possible inside of Siebel, and 3) CountyStat to run consistent and accurate reports on the nature of complaints, method of resolution, etc.

Responsible parties: DTS, PIO
Other parties involved: CountyStat
Deadline: 2/15/2013

4. Continue to review and revise DTS's Headline Performance Measures. DTS prepared a list of possible metrics to explore, and a follow-up meeting is necessary.

Responsible parties: CountyStat
Other parties involved: DTS
Deadline: 3/1/2013

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer