Ramsey County Board Workshop:

Information Technology Portfolio
Technology Governance Committee (TGC)

February 18, 2020

Estimated Start: 9:45 a.m.
220 Courthouse, Large Conference Room

Agenda

Introduction   Karen Francois – Deputy County Manager,
                                 Information and Public Records

Overview   Rich Christensen – Chief Information Officer,
                                 Director Enterprise Project Management Office

Discussion   All

RAMSEY COUNTY

Working with you to enhance our quality of life

Board Workshop
Information Technology Portfolio

February 18, 2020

Technology Governance Committee Members

- Chair: Rich Christensen – Chief Information Officer, acting Director Enterprise Project Management Office

- Dr. Paul Allwood – Deputy County Manager, Health & Wellness

- Scott Williams – Deputy County Manager, Safety & Justice

- Mark McCabe – Director, Parks & Recreation

- Tara Bach – Director, Information & Public Records Administration

- Elizabeth Tolzmann – Director, Policy & Planning

- Lee Mehrkens – Chief Financial Officer

- Mike Piram – Program Manager, Enterprise Resource Planning

County Board Information Technology Workshop

Engage the board in a discussion related to the change in technology governance and funding processes ahead of the submission of the 2020 technology funding Request for Board Action (RBA).

Objectives:

- Provide historical context
- Provide an overview of the revised approach to technology governance
- Discuss shift from Technology Application Program / Technology Application Fund **(TAP/TAF)** to Information Technology Portfolio **(ITP)**
- Discuss technology funding and upcoming Information Technology Portfolio RBA

Context Setting:
Significant and Growing Investment in Technology

- Inception of annual technology application funding process – 2005
  - Provide funding for technology purchases and implementation necessary to support county services
  - First year $2,800,000

- 2019, Board approved $9,928,135
  - Via the annual "TAP/TAF" Request for Board Action
  - Governed by the Technology Governance Committee

- Projects included in 2019 funding *(subset for context)*
  - Public Health, SOS Sexual Violence Services System
  - Probation System Transition
  - Construction Project Management
  - Civil Case Management
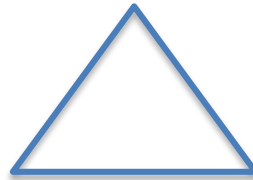 - Employee Time and Scheduling

Key drivers of change in the Information Technology funding and governance processes

- Migration to Service Teams and Strategic Initiatives

  - Technology intake process has historically been department oriented

- Technology projects initiated via an annual processes

  - Demand is fluid, while process is lumpy and cumbersome

  - Out of sync with the increasing pace of change across the county

- Portfolio of active projects has grown materially

- County-wide focus on Community Engagement, Racial Equity and County Values

In response, we are changing the way we initiate and govern technology projects

Technology Governance Committee (TGC)

- More strategic
- Govern *All Technology Investments*
- Sub-committees to accelerate decision-making

Enterprise Project Management Office (EPMO)

- Brings portfolio view to TGC
- Project approval by phase
- Proven methodologies

Information Technology Portfolio (ITP)

- Simplified intake process
- No wrong door
- No wrong time
- Governed by TGC

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Benefits resulting from the changes in the funding and governance processes

- Migration from Department to Service Teams and Strategic Initiatives

    - TGC processes now oriented to Strategic, Enterprise and Service Team

- Annual processes changed to ongoing processes

    - ITP submissions accepted year-round

    - TGC reviews requests monthly

    - Approval by project phase makes process more effective and efficient

    - 2020 RBA enables shift to more fluid technology project approval

- Portfolio of active projects receives more oversite and support

    - Enterprise Project Management Office Director now on TGC

    - TGC oversight of the county-wide portfolio of technology initiatives

Benefits resulting from the changes in the funding and governance processes

- County-wide focus on Community Engagement, Racial Equity, and County Values
  - Now included in ITP submission requests
  - Incorporated into project prioritization process
  - Ongoing effort at the TGC
- Key take-aways
  - Nimble processes
  - Reflects county's strategic focus
  - More effective and efficient initiation and implementation of technology project

Information Technology Portfolio Funding Request coming to the Board via RBA in March

- In support of Strategic Priorities and Operational Effectiveness

- Aligned to Racial Equity, Community Engagement, County Values

- Significant allocation designated to Residents First technology initiatives

- The RBA authorizes funding for 2020 ITP and delegates authority to County Manager to allocate technology funding
  - Within Board approved parameters as defined in the RBA
  - Monthly contract report provided to the Board

- Technology Governance Committee governs investment and prioritization decisions at the individual project level

Information Technology Portfolio Funding - 2020

- ITP funding approach
  - Reallocation of existing funds combined with budgeted 2020 Technology Application Fund

Source	Amount
Source	**Amount**
2020 TAP Allocation	$2,800,000
Capital Projects Fund	$2,672,645
2019 Service Team Appropriations	$4,344,904
Library Fund	$182,451
Total ITP 2020 Funding	**$10,000,000**

- Note: No new funds being requested

Alignment and Next Steps

- Board alignment regarding the approach
- Submit an Information Technology Portfolio RBA for funding authority and program implementation
- Technology Governance Committee accepts projects for consideration and approval

For Reference: TGC Charter

- Technology Governance Committee Charter:
  - Alignment of technology and business objectives
  - Delivery of value by technology to the business
  - Appropriate sourcing, organizational alignment, and use of technology funds and resources
  - Oversight and prioritization of business systems technology funding
  - The oversight of technology-related risks
  - The measurement of technology performance