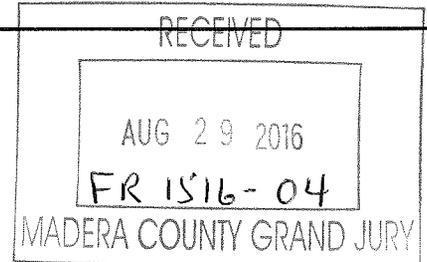


**COUNTY OF MADERA
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Tania Say, CIO – Office of Information Technology



DATE: August 19, 2016
TO: The Honorable Ernest J. LiCalsi
Presiding Judge, Madera County Superior Court
200 S. G Street
Madera, CA 93637
From: Tania Say *Tania Say*
Chief Information Officer
200 W. 4th Street
Madera, CA 93637

SUBJECT: Response – 2015/16 Grand Jury Report entitled “Madera County Information Technology Department”

Honorable Judge LiCalsi:

In accordance with California Penal Code Section 933.5 (a) and (b), this response addresses all Findings and Recommendations contained in the above-referenced Grand Jury Report.

Finding #1:

The CIO will maintain a close relationship with the Chief Administrative Officer (CAO) for administrative functions and will report to the Board of Supervisors as IT department head and CIO. For the CIO’s job description see Attachment ‘A’.

Response:

Agree with the finding per California Penal Code 933.05 (a) (1).

Finding #2:

The IT Department has requested and obtained permission to start an external network security audit. This audit is expected to provide the County with the information necessary to greatly enhance Madera County’s network security.

Response:

Partially disagree with the finding per California Penal Code 933.05 (a) (2). The external network security audit was a first step out of a five step process to develop an Information Technology Security Program. The external network completed in May 2016 was the foundational, first step of the overall process.

Finding #3:

There is no dedicated analyst for oversight of network security.

Response:

Agree with the finding per California Penal Code 933.05 (a) (1).

Finding #4:

In an effort to control and maintain computer and software consistency, the Purchasing Department now requires IT Department approval of purchase orders.

Response:

Agree with the finding per California Penal Code 933.05 (a) (1).

Finding #5:

A steering committee has been formed on which major departments participate to prioritize how the County's monies will be spent on information technology items.

Response:

Agree with the finding per California Penal Code 933.05 (a) (1).

Finding #6:

The steering committee consists of the CIO, CAO, Deputy CAO, members from: Public Works, Sheriff's Department, Probation, Department, Social Services, Human Resources, Community and Economic Planning, Auditor-Controller, Assessor, and a technical advisor.

Response:

Agree with the finding per California Penal Code 933.05 (a) (1).

Finding #7:

Plans are in place to consolidate some of the various software used by different departments for essentially the same function. Information transferred from one department to another often needs to be reentered.

Response:

Agree with the finding per California Penal Code 933.05 (a) (1).

Finding #8:

Personnel shortage results in staff working in positions for which they are over-qualified.

Response:

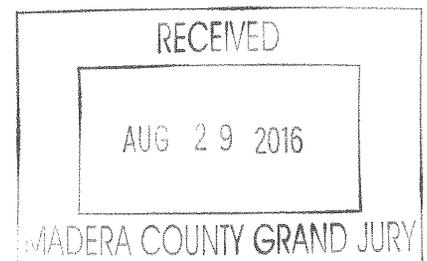
Agree with the finding per California Penal Code 933.05 (a) (1).

Finding #9:

The IT Department is currently in the process of filling two of their vacant positions.

Response:

Agree with the finding per California Penal Code 933.05 (a) (1).



Finding #10:

The morale in the IT Department is extremely high.

Response:

Agree with the finding per California Penal Code 933.05 (a) (1).

Recommendation #1:

That the highest priority of the IT Department continues to be the use of external auditing expertise to implement the best possible network security plan for Madera County.

Response:

This recommendation has been implemented. IT staff have been diligently working on a network security plan using internal and external expertise to develop and implement Information Technology Security policies which will be the framework to the network security plan and implementation.

Recommendation #2:

That the IT Department continue to develop continuity of software between interfacing departments.

Response:

This recommendation has been implemented. IT staff will continue to work with departments on this initiative.

Recommendation #3:

That the Board of Supervisors fund and fill vacant IT Department positions to provide the necessary personnel to strengthen Madera County's digital assets and allow higher qualified employees to perform their assigned duties.

Response:

This recommendation has been implemented. The Board of Supervisors approved the funding of the positions and we are in the process of working with HR to fill the vacant positions.

Recommendation #4:

That the IT Department add a new position of security analyst for network security.

Response:

This recommendation requires further analysis. As we are developing an Information Technology framework for security, we are identifying all of our needs. Once requirements are determined, we will evaluate all options, including outsourcing this function.

Cc: Madera County Board of Supervisors

