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September 13, 2016

The Honorable Ernest J. LiCalsi
Presiding Judge
Madera, County Superior Court
200 S. G Street
Madera, CA 93637

Subject: **Response to the 2015-16 Grand Jury Report entitled "Information Technology Department"**

Honorable Judge LiCalsi:

Pursuant to the California Penal Code 933.05, the Madera County Board of Supervisors submits this response to the findings and recommendations in the 2015-16 Madera County Grand Jury Report entitled, "Information Technology Department." See Attachment #1.

The following are the Grand Jury's findings and recommendations and the Board of Supervisors' responses:

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 to Finding 1:
Respondent agrees with the finding. (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 to Finding 2:
Respondent partially disagrees with the finding. (Penal Code § 933.05 (a)(2).) Under separate cover, the Director of Information Technology has responded to this finding and stated:

> *"The external network security audit was a first step out of a five step process to develop an Information Technology Security Program. The external audit completed in May 2016 was the foundational, first step of the overall process."*

The response of the Director of Information Technology to the above Finding is considered appropriate and is submitted as the Board of Supervisors' response.

Finding 3:
There is no dedicated analyst for oversight of network security.

Response to Finding 3:
Respondent agrees with the finding. (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 to Finding 4:
Respondent agrees with the finding. (Penal Code § 933.05 (a)(1).)

Finding 5:
A steering committee has been formed on which major departments participate to help prioritize how the County's monies will be spent on information technology items.

Response to Finding 5:
Respondent agrees with the finding. (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 to Finding 6:
Respondent agrees with the finding. (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 to Finding 7:
Respondent agrees with the finding. (Penal Code § 933.05 (a)(1).)

Finding 8:
Personnel shortage results in staff working in positions for which they are over-qualified.

Response to Finding 8:
Respondent agrees with the finding. (Penal Code § 933.05 (a)(1).)

Finding 9:
The IT Department is currently in the process of filling two of their vacant positions.

Response to Finding 9:
Respondent agrees with the finding. (Penal Code § 933.05 (a)(1).)

Finding 10:
The moral in the IT Department is extremely high.

Response to Finding 10:
Respondent agrees with the finding. (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 to Recommendation 1:
The recommendation has been implemented. Under separate cover, the Director of Information Technology has responded to this finding and stated:

> *"IT staff has 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."*

The response of the Director of Information Technology to the above recommendation is considered appropriate and is submitted as the Board of Supervisors' response.

Recommendation 2:
That the IT Department continues to develop continuity of software between interfacing departments.

Response to Recommendation 2:
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 to Recommendation 3:
This recommendation has been implemented. The Board of Supervisors has approved funding for these positions.

Recommendation 4:
That the IT Department add a new position of security analyst for network security.
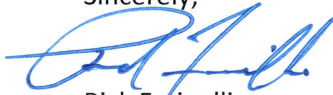
Response to Recommendation 4:

The recommendation requires further analysis. Under separate cover, the Director of Information Technology has responded to this finding and stated:

> *"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."*

The response of the Director of Information Technology to the above recommendation is considered appropriate and is submitted as the Board of Supervisors' response.

Sincerely,

Rick Farinelli

Chairman of the Board of Supervisors