

ITC Meeting
DRAFT Minutes:
July 24, 2025

3:00 pm
Hall of Justice
Pacific Conference Room



Meeting called by IT Services

Type of Meeting: Information Technology Governance

Facilitator: Terry Theobald

Scribe: Joanna Peterson

Committee Attendees: Dustin Gardner - VCFPD; Chuck Hughes – District Attorney; Robert Mullane – Resource Management Agency; Bach Nguyen – Health Care Agency; Janice Parvin – BOS District 4; Mike Pettit – CEO; Jennie Pittman – Human Services Agency; Christine Renshaw – County Counsel

Presenters/Visitors: Ozgar Aral – Auditor Controller; Stanley Patterson – HCA; Shannon Perreyclear – Auditor Controller

WELCOME:

- Terry Theobald welcomed all. Roll was taken, quorum was confirmed, and the meeting was called to order at 3:00 PM

APPROVAL OF MINUTES:

- April 24, 2025, ITC meeting minutes reviewed.
 - o Motion to approve minutes as written.
 - o First by Mike Pettit and second by Chuck Hughes
 - o All in favor; motion passed.

PUBLIC COMMENTS:

- None were submitted to the public comments email address.

COMMITTEE COMMENTS:

- No Committee comments.

AGENDA REVIEW:

- None

RECEIVE, RATIFY, AND FILE REPORT ON NEW PROJECTS REVIEWED/APPROVED BY CIO:

- None

NEW PROJECTS FOR REVIEW AND APPROVAL BY THE INFORMATION TECHNOLOGY COMMITTEE:

- None

UPCOMING PROJECTS:

- None

RECEIVE AND FILE – STATUS OF OPEN PROJECTS:

- Terry Theobald provided a briefing on the Status and Closure Reports of projects.

0 new projects (0 previously)**6 active projects within budget and on schedule (4 previously):**

- Regional Radio Project – Information Technology Services
- VCIJS 2.0 – Information Technology Services
- Accela Land Management System Upgrade to Managed Services – RMA
- City Works Implementation – Public Works Agency
- DR Remediation – Information Technology Services
- Enterprise Content Management – Public Defender’s Office

3 active projects within budget and not on schedule (5 previously):

- Integrated Property Tax Assessment and Collections System – Assessor/Auditor-Controller/Tax Collector
- Medical Grade Network – Health Care Agency
- Ambulatory Care Clinic Integration (CPM) and Experian eCare NEXT – Health Care Agency

0 project on schedule and not within budget (1 previously):**1 project not within budget and not on schedule (1 previously):**

- Kronos/UKG WFD Project – Health Care Agency

1 projects were completed and closed (1 previously)

VCFMS Adv4 Upgrade and Cloud Transition – Auditor-Controller

COUNTYWIDE IT POLICIES FOR REVIEW:**Review and Approval of Countywide Information Technology Policy and Standards Manual Policies.**

- Countywide AI Policy
 - o It was suggested to add reference to state data privacy laws in addition to national laws in the first bullet point of section 6C.
 - o Concerns were brought up about how AI generated data would be identified in citations. County Counsel will investigate and report back.
 - o Specify ability to petition for an exception for captive AI systems on a case-by-case basis.
- Motion to approve policy with provisions as discussed
- First by Supervisor Parvin and second by Rob Mullane
- All in favor; motion passed.

CIO REPORT:**.Gov Update**

- Terry Theobald provided an update on the current status of the .Gov migration

REVIEW OF ACTION ITEMS:

- Schedule an Ad Hoc Special Session before the October 23rd ITC Meeting to review the Technology Use Policy – ITS
- Make recommended changes to AI Policy and send out to AI Working Group and ITC Members – ITS

CLOSING COMMENTS/ REQUESTED AGENDA ITEMS FOR NEXT MEETING:Closing Comments:

- No closing comments.

Requested Agenda Items for Next Meeting:

- No requested agenda items for the next meeting.

	<ul style="list-style-type: none">• Motion to adjourn.<ul style="list-style-type: none">○ First by Mike Pettit and second by Terry Theobald○ All in favor; meeting adjourned at 4:18 PM
	<ul style="list-style-type: none">• Next meeting is scheduled for October 23, 2025, at 3:00 PM, Hall of Justice, Pacific Conference Room

Information Technology Committee



COUNTY of VENTURA

County of Ventura

ITC Project Status Report

Form Revised April 29, 2021

Agency/Department:	IT Services	Project Name:	Regional Radio System
Project Manager:	James Norris	Report Preparer:	James Norris
Report Preparer Contact:	Jim.norris@ventura.org	ITC Meeting Date:	7/24/2025

PROJECT OVERVIEW (AS APPROVED BY THE ITC)

To add a new 700 MHz Radio System and a new Microwave Network to support the new system and the current VHF radio system. The Sheriff's Office and several other local Police Departments and other government entities associated with public safety will be the primary users of the system. Fire may eventually begin to also use the 700 MHz Regional Radio System.

PROJECT SCOPE

Have there been any material changes in the project scope?

No, there have not been any changes in the project scope currently.

Yes, the project scope has increased to purchase

1a. Effects on budget: None

1b. Effect on schedule: None.

1c. Project Sponsor Approval:

PROJECT SCHEDULE

1. Is this project on schedule?

- Yes, the project is tracking to the original approved schedule.
- Yes, the project is tracking to a revised schedule previously presented to the ITC.
- No, the project is not on schedule.

1a. Reasoning for change in schedule:

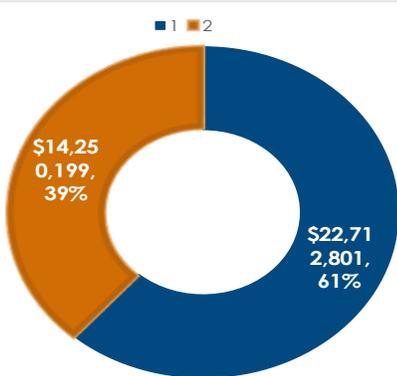
1b. Revised implementation date:

1c. Attach revised schedule:

PROJECT BUDGET

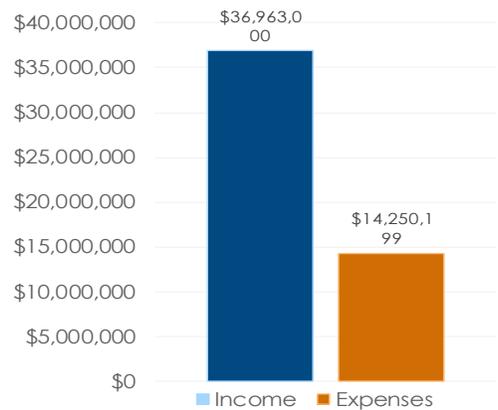
PROJECT BUDGET

Percentage of Budget Spent



Summary

IMPLEMENTATION COST	\$36,963,000
TOTAL EXPENSES TO DATE	\$14,250,199
PROJECT BALANCE	\$22,712,801
TOTAL 5-YEAR COST	\$17,500,000



1. Is the project on budget?

- Yes, the project is tracking to the original approved budget.
- Yes, the budget is tracking to a revised budget previously presented to the ITC.
- No, the project is not on budget.

1a. Reasoning for budget change:

1b. Attach revised budget:

RISK ASSESSMENT

1. Have any new risks been identified? NO

Information Technology Committee

 COUNTY of VENTURA	<p>County of Ventura</p> <p>ITC Project Status Report</p> <p>Form Revised April 29, 2021</p>
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Agency/Department:	Ventura ITSD	Project Name:	VCIJIS 2.0 Project
Project Manager:	Shekhar Iyer	Report Preparer:	Pat Patterson & Shekhar Iyer
Report Preparer Contact:	805-662-6642	ITC Meeting Date:	6/26/2025

PROJECT OVERVIEW (AS APPROVED BY THE ITC)

The current Ventura County Integrated Justice Information System (VCIJIS) application resides on a legacy platform that presents sustainability risks and limits opportunities to benefit from technology innovations. The VCIJIS 2.0 project will modernize VCIJIS via a hybrid architecture, as well as preserve and expand cross-agency data sharing between the Ventura County Sheriff’s Office, District Attorney’s Office, Public Defender’s Office, Probation Agency, and Superior Court of California. The hybrid architecture will consist of off-the-shelf solutions, migrating some modules to the new and supportable architecture, and introducing a robust integration platform which will enable the various solutions to share information. This integration platform, in conjunction with the hybrid model, enables a phased approach for implementing the selected solutions for each justice agency, and allows other off-the-shelf products or in-house developed systems to be added in the future.

PROJECT SCOPE

Have there been any material changes in the project scope?

No, there has not been any changes in the project scope currently.

Yes, the project scope has increased/decreased.

1a. Effects on budget:

1b. Effect on schedule:

1c. Project Sponsor Approval:

PROJECT SCHEDULE

1. Is this project on schedule?

- Yes, the project is tracking to the original approved schedule.
- Yes, the project is tracking to a revised schedule previously presented to the ITC.
- No, the project is not on schedule.

1a. Reasoning for change in schedule:

Although some milestone dates have changed, the overall project completion date (FY 27) has not changed.

Previous ITC reports have identified specific reasons for the original changes, while this report highlights an additional factor contributing to the existing ones.

- *The vendor of choice for Probation after a RFP process, has a disagreement with the County contract language around the Indemnity and Limitation of Liability Clauses.*
 - ✓ *County stakeholders—including County Counsel, Risk Management, Probation Executive staff, Contracts, Procurement, and the VCIJIS 2.0 team—are actively working with the vendor to negotiate a workable agreement.*
 - ✓ *If an agreement is reached via a Contract Amendment, then this would have to be taken to the board for approval in Aug and so the start of the project will be delayed by 3 months.*

1b. Revised implementation date: For the milestone(s) that were impacted.

Probation Agency Vendor BOS Approval: Aug 2025

Sheriff commissary System Vendor BOS Approval: Aug 2025

CAD Go Live on Cloud: Aug 2025

RMS Go Live on Cloud: Dec 2025

1c. Attach revised schedule:

The overall project completion date (FY 27) has not changed, although the schedule for Probation and Sheriff has the follow adjustments.

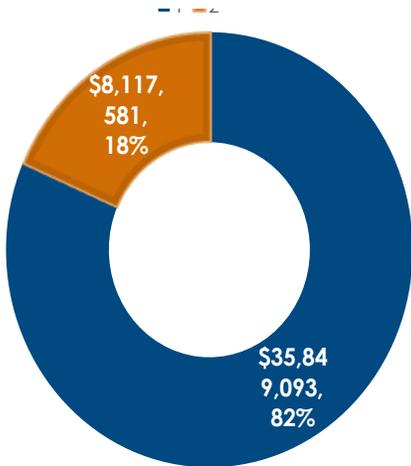
Probation Agency Solution: Aug 2027

Sheriff Office - Records Management System: Nov 2025

Sheriff Office - Jail Management System: Aug 2027

Lift & Shift – VCIJIS Migration: Dec 2025

PROJECT BUDGET – AS OF AP 08 FY 25



\$43,966,674

TOTAL EXPENSES TO DATE

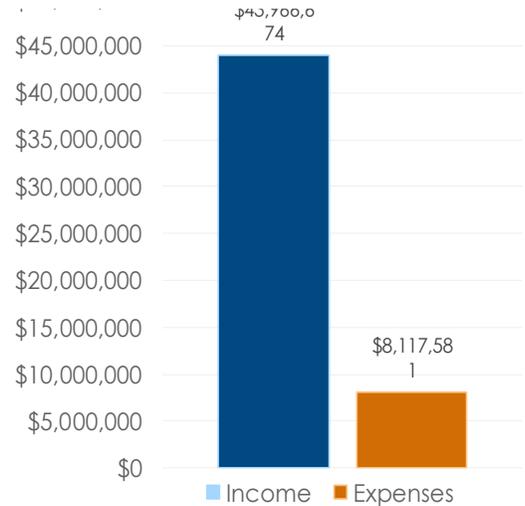
\$8,117,581

PROJECT BALANCE

\$35,849,093

TOTAL 5-YEAR COST

\$43,966,673



1. Is the project on budget?

Yes, the project is tracking to the original approved budget.

Yes, the budget is tracking to a revised budget previously presented to the ITC.

No, the project is not on budget.

1a. Reasoning for budget change:

1b. Attach revised budget:

RISK ASSESSMENT

1. Have any new risks been identified?

Yes

- Superior Court Executive Team has requested that the VCIJIS project refrain from utilizing any of their resources until they grant approval to reengage, which may happen in early July. If this approval is delayed beyond the end of June, the project could experience a delay of 2 to 4 weeks.
 - ✓ At present, the impact on the project is minimal, as existing documentation and knowledge are being leveraged to develop the test plans.

- *If the Court Executive Team decides to withdraw from the Migration project, the District Attorney's office will follow suit, which will likely result in the Public Defender also opting out of the migration.*
 - ✓ *ITSD is working to maintain an open line of communication with the Superior Court and is prepared to address any emerging risks. If necessary, they will escalate the issue to the Executive Steering Committee for guidance and approval of any major course changes.*

- *The VCIJIS 2.0 migration plan, which involves transitioning the backend databases from Sybase to SQL Server in phases to ensure compatibility with the PowerBuilder-based VCIJIS, has encountered several technical challenges, introducing multiple risks to the current VCIJIS 1.0.*
 - ✓ *These technical challenges are solvable, but they require making code changes to the existing PowerBuilder-based VCIJIS and deploying them in production as part of the current monthly cycle.*
 - ✓ *Since the Agency's PowerBuilder developers are focused on supporting the current application, Xpanxion and Probation's PowerBuilder developers are stepping in to assist with the resolution.*
 - ✓ *These changes will need to be tested and validated by the Agency SME, which was not initially planned. This introduces a new risk to long-established workflows due to the required changes. The project is in the process of identifying the overall impact and will communicate the extent of testing needed to get confidence in these technical changes.*

- The Sheriff Commissary System RFP may not identify a suitable vendor, which would result in including the existing Sheriff Commissary module as part of the testable product for the VCIJIS 2.0 migration. This will extend the timeline and require integration with the ATIMS Jail Management System more specifically for Commissary inside VCIJIS 2.0.

Information Technology Committee



County of Ventura

ITC Project Status Report

Form Revised April 29, 2021

Agency/Department:	RMA / Operations	Project Name:	Accela Cloud
Project Manager:	Chuck Chanin	Report Preparer:	Chuck Chanin
Report Preparer Contact:	Chuck.chanin@ventura.org	ITC Meeting Date:	7/24/2025

PROJECT OVERVIEW (AS APPROVED BY THE ITC)

Migrate Accela to Accela’s managed service product in their cloud. Includes migrating all data.

PROJECT SCOPE

Have there been any material changes in the project scope?

- No, there has not been any changes in the project scope currently.
- Yes, the project scope has increased/decreased.

- 1a. Effects on budget:
- 1b. Effect on schedule:
- 1c. Project Sponsor Approval:

PROJECT SCHEDULE

1. Is this project on schedule?

- Yes, the project is tracking to the original approved schedule.
- Yes, the project is tracking to a revised schedule previously presented to the ITC.

No, the project is not on schedule.

1a. Reasoning for change in schedule:

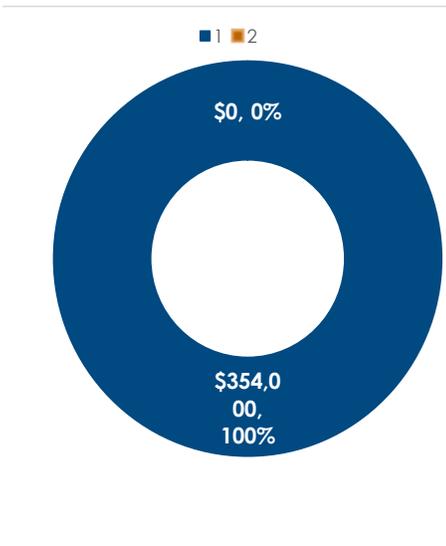
1b. Revised implementation date:

1c. Attach revised schedule:

PROJECT BUDGET

PROJECT BUDGET

Percentage of Budget Spent



Summary

IMPLEMENTATION COST

\$354,000

TOTAL EXPENSES TO DATE

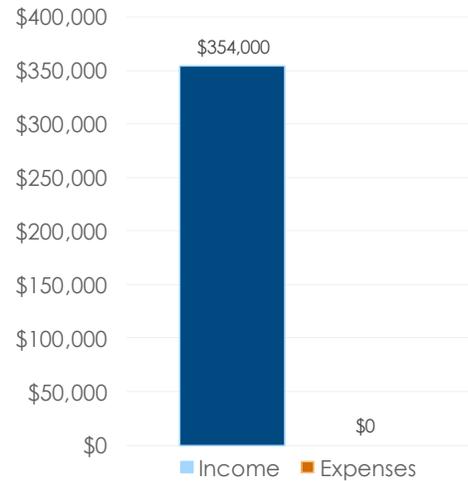
\$0

PROJECT BALANCE

\$354,000

TOTAL 5-YEAR COST

\$5,300,000



1. Is the project on budget?

Yes, the project is tracking to the original approved budget.

Yes, the budget is tracking to a revised budget previously presented to the ITC.

No, the project is not on budget.

1a. Reasoning for budget change:

1b. Attach revised budget:

RISK ASSESSMENT

1. Have any new risks been identified? No

Information Technology Committee



County of Ventura

ITC Project Status Report

Form Revised April 29, 2021

Agency/Department:	Public Works Agency	Project Name:	Cityworks Implementation
Project Manager:	Sean Hanley	Report Preparer:	Sean Hanley
Report Preparer Contact:	805-378-3046 sean.hanley@ventura.org	ITC Meeting Date:	7/24/2025

PROJECT OVERVIEW (AS APPROVED BY THE ITC)

Ventura County Water and Sanitation Department is a local water and sanitation retailer in the County of Ventura. The Department has an estimated 250 miles of potable water pipeline and 180 miles of sewer pipeline as well as a small recycled water system. The Department also operates numerous pump stations, regulating stations, reservoirs and revenue meters. The Department currently uses cloud based Sedaru Enterprise Asset Management Software to primarily track maintenance, scheduling, and work history.

Sedaru recently announced it will be ending service with limited contract extensions. Ventura County Water and Sanitation’s contract is set to expire February of 2024 with a limited option to extend the contract until June of 2024.

The Department is looking to implement Cityworks as a new system of record to track asset maintenance, management, work history, and scheduling information. This includes dynamic interactive reporting, streamlined work management processes, and service request tracking. The system will seamlessly display Esri GIS information that enables effective and efficient delivery of services within the Asset Management Program.

The project will consist of Cityworks’ Software as a Service (Saas) online annual subscription and implementation services through Centricity who is a Cityworks Business Partner.

PROJECT SCOPE

Have there been any material changes in the project scope?

- No, there have not been any changes in the project scope currently.
- Yes, the project scope has increased/decreased.

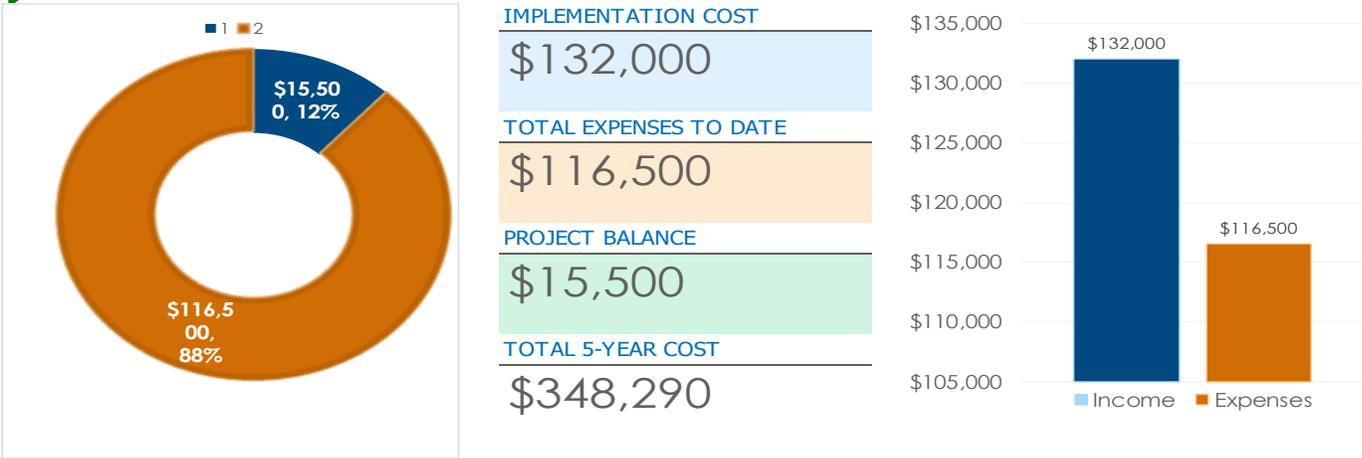
- 1a. Effects on budget:
- 1b. Effect on schedule:
- 1c. Project Sponsor Approval:

PROJECT SCHEDULE

1. Is this project on schedule?

- Yes, the project is tracking to the original approved schedule.
- Yes, the project is tracking to a revised schedule previously presented to the ITC.
- No, the project is not on schedule.

PROJECT BUDGET



1. Is the project on budget?

- Yes, the project is tracking to the original approved budget.
- Yes, the budget is tracking to a revised budget previously presented to the ITC.
- No, the project is not on budget.

1a. Reasoning for budget change:

1b. Attach revised budget:

RISK ASSESSMENT

1. Have any new risks been identified? No.

Information Technology Committee



County of Ventura
ITC Project Status Report
Form Revised April 29, 2021

Agency/Department:	IT Services	Project Name:	IT Disaster Recovery Remediaton
Project Manager:	Tony Banando	Report Preparer:	Gary Gooden
Report Preparer Contact:	Gary.gooden@ventura.org	ITC Meeting Date:	7/24/2025

PROJECT OVERVIEW (AS APPROVED BY THE ITC)

This project will seek to enhance our Disaster Preparedness from a Business Continuity perspective, and as such we are proposing a new Disaster Recovery (DR) site in a Co-Lo (Co-Location) facility that provides fully hosted DRaaS (Disaster Recovery as a Service) for failover and recovery of the county’s most critical systems.

The current county DR process requires additional enhancements to modernize and ensure successful restoration of critical county systems. DR plans and strategies have been developed in the past but have not been consistently tested and no longer reflect today’s information technology DR industry standard or our current infrastructure demands. As a result of a multi-agency outage in 2019, actions were taken to establish backup and recovery infrastructure at the Fire Communication Center (FCC). While periodic restoration testing was performed, consistent annual failover testing of the county’s critical systems were not performed, which would have included user functionality testing. Additionally, there are other critical services that need to be accounted for from a DR perspective.

PROJECT SCOPE

Have there been any material changes in the project scope?

No, there has not been any changes in the project scope currently.

Yes, the project scope has increased/decreased.

1a. Effects on budget:

1b. Effect on schedule:

1c. Project Sponsor Approval:

PROJECT SCHEDULE

1. Is this project on schedule? **Currently preparing the required Board Letter for an August BOS agenda**

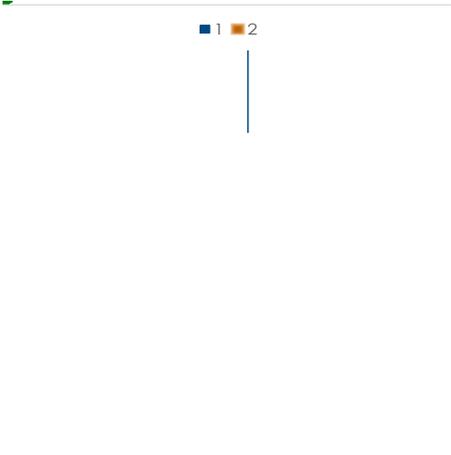
- Yes, the project is tracking to the original approved schedule.
- Yes, the project is tracking to a revised schedule previously presented to the ITC.
- No, the project is not on schedule.

- 1a. Reasoning for change in schedule:
- 1b. Revised implementation date:
- 1c. Attach revised schedule:

PROJECT BUDGET

PROJECT BUDGET

Percentage of Budget Spent



Summary

IMPLEMENTATION COST	\$1
\$0	\$1
TOTAL EXPENSES TO DATE	\$1
\$0	\$1
PROJECT BALANCE	\$0
\$0	\$0
TOTAL 5-YEAR COST	\$0
\$0	\$0



1. Is the project on budget? **PENDING BOS APPROVAL**

- Yes, the project is tracking to the original approved budget.
- Yes, the budget is tracking to a revised budget previously presented to the ITC.
- No, the project is not on budget.

- 1a. Reasoning for budget change:

1b. Attach revised budget:

RISK ASSESSMENT

1. Have any new risks been identified? **NO**

Information Technology Committee



County of Ventura
ITC Project Status Report

Form Revised April 29, 2021

Table with 4 columns: Agency/Department, Project Manager, Report Preparer Contact, Project Name, Report Preparer, ITC Meeting Date. Values include Public Defender, Araceli Correa, 805-477-7138, Laserfiche, Araceli Correa/Scott Burns, 7/24/2025.

PROJECT OVERVIEW (AS APPROVED BY THE ITC)

The Public Defender Laserfiche-based Enterprise Content Management (ECM) system will provide a more organized and retrievable electronic method for receipt, creation, storage, and circulation of documents and other electronic content.

Laserfiche ECM will allow for the more efficient, electronic flow of information in cases as the Public Defender's Office moves toward eliminating hard copy case files.

In addition, business processes currently performed manually will be automated using Laserfiche software. The system will be used for electronic organization, workflow improvement, and data retention.

PROJECT SCOPE

Have there been any material changes in the project scope?

- Yes, there has not been any changes in the project scope currently.
No, the project scope has increased/decreased.

PROJECT SCHEDULE

1. Is this project on schedule?

- Yes, the project is tracking to the original approved schedule.
Yes, the project is tracking to a revised schedule previously presented to the ITC.
No, the project is not on schedule.

1a. Reasoning for change in schedule: Resource availability for Public Defender's Office and Vendors due to COVID has delayed project activities including digitization, media processing, and Laserfiche workflow. Issues were identified. We need to extend the project closure date to December 2025 because we need more time to scan the files and create a Probate Intake window in our system.

1b. Revised implementation date: Revised implementation dates are indicated in the project schedule below.

1c. Attach revised schedule:

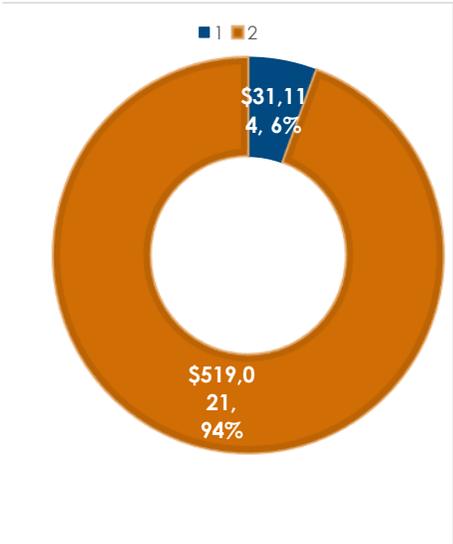
Table with 4 columns: Task Description, Status, Est. Start, Est. End. Rows include Project Kickoff, Laserfiche RIO Licensing Purchasing, Laserfiche Repository Design and Implementation, Digitization of Historical Files (Viatron), Media Processing, VCIJIS/Laserfiche Integration, Laserfiche Workflow for District Attorney Discovery, and Laserfiche Forms Design and Implementation.

Task Description	Status	Est. Start	Est. End
9. Laserfiche Training of Staff	Completed	November 2022	November 2022
10. Scan/Digitize Mental Health Cases	Completed	October 2022	December 2023
11. Scan/Digitize Probate and Family Contempt Cases	In Progress	January 2024	December 2025
12. Close Project	Pending		

PROJECT BUDGET

PROJECT BUDGET

Percentage of Budget Spent



Summary

IMPLEMENTATION COST

\$550,135

TOTAL EXPENSES TO DATE

\$519,021

PROJECT BALANCE

\$31,114

TOTAL 5-YEAR COST

\$657,159



1. Is the project on budget?

- Yes, the project is tracking to the original approved budget.
- Yes, the budget is tracking to a revised budget previously presented to the ITC.
- No, the project is not on budget.

1a. Reasoning for budget change:

1b. Attach revised budget:

RISK ASSESSMENT

1. Have any new risks been identified?

No, no new risks have been identified.

Yes, new risks have been identified.

Previously identified risk:

A critical workflow was terminated because the server had insufficient resources. This workflow sends a list of cases that are transferred from Escrow to PD repository daily. This email notification is business critical and without it, our employees would not be able to complete their job. ECS investigated the issue and found that the Tax Collector agency was processing an abnormally large amount of data (21 zipped folders size unknown) and recommended to increase the Messaging Queue Memory from 1GB to 2GB.

This is the first time that a critical workflow is terminated, but we can't have this happen again. We're working with County IT to figure out if a shared server environment will work for us because we've had other issues as well. It seems like the server might not have enough resources to support a multi-agency environment. We are monitoring the situation and looking to explore our options.

From: workflow@ventura.org <workflow@ventura.org>
Sent: Wednesday, December 25, 2024 6:00 AM
To: PD IT <PDIT@ventura.org>
Subject: 1 workflow has been terminated since 12/24/2024 6:00 AM

The following workflows have been terminated since 12/24/2024 6:00 AM Pacific Standard Time

- PD Cases from Escrow Filing – Email Notification V2 (1 Instance)

PD Cases from Escrow Filing – Email Notification V2

#	Initiator	End Time	Error	Instance
1		12/24/2024 2:06 PM [4 m 35 s]	An error occurred while sending to the queue: There are insufficient resources to perform this operation. (-1072824281, 0xc00e0027).Ensure that MSMQ is installed and running. If you are sending to a local queue, ensure the queue exists with the required access mode and authorization. [InvokeWorkflow]	313c9761-ac64-43c0-9502-32a641309cd7

[Top](#)

Generated by Laserfiche Workflow

Information Technology Committee



County of Ventura
ITC Project Status Report

Form Revised April 29, 2021

Agency/Department:	Assessor/Auditor- Controller/Treasurer-Tax Collector	Project Name:	Integrated Property Tax Assessment and Collection System
Project Manager:	Jeffrey Wineman	Report Preparer:	Jeffrey Wineman
Report Preparer Contact:	805-662-6644	ITC Meeting Date:	7/24/2025

PROJECT OVERVIEW (AS APPROVED BY THE ITC)

On March 12, 2013, the Board of Supervisors authorized a contract with an outside vendor to provide an integrated property tax system. The contract was terminated in November 2015 after a thirty-two-month delayed start date. There were no expenses incurred under that contract.

The County pursued an in-house solution. The project was presented and approved by the ITC on February 24, 2016 and the Financial Planning Committee on March 8, 2016. The Board approved and authorized for the Integrated Property Tax Assessment and Collection System on March 15, 2016.

- It is the goal of this project to replace all of the existing County property tax systems with a new, current state of technology, Property Tax System. The new system will be comprehensive, integrated and provide the means for the Assessor, Auditor-Controller, and Treasurer-Tax Collector, to more efficiently administer their statutory mandates and meet the increasing needs and expectations of their stakeholders and the public.
- The County is currently operating a number of aging systems and legacy applications to perform the functions of Assessment, Computation of Taxes, Tax Collection and Apportionment. The County developed these systems over the last 30 years on what are now antiquated computer platforms and with various software architectures.
- The main programs based on Model 204 and COBOL, are running on an IBM mainframe. In addition, there are other more recent supplemental applications built using client/server and web-based technologies. Many of these applications the departments independently developed with proprietary software such as PowerBuilder, Microsoft Excel and Access.
- The age of the numerous systems restrict flexibility and limits the availability of skilled resources to maintain the legacy technology. This situation creates a high risk for a revenue

system failure with insufficiently trained resources for maintenance and repair.

- Due to the fact approximately 90% of the County’s General Purpose Revenue is collected using the Property Tax System, it is imperative that the County of Ventura maintains continuity of operations through the replacement of this core business system.
- This goal will be achieved by:
 - Retaining knowledge from existing employees and formalizing it in the system
 - Improving workflow, streamlining business processes, and enhancing information exchange among the three departments
 - Increasing access to information for County use
 - Upgrading technological capabilities to take advantage of current industry standards (for example, browser-based interfaces)
 - Effective management of computer platform costs

PROJECT SCOPE

Have there been any material changes in the project scope?

No, there has not been any changes in the project scope currently.

Yes, the project scope has increased/decreased.

PROJECT SCHEDULE

1. Is this project on schedule?

Yes, the project is tracking to the original approved schedule.

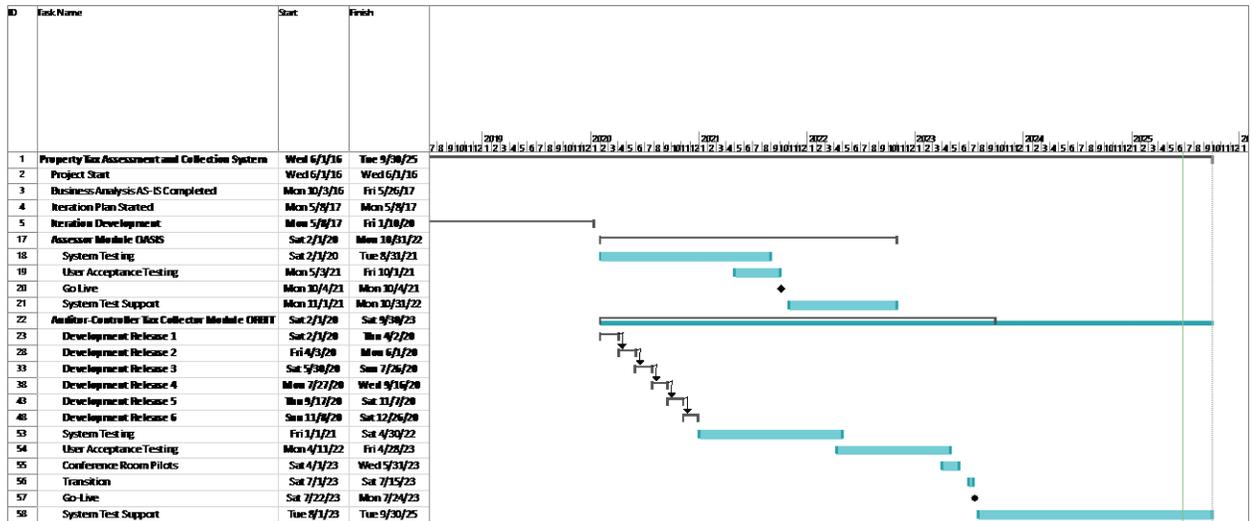
Yes, the project is tracking to a revised schedule previously presented to the ITC.

No, the project is not on schedule.

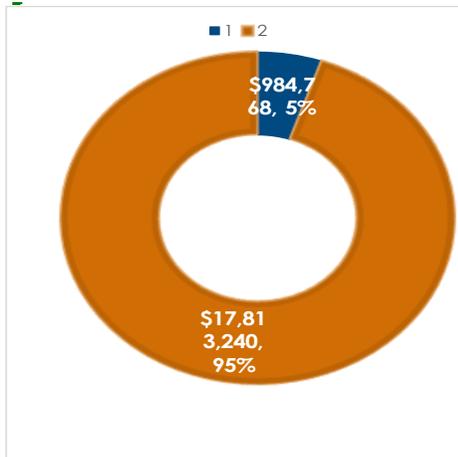
Mainframe operations completed on July 12, 2023. Production began on ORBIT July 24, 2023. This project was extended to December 31, 2024 to complete remaining project deliverables. Not all the remaining deliverables were completed by December 31, 2024. The open deliverables include ARC functionality, Teeter apportionment, RPTTF worksheet changes, daily balancing reports, and IT staff operations training. Propose extending contract completion to September 30, 2025.

1B. Revised implementation date: September 30, 2025

1c. Attach revised schedule:



PROJECT BUDGET



IMPLEMENTATION COST

\$18,798,008

TOTAL EXPENSES TO DATE

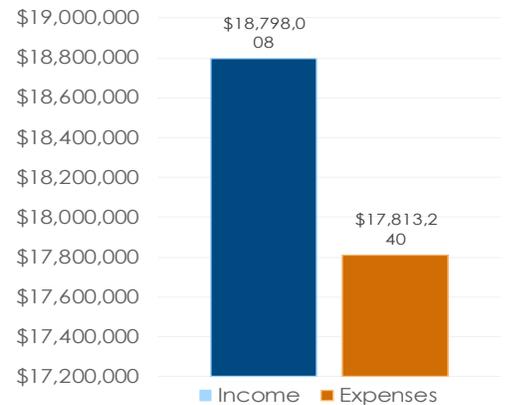
\$17,813,240

PROJECT BALANCE

\$984,768

TOTAL 5-YEAR COST

\$0



1. Is the project on budget?

- Yes, the project is tracking to the original approved budget.
- Yes, the budget is tracking to a revised budget previously presented to the ITC.
- No, the project is not on budget.

1a. Reasoning for budget change:

1b. Attach revised budget:

RISK ASSESSMENT

1. *Have any new risks been identified? No*

Risk: The ability to maintain production velocity and the ability to fix bugs quickly.

Risk impact: High

Probability: High

Mitigation: Very tight visibility on upcoming production tasks. Pre-testing functionality prior to usage for the first time. Prioritizing testing and bug fixes.

Information Technology Committee



County of Ventura

ITC Project Status Report

Form Revised April 29, 2021

Agency/Department:	HCA	Project Name:	Medical Grade Network
Project Manager:	Mark Rose	Report Preparer:	Bach Nguyen, HCA CIO
Report Preparer Contact:	Mark.Rose@ventura.org	ITC Meeting Date:	6/26/2025

PROJECT OVERVIEW (AS APPROVED BY THE ITC)

Project Description

Healthcare business requires a network infrastructure designed and configured specially for healthcare to support not only the Electronic Health Records system, but also patient care systems, medical systems, patient monitoring equipment, biomedical equipment, and patient care technologies. Due to the importance of patient care and patient safety, this network infrastructure needs to be a “Medical Grade Network” (MGN) that addresses the unique requirements of the mission critical healthcare organizations. As a healthcare provider and Level II Trauma Center, the medical center cannot tolerate a moment of downtime. The MGN is designed and built around the needs of patients to improve health outcomes and to be highly resilient, high performance, highly scalable, highly accessible, highly secured, and highly responsive to meet the healthcare real time and dynamic needs. It has been a de facto standard in healthcare for two decades and widely adopted by most healthcare organizations.

This project is to replace our aging and outdated wired and wireless network infrastructure at the VCMC campus to support our digital transformation effort to a smart hospital by deploying the new Software Defined Network (SDN) architecture and the latest Wi-Fi standard 6e with Cisco DNA Center and SDA (Software Defined Access). The new architecture will allow IT staff to more efficiently support and deploy new services by virtually grouping and securing those services. It will also provide real time notification of any problems as well as proactively address issues ahead of time, and HCA will deploy the appropriate management systems to monitor and manage the IT network and wireless infrastructure.

The current network infrastructure was not designed specifically for healthcare and currently unable to support healthcare workflows, telemedicine, and mobile devices for patient care. It also lacks the performance and redundancy required for healthcare. Many of the critical equipment are also already end-of-life and no longer supported by vendors, and many are becoming obsolete within the next 3-4 years.

PROJECT SCOPE

Scope and Deliverables

- Scope: HCA IT will design and implement the new Software Defined Network on the VCMC and Santa Paula campuses, including the 5-story AFMC building, and integrate the network into the current County’s network.
- Deliverables:
 - Redundant campus core and building distribution switches
 - Redundant Internet firewalls and routers
 - Data center pod
 - Redundant data center core switches
 - Redundant wireless controllers with new wireless access points supporting Wi-Fi 6e
 - External and internal firewalls
 - New wireless access points with coverage into patient rooms to support point-of-care workflows
 - Access layer chassis and workgroup switches with fully redundant power supply and fiber path
 - Cisco DNA Center for management and Cisco ISE for authentication

HCA IT will implement this project in partnership with IT Services to ensure proper integration of the Medical Grade Network into the current County’s network, adherence to countywide standards. With this partnership, IT Services will also augment HCA IT workforce for the implementation and ongoing management and support of this network.

Have there been any material changes in the project scope?

No, there has not been any changes in the project scope currently.

Yes, the project scope has increased/decreased.

1a. Effects on budget:

1b. Effect on schedule: schedule has been pushed out to 2/2027

1c. Project Sponsor Approval:

Project Updates

- *Decision has been made to not build out a new data center and to use the current HCAI compliant server room. Centralized UPS near completion. Fire suppression in process.*
- *The majority of the core and distribution network equipment has been burned in and tested.*
- *MDF UPS installed has been completed. Coordinating the installation of the PDU’s.*
- *Facilities electrical and HVAC designs for the Server Room and IDF’s have been approved by HCAI.*
- *Electrical building permit has been completed, vendor onboard and has provided submittals to the A&E firm for approval*
- *Vendor onboard to start installing UPS frames in the IDF’s the week of June 23rd 2025*
- *A&E firm (WSP) Working on engineering design documents to submit to HCAI for the HRW future wireless network and a new MDF at SPH.*

PROJECT SCHEDULE

1. Is this project on schedule?

- Yes, the project is tracking to the original approved schedule.
- Yes, the project is tracking to a revised schedule previously presented to the ITC.
- No, the project is not on schedule.

1a. Reasoning for change in schedule: The MGN equipment has all been received, some are held at HCA, and some are held by County IT. HCA IT and County IT are working on the implementation plan and equipment deployment locations, and the details of ongoing management of the MGN as agreed upon in the MOU.

1b. Revised implementation date: 2/1/27

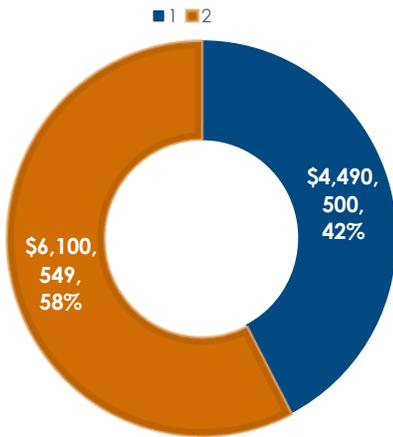
1c. Attach revised schedule: Revised schedule below.

Medical Grade Network Timeline		FY25-26												FY26-27									
		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
	Estimated Completion																						
VDM+HOA+VCMC																							
Facilities																							
Centralized UPS	8/15/2025																						
New Server Room Entrance	10/1/2025																						
MDF/IDF	10/1/2025																						
Secondary HVAC	2/15/2026																						
AFMC MDF/IDF	3/1/2026																						
Fire Suppression	4/1/2026																						
Configuration and Testing																							
Lab Install with equipment at HOA	10/1/2025																						
Server Room	4/1/2026																						
Move equipment, reconfigure and test	5/1/2026																						
VDM POC	6/15/2026																						
Deployment																							
North Tower\Fainer	3/1/2026																						
AFMC and Other Buildings	6/1/2026																						
Complete new network and connect to existing network	7/15/2026																						
SPH	8/15/2026																						
Migration																							
North Tower\Fainer	11/15/2027																						
AFMC and Other Buildings	1/1/2027																						
SPH	2/15/2027																						

PROJECT BUDGET

PROJECT BUDGET

Percentage of Budget Spent



Summary

IMPLEMENTATION COST

\$10,591,049

TOTAL EXPENSES TO DATE

\$6,100,549

PROJECT BALANCE

\$4,490,500

TOTAL 5-YEAR COST

\$12,044,598



1. Is the project on budget?

- Yes, the project is tracking to the original approved budget.
- Yes, the budget is tracking to a revised budget previously presented to the ITC.
- No, the project is not on budget.

1a. Reasoning for budget change:

1b. Attach revised budget:

RISK ASSESSMENT

1. *Have any new risks been identified?*
 - a. *The core MGN equipment must be installed for building and testing at HOA - Separating equipment at another location will increase the timeline to completion, create additional risks and complexity, create additional reconfiguration and testing, and increase overall project timeline.*

Information Technology Committee



County of Ventura
ITC Project Status Report

Form Revised April 29, 2021

Agency/Department:	VCHCA Ambulatory Care	Project Name:	VCHCA Ambulatory Care Clinic Integration CPM & Experian eCare NEXT
Project Manager:	Michelle Galles	Report Preparer:	Michelle Galles
Report Preparer Contact:	Michelle.galles@ventura.org	ITC Meeting Date:	6/26/2025

PROJECT OVERVIEW (AS APPROVED BY THE ITC)

The VCHCA Ambulatory Care clinic integration effective July 1, 2021, has resulted in the need for process improvements, standardization, and centralization of existing workflow to improve patient access and the patient experience. Based on recommendations, from the clinic integration assessment, HCA created a work group to explore benefits associated with implementing the CPM solution. Based on AmbCare requirements to support workflow and process improvements, implementation of CPM, Experian eCare Next and RevElate is recommended to support hospital and clinic patient registration, scheduling and RCM.

Experian eCare NEXT is an integrated solution suite of Experian Health products (containing Premium Eligibility, Registration Quality Assurance/RQA, Patient Estimates, and Coverage Discovery, that creates an intelligent and automated patient access workflow in a single user interface.

PROJECT SCOPE

Scope: VCHCA will implement CPM with eCareNext-Experian to support end to end process improvement. Personalized and comprehensive outpatient healthcare services are provided at 40 clinic sites throughout Ventura County; of these, 18 are Federally Qualified Health Centers (FQHCs).

VCHCA will implement Patient Status Orders automation as the clinical source of truth. Automation of the Patient Status Orders ensures a clinically driven revenue cycle by aligning clinician orders directly to the patient’s status, allowing organizations to request and retain appropriate reimbursement.

Patient Access Optimization includes the work effort to transition staff to a new user experience within the Revenue Cycle executable for Patient Access roles across acute and ambulatory venues of care from the Scheduling Appointment Book and Access Management Office applications.

Admission Order Optimization includes the work effort to eliminate manual touches to the registration conversations and drive workflow and compliance with automated Patient Status Orders within Powerchart for Provider, CM and Nursing roles across the acute venues of care.

- The new scheduling workflows are simplified with a single user experience.
- Scheduling workflows across support a centralized call center by providing a comprehensive picture of a patient's past, future, and requested appointments across the health system.
- New patient check-in enhancements such as Patient Tracking, inclusive of patient photo, key encounter information, statuses, and financial responsibility presented face up
- Improved Scheduling Request Queues show more face-up patient information.
- Automated queues that make it easier for staff to schedule requests.
- More integrated clinical and patient access document management process
- Take advantage of the new Patient appointment preferences – including provider sex, time of day, reminder type – which are easily saved to create a more streamlined appointment scheduling process and experience.
- The Related appointments alert function ensures same day, linked, and future series appointments stay tied when canceling or rescheduling which are especially important with complex oncology regimens.
- Experian eCareNEXT platform with Registration Quality Alerts (RQA), Premium Eligibility, Patient Estimates, Self-service Patient Estimates and Coverage Discovery© which align with the County supported Revenue Cycle operational goals and objectives, projected return on investments and provide high-level implementation timeline plan. eCare NEXT is a suite of Experian Health products that integrate with patient access solutions in real time, through triggered interactions, or through a work queue.
- Patient Status Orders accomplish real time updates to include.
 - Encounter Updates through clinical Documentation
 - Compliance Confidence
 - Reduction in Insurance Defense Audits and Service Level Denials
 - Eliminates Human Error.
 - Ensures monitored procedures are excluded from observation hours.
 - Reduced Manual Work Steps
 - Updates are not dependent on communication with Registration.
 - Reduces charge audit interventions.
 - Provides real-time updates in all Oracle Cerner products.
 - Eliminate delays in updates and transparency.

Have there been any material changes in the project scope?

No, there has not been any changes in the project scope currently.

Yes, the project scope has increased/decreased.

1a. Effects on budget:

1b. Effect on schedule:

1c. Project Sponsor Approval: Bach Nguyen

PROJECT SCHEDULE

1. Is this project on schedule?

Yes, the project is tracking to the original approved schedule.

Yes, the project is tracking to a revised schedule previously presented to the ITC.

No, the project is not on schedule.

1a. Reasoning for change in schedule: Experian Patient Estimates (PE) is live for Acute and Ambulatory is delayed due to issues with vendor; Experian approved Customer Service Success Team assignment to resolve existing delays in PE implementation

1b. Revised Implementation Date:

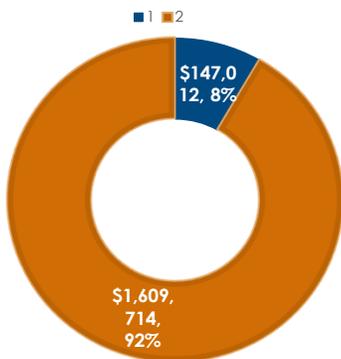
1c. Attach revised schedule:



PROJECT BUDGET

PROJECT BUDGET

Percentage of Budget Spent



Summary

IMPLEMENTATION COST	\$1,756,726
TOTAL EXPENSES TO DATE	\$1,609,714
PROJECT BALANCE	\$147,012
TOTAL 5-YEAR COST	\$3,931,488



1. *Is the project on budget?*

Yes, the project is tracking to the original approved budget.

Yes, the budget is tracking to a revised budget previously presented to the ITC.

No, the project is not on budget.

1a. Reasoning for budget change:

1b. Attach revised budget:

RISK ASSESSMENT

1. *Have any new risks been identified? No*

Task Name	Duration	Start	Finish	% Complete
Experian Patient Estimates	372.25 days	Fri 2/9/24	Tue 7/15/25	77%
DESKTOP PATIENT ESTIMATES **Phase 1	146 days	Fri 2/9/24	Fri 8/30/24	100%
SELF-SERVICE PATIENT ESTIMATES ** Phase2	295.25 days	Tue 5/21/24	Tue 7/8/25	95%
Kick-Off	1 day	Tue 5/21/24	Tue 5/21/24	100%
Documentation Collection	2 days	Wed 5/22/24	Tue 5/28/24	100%
Client decisions/ Website Configuration, Procedure Template and Payer Display	0 days	Wed 5/29/24	Wed 5/29/24	100%
Experian Website URL Developer Build	5 days	Tue 5/21/24	Mon 6/17/24	100%
Acute User Acceptance Testing (UAT)	4 days	Tue 6/18/24	Mon 6/24/24	100%
Ambulatory Care User Acceptance Testing (UAT)	5 days	Mon 7/29/24	Fri 8/2/24	100%
SS PE Pregolive Final Validation	1 day	Thu 4/3/25	Thu 4/3/25	100%
SS PE Website URL Go Live	1 day	Mon 7/7/25	Tue 7/8/25	0%
Acute Self Pay Production Go-Live **Phase 2	1 day	Tue 6/25/24	Tue 6/25/24	100%
Ambulatory Care Self Pay Production Go-Live **Phase 2	1 day	Mon 8/26/24	Mon 8/26/24	100%
Transition to Support	0.5 days	Tue 8/27/24	Mon 9/2/24	100%
PE Remote Posting Script (RPS) ** Phase3	84 days	Thu 3/21/24	Tue 7/16/24	100%
PHASE 4 POST GO LIVE, VCHCA CONTRACT BUILDOUT (20)	245.5 days	Tue 7/9/24	Tue 6/17/25	75%
Desktop & Self-Service PE**Customer Support Team (CST) Optimization	47.25 days	Fri 5/9/25	Tue 7/15/25	34%
Customer Support Team Kickoff	0.25 days	Fri 5/9/25	Fri 5/9/25	100%
Schedule CST Onsite Visit	1 day	Fri 5/9/25	Mon 5/12/25	100%
Provide Presentation w/5 Recommendations	1 day	Fri 5/9/25	Mon 5/12/25	100%
Review Presentation & Approve Recommendations	0.25 days	Thu 5/15/25	Thu 5/15/25	100%
Create file for monthly CDM pull	10 days	Fri 5/9/25	Fri 5/23/25	50%
Experian build CDM Automation monthly pull	5 days	Fri 5/23/25	Fri 5/30/25	0%
Provide current Physician/NPI List	1 day	Mon 5/12/25	Tue 5/13/25	50%
Experian build & automate Physician/NPI List	5 days	Tue 5/13/25	Tue 5/20/25	25%
Experian build Spanish language in GFE disclosure	3 days	Thu 5/15/25	Tue 5/20/25	100%

Experian provide list of Eligibility "Generic Users"	1 day	Mon 5/12/25	Tue 5/13/25	100%
Experian provide recommended Eligibility rule modifications	1 day	Mon 5/12/25	Tue 5/13/25	100%
VCHCA team approve revisions to "Generic User"	3 days	Tue 5/13/25	Fri 5/16/25	0%
Experian complete approved revisions of Generic User	1 day	Fri 5/16/25	Mon 5/19/25	0%
VCHCA team approve revisions to Eligibility Rule Recommendations	5 days	Tue 5/13/25	Tue 5/20/25	0%
Experian complete approved revisions of Eligibility Rules Recommendations	5 days	Tue 5/20/25	Tue 5/27/25	0%
CST On Site Visit	1 day	Mon 6/2/25	Tue 6/3/25	100%
CST Weekly Team Meeting	25.25 days	Tue 6/10/25	Tue 7/15/25	0%
Desktop & SS PE Optimization Complete	0 days	Tue 7/15/25	Tue 7/15/25	0%

Information Technology Committee



County of Ventura
ITC Project Status Report

Form Revised January 10, 2023

Agency/Department:	<u>HCA Information Technology</u>	Project Name:	<u>Kronos/UKG WFD Project</u>
Project Manager:	<u>LaFonda Keels</u>	Report Preparer:	<u>LaFonda Keels</u>
Report Preparer Contact:	<u>(562) 305-7907</u>	ITC Meeting Date:	<u>6/26/2025</u>

PROJECT OVERVIEW (AS APPROVED BY THE ITC)

The Health Care Agency (HCA) Kronos Time and Attendance System Project, change request and new approach to implement the latest Kronos/UKG Product, Workforce Dimension, as an HCA Enterprise implementation, was approved in June 2021. A quarterly project status report, addressing the questions below, is required to be submitted for ITC review until the project implementation is complete.

Project Overview (as approved by the ITC Subcommittee):

The primary goal of this project is to save over \$1,000,000 annually in labor costs for the HCA organization with the highest impact costs saving realized for the two VC hospitals (VCMC and Santa Paula hospital) and the Ambulatory Care Clinics. The Kronos solution will be implemented for all HCA organizations. Secondly, it will provide management visibility to improve resourcing and provide more equitable use of overtime among staff and allow the hospital to meet regulatory compliance requirement related to patient: nursing ratios.

Hourly staff at the Ventura County Medical Center and Santa Paula Hospitals complete their timecards, manually. These are then reviewed and signed by management and forwarded to Payroll. This process is not only time consuming but introduces errors into the entry process. Further, because the attendance information by unit is not readily available in any automated system, management does not have an ability to easily compare the attendance data to the schedule. This can result in registry staff being scheduled in departments that often have sufficient staff. The costs of error handling of the existing process, staff overtime costs and unnecessary use of registry personnel have been estimated more than \$1,000,000 annually. The other departments in the Agency will also derive benefit from the system at only a reasonable incremental cost and were therefore included in the project.

PROJECT SCOPE

Have there been any material changes in the project scope?

No, there has not been any changes in the project scope currently.

Yes, the project scope has increased/decreased.

1a. Effects on budget:

1b. Effect on schedule:

1c. Project Sponsor Approval:

PROJECT SCHEDULE

1. Is this project on schedule?

Yes, the project is tracking to the original approved schedule.

Yes, the project is tracking to the revised schedule.

No, the project is not on schedule

High Level Project Plan

WBS	Task Name	Start	Finish
1	Unit Testing	12/29/22	01/26/23
2	System Integration	01/20/23	04/27/23
3	Regression Testing	05/06/24	06/05/24
4	Parallel Testing	06/23/24	07/29/25
	Wave 1	06/23/24	03/01/25
	Wave 2	07/20/2025	08/30/2025
	Wave 3	08/31/2025	10/11/2025
6	Production Cut-Over	07/08/2025	08/01/2025
7	End-User Training <i>(will occur based on go-live date)</i>	08/04/2025	10/17/2025
7	Go-Live Wave 1 <i>(includes hypercare)</i>	08/17/2025	09/13/2025
8	Go-Live Wave 2 <i>(includes hypercare)</i>	09/28/2025	10/25/2025
9	Go-Live Wave 3 <i>(includes hypercare)</i>	10/26/2025	11/22/2025

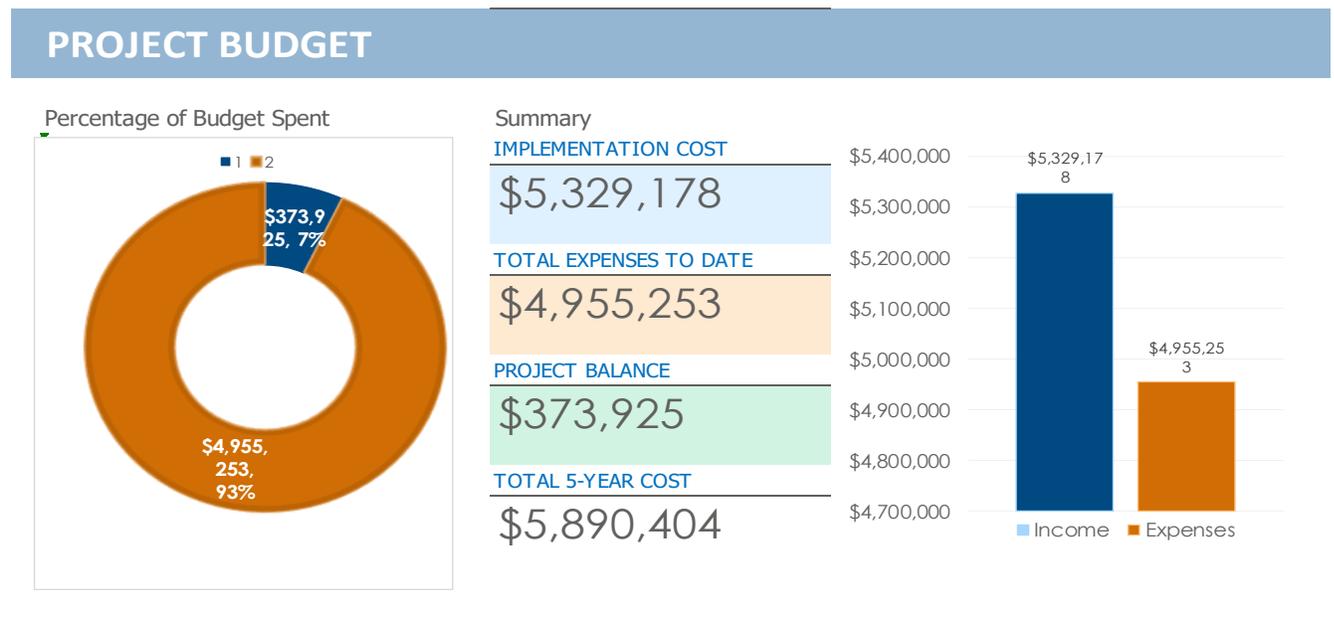
PROJECT BUDGET

1. Is the project on budget?

- Yes, the project is tracking to the original approved budget.
- Yes, the budget is tracking to a revised budget previously presented to the ITC.
- No, the project is not on budget.

1a. Reasoning for budget change: Extended Timeline and revision to include expenses from 2018 - 2021

1b. Attach revised budget:



RISK ASSESSMENT

1. Have any new risks been identified?
 - a. VCHRP Parallel Testing technical issues with Validation/Comparison Reports



VCFMS Adv4 Upgrade and Cloud Transition

AUDITOR-CONTROLLER'S OFFICE

VCFMS Advantage 4 Upgrade and Cloud Transition

PROJECT CLOSURE REPORT

**Project Manager
Joanne McDonald
Auditor-Controller's Office**

**Prepared by Project IT Manager
James Li
ITSD**

June 20, 2025

Version 1.0

TABLE OF CONTENTS

EXECUTIVE SUMMARY	3
Schedule and Costs	3
MEASURABLE OUTCOMES	3
Baseline Measures	3
Realized Objectives	4
SCHEDULE AND COST DISCUSSION	5
Detailed Schedule Issues	5
Incomplete Items	5
Added Items	5
Detailed Cost Issues	6
LESSONS LEARNED	6
What Went Right?	6
What Went Wrong	7
Other Issues	7
MAINTENANCE PLAN	7



VCFMS Adv4 Upgrade and Cloud Transition AUDITOR-CONTROLLER'S OFFICE

EXECUTIVE SUMMARY

SCHEDULE AND COSTS

Start Date: 8/22/2023

Original Completion Date: 9/23/2024

Implementation Date: 12/9/2024

Actual Project Completion Date: 5/29/2025

Original Budget: \$5,390,200.00

Actual Cost: \$5,950,551.00

Number of Project Personnel (High Water Mark): 1 PM + 7 Admin + 5 IT + 5 CGI

MEASURABLE OUTCOMES

BASELINE MEASURES

Cloud Migration and Disaster Recovery:

- Transition to the CGI Advantage® Cloud ("Advantage Cloud") to leverage expanded support resources from CGI.
- Enhance disaster recovery by hosting VCFMS in a new, out-of-state location and conducting regular disaster recovery tests.

VCFMS Platform Upgrade:

- Upgrade to Advantage 4 for improved user experience, navigation, and training.

Implement the Advantage Intelligence Suite, including:

- **Advantage Assistant:** Provides in-app training videos for users within VCFMS.
- **Engage Hub (Flow):** Enables the creation of new forms outside of VCFMS that can interact with and update VCFMS.



VCFMS Adv4 Upgrade and Cloud Transition AUDITOR-CONTROLLER'S OFFICE

- **Sofia:** Empowers end-users to ask questions and receive answers from the system.

Business Intelligence and Reporting Modernization:

- Transition from InfoAdvantage to Advantage Insight Essential (Power BI) to leverage robust reporting features and improve business visibility through dashboards.

Process Alignment and Role-Based Access:

- Implement new user roles to align VCFMS with business processes.

REALIZED OBJECTIVES

Cloud Migration and Disaster Recovery:

- Migrated to CGI Advantage Cloud for improved support and disaster recovery.

VCFMS Platform Upgrade:

- Upgraded to Advantage 4 for improved user experience, navigation, and training.

Implement the Advantage Intelligence Suite, including:

- Implemented Advantage Intelligence Suite
- In-app training videos (Advantage Assistant) are available in VCFMS.
- Engage Hub (Flow) and Sofia are implemented and configured. Two deliverable Engage Hub Apps are complete.

Business Intelligence and Reporting Modernization:

- Modernized reporting with Advantage Insight Essential.

Process Alignment and Role-Based Access:

- Aligned VCFMS processes with business needs and implemented new user roles.



VCFMS Adv4 Upgrade and Cloud Transition
AUDITOR-CONTROLLER'S OFFICE

SCHEDULE AND COST DISCUSSION

DETAILED SCHEDULE ISSUES

Original go-live date: September 23, 2024

Actual go-live data: December 9, 2024

INCOMPLETE ITEMS

None.

ADDED ITEMS

None.



VCFMS Adv4 Upgrade and Cloud Transition
AUDITOR-CONTROLLER'S OFFICE

DETAILED COST ISSUES

Category	Budget	Actual
IMPLEMENTATION		
Advantage 4 Transition Services	\$ 1,619,200.00	\$ 1,619,200.00
Advantage 4 Implementation Services	\$ 3,376,000.00	\$ 3,376,000.00
VCMS Fit-Gap	\$ 395,000.00	\$ 395,000.00
Budget Amendment - BOS Approved	\$ 560,351.00	\$ 560,351.00
Total: One-Time implementation Fees	\$ 5,950,551.00	\$ 5,950,551.00
Annual Cloud Subscription (Started Dec. 1, 2024)	\$ 1,325,600.00	\$ 1,325,600.00
Total Recurring Fees (4 years)	\$ 5,302,400.00	\$ 5,302,400.00
Total 5 Year Cost	\$11,252,951.00	\$11,252,951.00

LESSONS LEARNED

WHAT WENT RIGHT?

- **Successful Go-Live:** Achieved the primary goal of upgrading to Advantage 4, ensuring a strong platform for future system enhancements with no significant production-impacting issues post-go-live.
- **Timely and Effective Cloud Migration:** Successfully migrated to the CGI Advantage Cloud using an innovative incremental process, ensuring a timely completion and delivering improved disaster recovery capabilities.



VCFMS Adv4 Upgrade and Cloud Transition AUDITOR-CONTROLLER'S OFFICE

- **Data-Driven Decision-Making:** Highlighted the importance of effective risk mitigation and change management strategies, which significantly contributed to meeting the revised deadline.
- **Team Efforts:** the dedication and hard work of both County and CGI teams, enabling the project to overcome challenges and meet key objectives.

WHAT WENT WRONG?

- **Delays in Deliverables:** The go-live date was delayed by three months, impacting some planned deliverables, requiring timeline adjustments, and increasing costs.
- **Partial Implementation:** The new feature, Engage Hub (Flow), was not fully operational by the go-live date, with fixes pending in later updates and apps pending confirmation.

OTHER ISSUES

No additional issues reported.

MAINTENANCE PLAN

In the new cloud-based Ventura County Financial Management System (VCFMS), which is delivered as a Software-as-a-Service (SaaS) solution by CGI, ongoing system maintenance and support responsibilities are managed and provided directly by CGI. This includes system updates, patches, security management, and infrastructure maintenance. CGI operates on a continuous development and release cycle, regularly delivering new features and updates.

To ensure optimal system performance and to avoid falling behind on functionality and security, the county VCFMS Admin and IT teams are responsible for testing these releases promptly and adapting internal processes accordingly. While CGI handles technical maintenance, our team must actively engage in release testing, validation, and user training to maintain alignment with the evolving system.

The first Feature Set (FS1) release of 2025 was implemented in May.