



Information and General Services Department

950 Maidu Avenue
Nevada City, CA 95959
Phone: 530-265-1238
Fax: 530-265-7112

*Information Systems
Geographic Information Systems
Facilities Management*

*Emergency Services
Central Services
Cable Television*

*Purchasing
Airport
Library*

NEVADA COUNTY BOARD OF SUPERVISORS Board Agenda Memo

MEETING DATE: December 12, 2017

TO: Board of Supervisors

FROM: Steve Monaghan, Chief Information Officer

SUBJECT: Resolution Authorizing Purchase of a K2 Blackpearl Software License, a Capital Asset, and Amending the FY17-18 Information Systems Budget (4/5 affirmative vote required)

RECOMMENDATION: Adopt the Resolution

FUNDING: A release of \$63,533 from the Information Systems Infrastructure assignment of the General Fund is requested to purchase the K2 software. A budget amendment is requested to increase the FY2017-18 Information Systems budget for this purchase.

BACKGROUND: The County's current forms and workflow automation platform called eWork was originally implemented in 2002. The eWork product was purchased by a much larger document management software company about six years ago and was integrated into that company's larger software suite, ending its useful life as a standalone product. Since that time, technical support has not been available for eWork and it has not received any product updates or security patches, fixes, or enhancements. All County business processes that were automated with eWork have been retired or moved to other solutions with the exception of the heavily used electronic personnel action form (ePA) for Human Resources. The ePA is an enterprise solution used by all departments involving 17 unique electronic form and workflow processes, collecting critical data that feeds the County's finance systems and drives the HR dashboard, as well as collecting and routing HR-related supporting documents.

This project will implement the state-of-the-art K2 electronic forms and workflow management platform to finally replace eWork. This will enable the County to modernize the ePA business process, removing the risk to that critical process from being on an unsupported, past end-of-life platform. Needed improvements to the ePA will be able to be addressed through this project.

In addition, the K2 platform can be used across the County enterprise to automate unlimited forms and manual processes. Information Systems can bring value to County departments by automating labor intensive manual processes. With the decline of eWork, Information Systems has lacked a toolset for its Analysts to provide departments business workflow solutions to improve their operations and efficiency and ultimately improve the public's experience with their services.

Following are examples of the needs identified in the Enterprise IT Strategic Plan that could be met using the K2 workflow tool:

- Assessment Appeals Board process revamp
- Public information requests
- Justice information exchange (Incident reports, 8715/8716)
- Behavioral Health substance use tracking
- Human Resources services tracking and bill back
- Issue/service tracking for several departments

County staff evaluated numerous electronic forms, workflow automation and business process management (BPM) products on the market, looking at hosted, no code, and low code options. They then contacted other California counties and similar peer organizations for their experiences with the products. Licensing models and costs were taken into consideration as well. The K2 platform best matches the County's technical environment, including integration with our back-end databases, reporting services, and SharePoint (on-premises and O365), as well as the technical staff's skill set. Altogether, K2 will best position the County to move forward and address County departments' needs to automate manual and paper processes.

This purchase has been scheduled in the Information Systems infrastructure spending plan and has been recommended for funding from the Information Technology assignment of the General Fund by the Information Systems Steering Board.

Item Initiated and Approved by: Steve Monaghan

Submittal Date: November 27, 2017

Revision Date: