Information Technology
Strategic Trends

Device Mesh
- Expanding set of endpoints people use to access applications and information or to interact with people, social communities, governments and businesses. This includes mobile devices, wearable, consumer and home electronics, sensors, etc.

3-D Printing

Adaptive Security Architecture
Advanced Machine Learning and Smart Machine Implementations

• Machine learning gives rise to a spectrum of smart machine implementations – i.e., robots, autonomous vehicles, virtual personal assistants (VPAs). Instead of interacting with menus, forms and buttons on a smartphone, the user speaks to an app, which is an intelligent agent. Siri and Cortana are precursors to autonomous agents.

Information of Everything

• To link data from all different data sources.
2016-2020 Strategic Plan

Internet of Things to Internet of Services

• Movement to being able to conduct business on the Internet – Texas Department of Family and Protective Services allows on-line reporting of non-emergency suspected cases of abuse, neglect, etc. for adults and children; Los Angeles County – Suspected Child Abuse Reporting System (SCAR) for mandated reporters.

Videoconferencing, Webinars, etc.
• DCDHS Staff are participating more frequently in webinars and video conferences plus creating on-line training for external staff. It is expected this trend will continue.
DCDHS

- Devices in the field, i.e., I-Pads. Need to replace every 4 years or so.
- Device Management – pending action by DIM. Will be upgrading solution in 2016 or 2017.
2016-2020 Strategic Plan

**DCDHS**

- Enhance DCDHS Web App to incorporate additional workflow and integration of budget and accounting systems.
- Redesign external web site to make it more user friendly.
2016-2020 Strategic Plan

DCDHS

- Reporting – improve quality and information available.
- Dashboards and data analytics.
- Increased electronic document management.
- User training.
## 2016-2020 Strategic Plan

### Division of Information Management – HS Application Development Support

<table>
<thead>
<tr>
<th>Component</th>
<th>1997</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIM IT Application Development Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Application Development Manager (HS Team Lead)</td>
<td>1.0 FTE</td>
<td>1.0 *</td>
</tr>
<tr>
<td>• IT Specialists</td>
<td>2.0 FTE</td>
<td>2.0 FTE**</td>
</tr>
<tr>
<td>Number of End Users</td>
<td>85</td>
<td>421+</td>
</tr>
<tr>
<td>Applications Supported with External Users</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*Application Development Manager - in 2015 has other assignments besides Human Services.

** Currently 1 vacancy.
## 2016-2020 Strategic Plan

### DCDHS IT Support

<table>
<thead>
<tr>
<th>Component</th>
<th>1997</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Systems Coordinator/Data Base Support Supervisor</td>
<td>1.0 FTE</td>
<td>1.0 FTE</td>
</tr>
<tr>
<td>HS IT Specialists/Data Base Coordinators</td>
<td>3.0 FTE</td>
<td>5.0* FTE 1 LTE</td>
</tr>
<tr>
<td>Number of End Users</td>
<td>85</td>
<td>421+</td>
</tr>
</tbody>
</table>

* Currently 1 vacancy.
Key Points

- Staffing levels in the Division of Information Management are at 1997 levels and do not reflect the ever-increasing number of supported applications and end-users.

- There is an extensive backlog of current projects.

- There is a trend to providing more service-related functions on-line.
2016-2020 Strategic Plan

Feedback from presentations

- EAWS – We need to meet the technological needs of our both high-tech and low-tech customers and staff.

- EAWS – Using new technology to conduct our business such as LiveChat or EBT on mobile devices.

- EAWS – New Call Center Software in late 2016.

- All - Lack of IT resources is an impediment to efficiency and effectiveness of the Department.

- Need for new and better data.

- IT not staffed to meet current or projected needs.