

**COUNTY OF SAN DIEGO  
BOARD OF SUPERVISORS  
TUESDAY, NOVEMBER 04, 2025**

**MINUTE ORDER NO. 17**

**SUBJECT: PROVIDING DIRECTION ON THE FUTURE OF COUNTY TECHNOLOGY  
(DISTRICTS: ALL)**

**OVERVIEW**

On April 8, 2025 (18), the San Diego County Board of Supervisors (Board) directed the Chief Administrative Officer (CAO) to take action regarding the use of Information Technology (IT) by the County of San Diego (County). Specifically, the CAO was directed to outline the next steps for the new County Information Technology & Telecommunications (IT&T) contract expected to begin in 2028 by engaging and informing the Board and members of the public about a fair and competitive process for the selection of the next IT&T prime vendor(s). This includes assessing whether the current IT&T contract aligns with best practices in areas such as customer service, employee support, cost efficiency, risk management, liability, innovation, competition, security, and provider structure, including the use of single or multi-source providers, and identifying opportunities for improvement in future contracts.

To accomplish this, the Board directed the CAO to hire a consultant to conduct an independent Countywide assessment of IT and telecommunications needs, including an audit of active technology solutions across departments, and return to the Board with an update.

Today's item provides a summary of the results provided by Avasant Inc. (Avasant), the independent consultant that conducted the assessment of the County's IT&T services. This summary includes a current assessment of the IT network and computing services, business applications, contract service levels, and recommendations that can be used to improve the provision of IT services in future vendor contracts.

In addition, the Board directed the CAO to implement an innovation fund strategy to best leverage \$1.0 million in annual Innovation Fund resources, engage Board offices, and County Departments. This direction included conducting a semi-annual report to the Board on the County's innovation strategies, including the Innovation Fund, with input from the community, the Board, and County staff and providing an annual report on the foregoing activities. The first annual report will be presented to the Board after the innovation fund strategy has been implemented this fiscal year.

The Board also directed the CAO to explore funding mechanisms, including state and federal grants, to support Artificial Intelligence innovation and technology upgrades while ensuring alignment with sustainability goals.

Today's action requests the Board to direct the CAO to initiate a Request for Information to gather vendor and service options, return in March 2026 with recommendations for next steps to improve County IT&T services, and receive the Avasant independent assessment report.

## **RECOMMENDATION(S)**

### **CHIEF ADMINISTRATIVE OFFICER**

1. Direct the Chief Administrative Officer to take the first step in the County procurement process to conduct a Request for Information to inform the County of vendor information, interested parties, and available options to meet the requirements of County enterprise and departments.
2. Direct the Chief Administrative Officer to return to the Board in March 2026 to provide recommendations on next steps for the procurement and improvements of information technology services for the County.
3. Receive the report of the Avasant independent assessment.

### **EQUITY IMPACT STATEMENT**

Information Technology and Telecommunications (IT&T) services are used extensively by County departments to provide efficient and effective service delivery to the public, but Information Technology (IT) services and/or software do have the potential to either mitigate or exacerbate existing inequities. By adhering to the already established safeguards, including the Chief Administrative Officer Administrative Manual Items 0400-01 related to County Information Systems-Management and Use, 0400-02 Internet Use, 0400-03 Computer Accounts Management and Use, and 0400-11 County Information Classification, Protection Level and Proper Security, the risk of exacerbating existing inequities can be mitigated. Meanwhile, the use of IT can increase the effectiveness of County employees and programs that provide services to our community's most vulnerable residents.

### **SUSTAINABILITY IMPACT STATEMENT**

By utilizing information technology (IT) in operations, the County of San Diego (County) can enhance efficiency and reduce environmental impact through optimized resource allocation. The automation provided by IT applications and data analytics can improve sustainability initiatives such as energy management in County buildings and providing County services online rather than in person. Additionally, responsible IT governance ensures that existing and emerging technologies align with ethical and environmental best practices.

### **FISCAL IMPACT**

There is no fiscal impact associated with this request. There will be no change in net General Fund cost and no additional staff years. There may be fiscal impacts associated with future related recommendations, which staff would return to the Board of Supervisors for consideration and approval.

### **BUSINESS IMPACT STATEMENT**

The proposed recommendations regarding the future of Information Technology and Telecommunications services will position the County to take the next steps in the procurement process to maintain the continuity of County operations and service delivery while providing the opportunities to enhance the capabilities of departments to innovate and reengineer business processes.

### **ACTION:**

ON MOTION of Supervisor Anderson, seconded by Supervisor Aguirre, the Board of Supervisors took action as recommended.

AYES: Aguirre, Anderson, Lawson-Remer, Montgomery Steppe, Desmond

State of California)  
County of San Diego) §

I hereby certify that the foregoing is a full, true and correct copy of the Original entered in the Minutes of the Board of Supervisors.

ANDREW POTTER  
Clerk of the Board of Supervisors



**Signed**

