CLERK OF THE BOARD OF SUPERVISORS
EXHIBIT/DOCUMENT LOG

MEETING DATE & AGENDA NO. 11/04/2025 #17

STAFF DOCUMENTS (Numerical)

No.	Presented by:	Description:
1	Staff	13-Page PowerPoint
2		
3		
4		
5		

PUBLIC DOCUMENTS (Alphabetical)

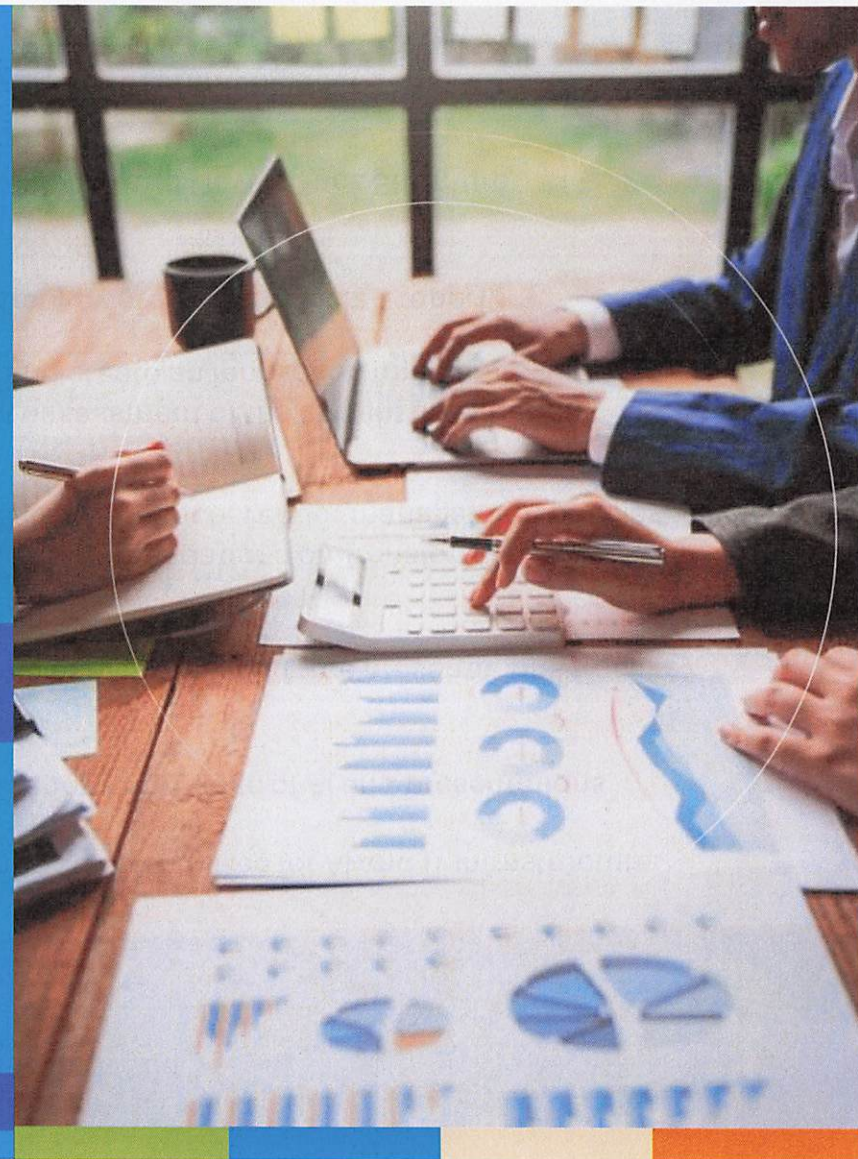| No.	Presented by:	Description:
A	N/A	
B		
C		
D		
E		
F		

Information Technology Outsourcing

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

County Technology Office

BACKGROUND

June 4, 2024 (13)	County Board of Supervisors established an ad-hoc subcommittee for AI and IT infrastructure.
October 16, 2024	The first subcommittee meeting focused on foundation knowledge of AI and presentations from subject matter experts.
January 15, 2025	Second subcommittee meeting focused on the role of AI in the workforce presentations from key organizations.
February 27, 2025	CAO Memo titled "Research, Best Practices, and Recommendations on Transformative Technologies and Artificial Intelligence" to establish governance, vendor management policies, AI incident response plan, and workforce training.
April 8, 2025 (18)	The CAO was directed to perform an independent assessment of the current information technology and telecommunications agreement and create an innovation fund strategy.
April 21, 2025 to September 26, 2025	April 21st Request for Quote posted, June 6th contract awarded, July 22 draft report, September 26th final report accepted.
September 30, 2025	Board meeting to adopt an Artificial Intelligence AI Policy and Governance Structure
November 4, 2025	Report back to the Board Information Technology and Telecommunications

OVERVIEW

Board Meeting Key Action Items
Independent Consultant Review
- Solutions
- Currency
- Pricing/Value
- Contract

Customer Satisfaction
Innovation Fund Strategy
Current IT Contract Costs and Tradeoffs
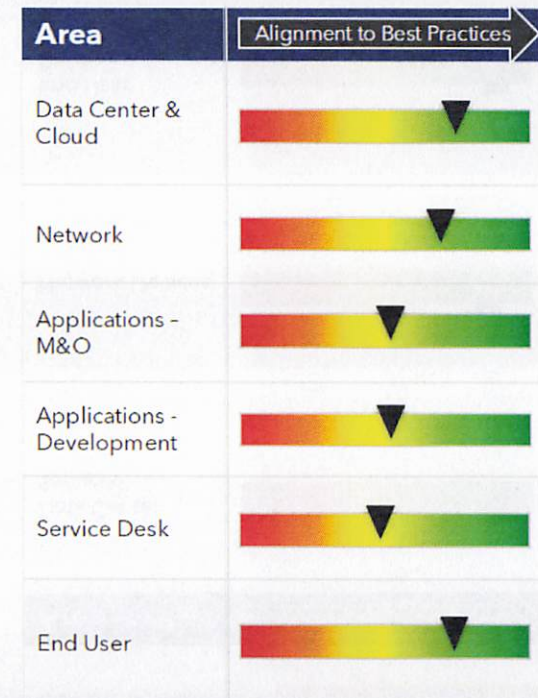Recommendations

Key Findings Summary

Overall Alignment	IT&T Solutions vs. Best Practices	IT Currency Assessment vs. Best Practices	Pricing/Value vs. Best Practices	Current IT&T Agreement vs. Best Practices
	Moderate/Strong Alignment	Strong/Full Currency	Within Peer Group Range	General Representation

AVASANT

Avasant's comments on summary:

- IT Services are following best practices
- Within 96% of current hardware lifecycle
- IT spending within peer benchmarks
- County has made meaningful progress

County Solutions vs Best Practices

Avasant Summary for Solutions:

- The County's IT services are stable
- Systems are reliable
- There are no recurring outages or failures

Area	Alignment to Best Practices
Data Center & Cloud	
Network	
Applications - M&O	
Applications - Development	
Service Desk	
End User	

Legend: ▼ County of San Diego Current State ΛVΛSΛNT

County Currency vs Best Practices Summary

Avasant Summary for Currency:

- Most assets are current, with 96% of hardware within support cycles

Area	Alignment to Best Practices
Data Center Services	
Network Devices	
End User Devices	
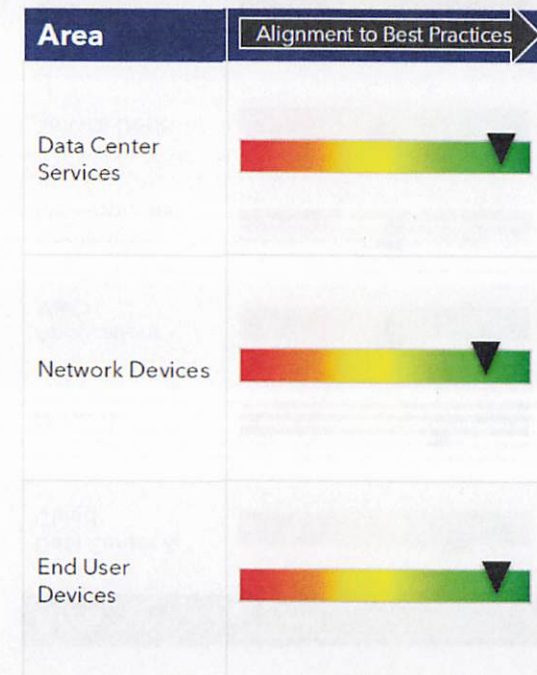
County Pricing/Value by Framework vs. Peer Benchmarks

Avasant Summary for Pricing/Value:

- IT spending is generally aligned with peer benchmarks

Framework	CoSD Spend	CoSD Position vs. Peer Benchmark
Data Center	$33.1 M	Within Range
Network	$54.5 M	Above Range
Applications	$63.9 M	Below Range
End User/ Service Desk	$26.5 M	Below Range

Legend: ▼ County of San Diego Current State AVASANT

Key Benchmark Findings: IT Spending FY 23/24

Avasant Summary for IT Spending:

- The County has made meaningful progress in areas like cloud adoption, identity management, and endpoint protection

Metric	CoSD	CoSD Position
Total IT Spending as Percentage of Revenue/Budget	4.09%	
IT Operational Spending as Percentage of Revenue/Budget	3.3%	
IT Capital Budget as Percentage of Total IT Budget	20%	
Outsourcing as % of IT Budget	78%	
IT Operational Spending per User	$12.4 K	

Legend: ▼ County of San Diego Current State   AVASANT

Current IT Contract Costs and Tradeoffs

- Current agreement is high performing but rigid in structure
- Full in-sourcing is currently prohibitively expensive
- Areas that may benefit from multi-sourcing:
  - Partial application development
  - Networking

Customer Satisfaction

- IT Satisfaction Survey 2025
- County Recognition
- High Satisfaction Areas
  - Service desk
  - Desktop applications
  - Telework support
- Employee Feedback
- Continuous improvement

Innovation Fund Strategy

- Culture of Innovation
- Community Engagement
- Annual Innovation Fund
- Exploring Grants

Recommendations

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.
   - Attachment A – Independent Assessment Report
   - Attachment B – Sourcing Strategy Recommendations

Questions?

County Technology Office