

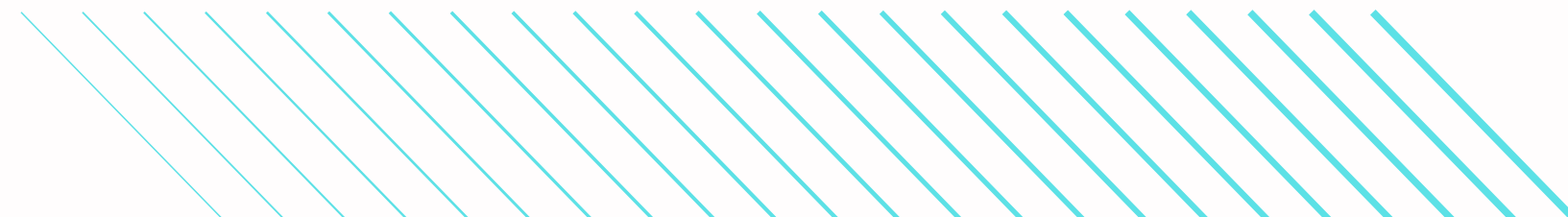


**Salt Lake County**

# ADMINISTRATIVE SERVICES OVERVIEW

**Council Presentation**

**08-06-2024**

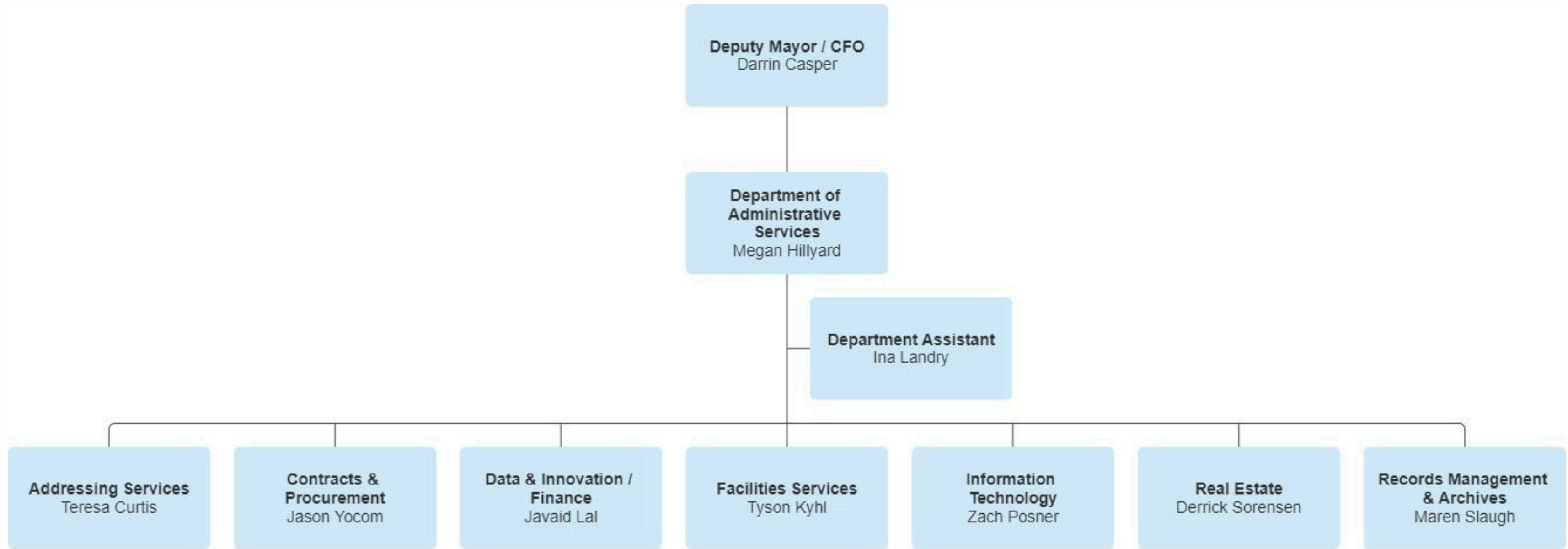




**ADMINISTRATIVE  
SERVICES**

## **Enhancing the County's ability to optimize service delivery.**

**Addressing Services  
Contracts & Procurement  
Data & Innovation  
Facilities Services  
Information Technology  
Real Estate  
Records Management**





**ADMINISTRATIVE  
SERVICES**

## **GENERAL FUND**

- Addressing Services
- Contracts & Procurement
- Data & Innovation
- Facilities Management
- Information Technology
- Real Estate
- Records Management & Archives

## **INTERNAL SERVICE FUND**

- Facilities Services
- Government Center
- Telecommunication





# ADDRESSING

Salt Lake County Addressing is dedicated to working towards enhanced public safety, increased efficiency, and more effective government service by ensuring accurate addressing in Salt Lake County



## Address Management

- Assignment / Change of Addresses for Contract City
- Historical Addresses
- Countywide Addressing Data Maintenance

## Street Names

- Countywide Street Name Approval
- Street Name Change for Contract City

## Regional Partnerships

- VECC
- SLC Dispatch
- USPS
- Utilities
- Municipalities
- State
- Census Bureau

## Current Initiatives

- Mainframe Migration
- Customer Service Outreach
- Data Integrity
  - Address Validation
  - Address Standardization
  - Address City Mismatches

## PERFORMANCE MEASURES

4.71 / 5

CUSTOMER SERVICE RATING

13,121

NEW ADDRESSES ADDED

23,743

BUILDING PERMITS REVIEWED

554,686

ADDRESS POINTS MAINTAINED



# CONTRACTS & PROCUREMENT

Salt Lake County Contracts and Procurement provides professional, efficient procurement services and promotes fair and open competition to attain the best value for the County.

Our Vision is to:

- Be proactive in our communications
- Be a valued partner to county agencies
- Find solutions
- Be adaptable



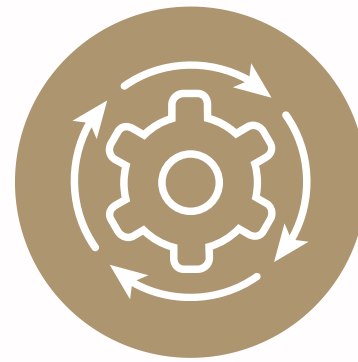
## Procurement

- Competitive Solicitation Management and Development:
  - RFP
  - RFB
  - RFQ etc.
- Non-Competitive Procurement
  - Sole Source, Exigency, etc.
- Purchase Orders



## Contracts

- Processing
- Management
- Amendments
- Record Keeping & GRAMA



## Operations

- Purchasing Card Program
- Countywide Training
- Countywide Contract & Procurement System
- Ordinance and Policy Updates



## Current Initiatives

- New Staff Onboarding
- New Bidding System - Bonfire
- Purchasing Ordinance / Policy Updates (per leg intent)

## PERFORMANCE MEASURES

# 152

PUBLICLY ADVERTISED SOLICITATIONS

# 1612

NEW CONTRACTS

# 17.9 M

P-CARD SPEND

# 60K

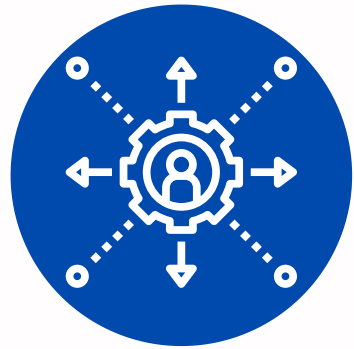
P-CARD TRANSACTIONS





# INFORMATION TECHNOLOGY

Our mission is to better the lives of Salt Lake County government and residents through technology.



## Execution

- Technical Debt
- Tax Office Support
- SharePoint
- Shared Services Review
- Customer Service
- Website Redesign
- Conference Room Systems
- Cost Containment



## Innovation

- AI Policy
- Web Chat
- Business Intelligence
- Torus / PUMA
- Remote Work
- Point to Point Wireless POC
- CRE (Charitable and Religious Exemptions) - AUDITOR



## Compliance

- Cyber Security:
  - SentinelOne
  - Penetration Testing
  - Table Top Exercises
  - Single Sign On
  - Cyber Insurance
- Disaster Recovery
- Dot.Gov Migration
- Data Privacy (PII, HIPAA, HB 491)
- PCI



## Current Initiatives

- Tax System Modernization
  - Torus, PUMA, Addressing
- Security Systems Update
  - Varonis Cloud, ePortal, F5
- Website Cloud Migration
- .Gov Migration
- Technology Advisory Board (TAB)
  - 30+ business cases for 2024

## PERFORMANCE MEASURES

98%

CUSTOMER SATISFACTION RATE

22+

QUICK WIN PROJECTS

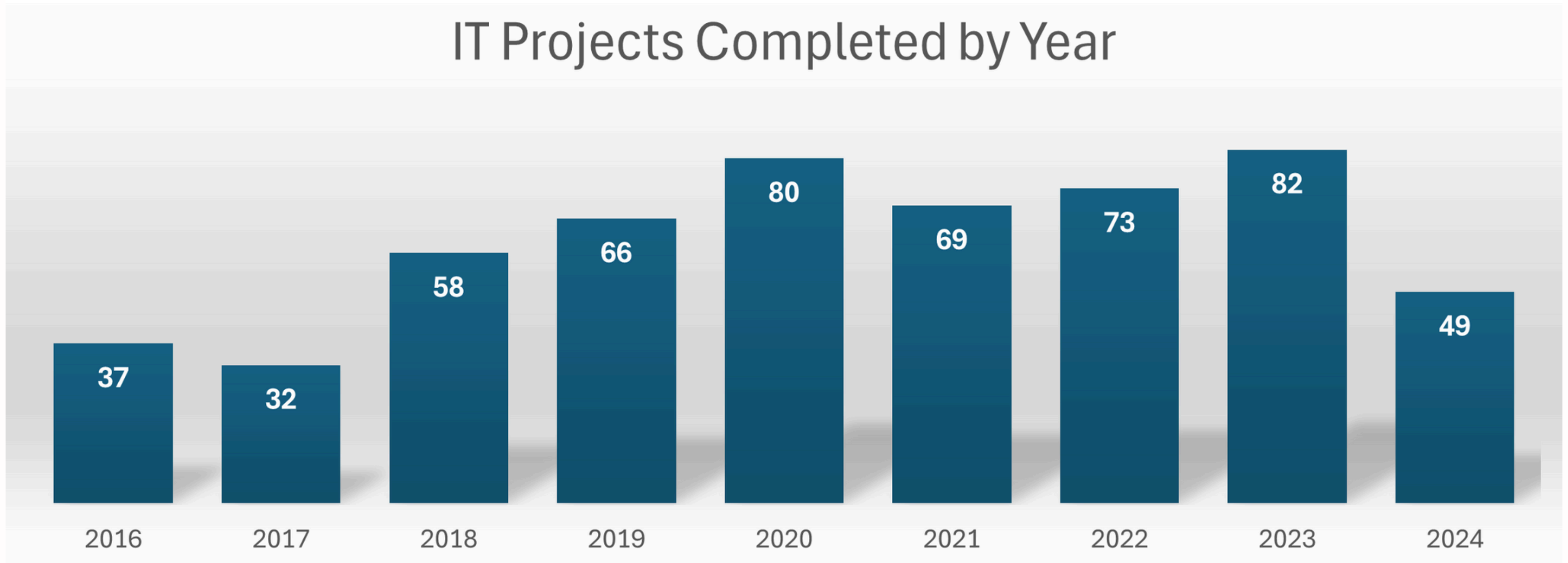
82

PROJECTS IN THE LAST 12 MONTHS

101K

WEBEX MEETING

## IT Projects Completed by Year







# FACILITIES

Working to build and maintain high-quality, energy efficient structures and facility management services for Salt Lake County.



## Services

- Carpentry
- Electrical
- HVAC
- Locksmith
- Plumbing
- Project Management



## Facilities Management

- Energy Management
  - Natural Gas Building Conversions
  - LED Replacement
  - HVAC Upgrades



## Government Center

- Mail Operations
- Government Center Operations



## Current Initiatives

- Enhanced Customer Service
- Work order system development (FAMIS)
- Industry benchmarking
- Strategic Visioning

## PERFORMANCE MEASURES

174

CAPITAL PROJECTS

8,357

WORK ORDERS

\$837,508

ELECTRICITY SAVINGS

7,290,770

SQFT OF FACILITY SPACE



# REAL ESTATE

Salt Lake County Real Estate Program’s mission is to ensure county’s short-term and long-term real estate needs are met through optimal use of all county properties and maximize the value of each of these public assets



## Property Management

- Lease Creation/ Management
- Ownership Records
- Land Management
- Site Inspections
- Encroachments
- Licenses & Permits
- Water Shares/Rights
- Mineral Rights
- Eminent Domain
- Open Space

## Asset Management

- Performance Evaluation
- Project Management
- Appraisals
- GIS
- Regional Coordination

## Acquisition / Disposition

- Acquire/ Dispose Real Property Interests
- Easements
- Tax Deeds
- Closing Coordination
- Customer Relations
- Ownership Research

## Current Initiatives

- Land Acquisition Library/Map
- CW Encroachment Cleanup
- Public Asset Management
- SOAR Support

## PERFORMANCE MEASURES

79

CUBIC FT. OF DIGITIZATION

225+

ACTIVE PROJECTS

888K+

REAL ESTATE REVENUE



# RECORDS MANAGEMENT & ARCHIVES

The mission of Records Management & Archives is to manage County records for current and future use



## Records Management

- Holdings
- Accession
- Retrieval
- Disposal
- GRAMA



## Archive

- Property History
- Family History
- Birth Records
- Death Records
- Marriage Records
- County History/Official Business



## Current Initiatives

- Digitization of:
  - Real Estate Records
  - Zoning
  - Subdivision
  - Commission Ordinances
- Records Management Standards, Guidelines, & Training (GRAMA tools)
- Strategic Storage Planning (all formats)
- GC Display

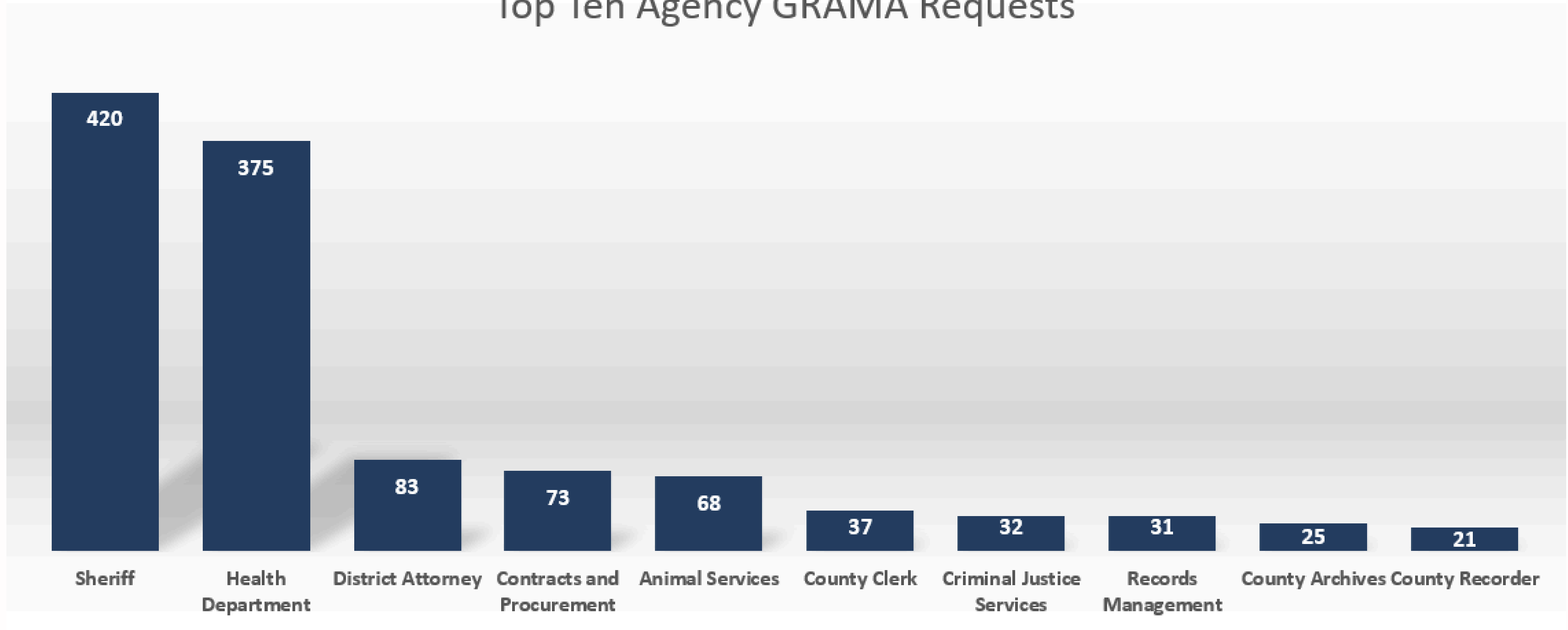
## PERFORMANCE MEASURES

**1,312**  
GRAMA REQUESTS

**42,977**  
NEW ONLINE RECORDS

**671,078**  
SOCIAL MEDIA RECORDS

## Top Ten Agency GRAMA Requests





# DATA & INNOVATION

Transforming the County into a responsive, efficient, and forward-thinking organization through performance management, data & innovation.



## Innovative Solutions

- Smart Gov Fund
- Survey
- Workshops & Trainings
- Process Improvement
- ARPA Support



## Performance Management

- CountyStat
- Outcomes & Indicators
- Sherpa Support



## Data Analytics / Data Gov

- Data Collection
- Data Analysis
- Dashboards
- Data Gov Working Group



## Current Initiatives

- County Privacy Program (HB-491)
- Smart Gov Fund
- EPIC Performance Management Pilot
- Salary Recomm. Tool
- SOAR Project Support
- County Travel Working Group

## PERFORMANCE MEASURES

51

SMART GOV IDEAS VETTED

7

SMART GOV FUND PROJECTS FUNDED

50+

INNOVATION / PROCESS IMPROVEMENT PROJECTS

# CONTRA UPDATE

| Agency                       | Required Contra Amount | Agency Contra Plan Amount | Over / (under) committed. |
|------------------------------|------------------------|---------------------------|---------------------------|
| Real Estate                  | (17,230)               | 17,230                    | -                         |
| Addressing                   | (16,853)               | 552                       | (16,301)                  |
| Information Technology       | (1,317,555)            | 1,364,271                 | 46,716                    |
| Contracts And Procurement    | (49,525)               | 49,525                    | -                         |
| Facilities Services          | (43,602)               | 43,602                    | -                         |
| Facilities Management        | (13,994)               | 2,289                     | (11,705)                  |
| Telecommunications           | (93,446)               | 93,446                    | -                         |
| Records Management & Archive | (25,728)               | 7,018                     | (18,710)                  |
| Government Center Operations | -                      | -                         | -                         |
| <b>Grand Total</b>           | <b>(1,577,933)</b>     | <b>1,577,933</b>          | <b>-</b>                  |



THANK YOU!