

*The Office of Information Technology maintains more than 625 computers, 25 file servers, 24 telephone systems and 1,900 telephones.*



sound direction for fiscally-responsible leadership

# Charting



The five offices of Lake County Government — Budget, Information Technology, Employee Services, Procurement Services and Program Analysis and Contract Management — provide integral support to each County operating department. Assistance with computers, recruitment of quality employees, effective procurement practices and assurance that monetary resources are in place are imperative functions for County departments to achieve their mission of delivering quality services.

## **Accurate Balance**

The primary goal of the Office of Budget is to establish sound fiscal management practices and to ensure accountability to the taxpayers of Lake County. The Office prepares a two-year budget, which promotes longer-term planning and reduces the amount of preparation time required by operating departments during the second year of the budget cycle.

The County, working with the Clerk of Courts and the Sheriff's Office, has begun the process of selecting a new financial system. An updated system will integrate numerous functions such as accounting, budgeting, purchasing and

human resources, eliminating time now dedicated to duplicate data entry as well as reducing the possibility of human error. Automation has also streamlined the process to deliver the assessment data to the Tax Collector's Office. Both the Fire Rescue and Solid Waste assessments have been added to the Property Appraiser's tax notice eliminating the need to mail separate notifications.

## **Promoting Efficiency**

The Office of Employee Services recruited 148 new employees during the fiscal year and received, logged and screened at least 7,500 applications and resumes.

The process of recruitment was streamlined this year by implementing an online application system. Applicants are now able to view job openings and submit applications over the Web, which are immediately available for review by the hiring department. This shortened the recruitment process from 75 to 35 days. The online application process has decreased the need for hardcopy applications, printouts and duplicates. Transmitting and communicating via e-mail, and posting open positions and documents



on the Internet are saving staff time, advertising costs and postage.

### **Revolutionizing Change**

Technology is revolutionizing the business process by improving information availability, eliminating delays and reducing the cost of maintaining records. The rollout of a county-wide document management system allows for electronic storage and retrieval of documents, pictures, audio-visual clips and e-mail.

The Office of Information Technology installed free wireless Internet networks (Wi-Fi) this year at the Lake County Welcome Center and Lake County Administration Building. The Wi-Fi networks provide Internet access to motorists stopping by the Welcome Center and to citizens who conduct business at the Administration Building. All that is needed to surf the Web or check e-mail is a laptop computer or personal digital assistant device with Wi-Fi capability.

### **Recycling Saves**

The Office of Procurement Services focuses on the efficient use of taxpayer dollars. One of the highest users of paper products, the Office

stressed the importance of reducing packaging, reusing components and recycling paper. A new document-imaging program will reduce the costs of storing and printing the two million documents generated by Procurement Services per year. Always on the lookout for a good deal, the Office purchased several used capital items at the heavy equipment auction in February 2004, saving an estimated \$52,000.

### **Oversight Key**

The Office of Program Analysis and Contract Management was created this fiscal year to provide third party internal reviews of operating departments to enhance the efficiency and effectiveness of operations. The Office also oversees two vital contracts for the County: transportation services provided to the transportation-disadvantaged population and waste disposal in the incinerator operated by Covanta Lake. Both contracts underwent changes this year. Vehicle maintenance for the County bus fleet was brought in-house to provide closer oversight of repair schedules, and a new agreement with Covanta will result in a significant reduction in the price of tipping fees at the County Landfill.