



CHALLENGES FACED BY RURAL COUNTY IT

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CHALLENGES FACED:

- Departments/programs working in silos without I.S.
 - Developing their own technical solutions
 - Misuse of County I.S. enterprise solutions
- Departments pursuing Health Information Exchange (HIE) independently.
- Interface issues across various community health and human services.
- HIPAA, PHI (*Protective Health Information*) & PII (*Personal Identifiable Information*), CJIS (*Criminal Justice Information Services*) Security

ADDRESSING THE CHALLENGES:

- Collaboration
- Process Mapping
 - SMEs (Subject Matter Experts)
- Big Picture
 - CHOIR (*Center for Healthcare - Organizational Innovation Research*)
 - Info-Tech
- Technology
 - Data Categorization
 - Data Sharing

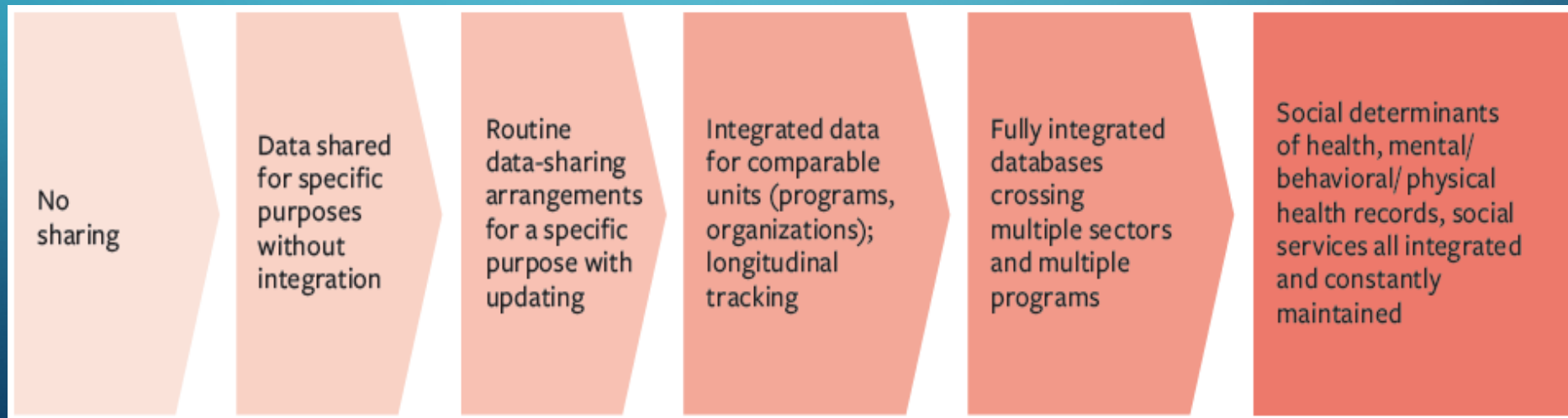


TECHNOLOGY

- **Manage File Transfer (MFT)**
 - **Secure Mail** – Every mail link will have a different password, and is only available for a set amount of time.
 - **Secure Folders** – are setup to allow staff to place information that is routinely exchanged with a specific group or person.
 - **Monitor** – Configured on a network drive to allow staff to receive information from outside of the agency.
 - **SFTP** – Transfer through a SFTP Client (i.e. Mozilla)

TECHNOLOGY

- Data Warehouse
 - Operational Reporting
 - Data processing



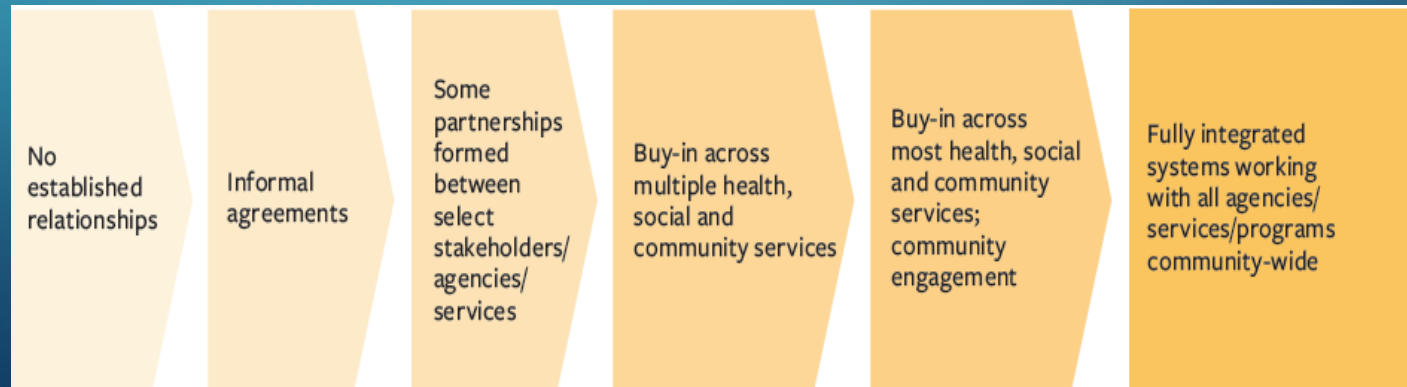
TECHNOLOGY

- Windows 10 upgrade
- Government Cloud
 - Azure
 - Google Government Cloud
- O365
 - SASS
 - Experience
- Security Appliances
 - Firewalls
 - Network Traffic Discovery
 - Vulnerability Assessment
 - Intrusion Detection
 - Behavioral Monitoring
 - Log Management
- K2 Five

NEXT STEPS...

- Data Categorization

- Charter is being established for the first 6 programs.
 - A preliminary focus on “*minimum data a department/program needs from other departments/programs to accomplish the business objective of improving outcomes for clients.*”
- Categorization confirms adherence to governance and privacy.
- Categorization leads to data sharing.
- Future Vision – Cross departmental data sharing and collaboration.



RESOURCES

- <http://www.chhs.ca.gov/Pages/Home.aspx>
 - Information Sharing Toolkit -
http://www.chhs.ca.gov/InnovationPlan/CHOIR_dec2016_revised.pdf
- <https://www.infotech.com/>
- <https://www.k2.com/>
- <https://www.goanywhere.com/>