



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 3/2/2010
Agenda Placement: 71

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors
FROM: Jon Gjestvang - Chief Information Officer
Information Technology Services
REPORT BY: Dan Baldree, Staff Services Manager - 259-8665
SUBJECT: Professional Services Agreement with Jean Gage

RECOMMENDATION

Chief Information Officer requests approval of and authorization for the Chair to sign an agreement with Jean Gage for a maximum of \$19,950 for the term March 2, 2010 through June 30, 2010 to provide Microsoft Office 2007 software training for County employees.

EXECUTIVE SUMMARY

The proposed agreement with Jean Gage provides MicroSoft Office 2007 training to County employees at a cost of \$950 per day, for a total of 21 days. Staff recommends approval of the proposed agreement to assist County employees' transition to Office 2007, the newest version of the Microsoft Office Suite. Office 2007 is significantly different than Office 2003, the version currently used by the County.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Information Technology Services
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	The 2007 version of Microsoft Office is significantly different than the 2003 version currently used in the County. Without proper training and transition support, County employees may experience significant productivity declines

	after being upgraded to the 2007 version. Additionally, ITS support staff could see increased support calls for Microsoft Office.
Is the general fund affected?	No
Future fiscal impact:	None.
Consequences if not approved:	If the proposed contract is not approved, County employees may struggle with performing duties that involve the use of the Microsoft Office 2007 Suite. This may result in productivity declines that negatively impact departmental processes and citizen support, and increase support calls to ITS.
Additional Information:	Approval of the recommended agreement will enable the provision of training for approximately 700 (50%) County employees. Costs will be absorbed within the Board-authorized Information Technology Services appropriations for FY 2009/10.

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Microsoft regularly releases new versions of their products in order to improve the products' functionality and add new features. At the same time, Microsoft phases out support for older versions according to a set schedule. Currently, the County uses Microsoft Office 2003 as its word processing, spreadsheet, presentation, and general office productivity software. Microsoft released Office 2007 in November of 2006, and the product has now reached a level of maturity and stability that it is sensible to provide it to all County staff. Office 2007 introduces a new interface and new tools that provide noticeable productivity improvements to a variety of common office tasks.

Under the proposed agreement, Jean Gage would provide Office 2007 training classes at \$950 per day, focused on easing the transition from Office 2003 to Office 2007 applications (Word, Excel, PowerPoint, Outlook, etc.). Because Office 2007 features a significantly different layout and interface than Office 2003, it is important that County staff have proper training to allow them to maintain productivity during the transition. This training will also educate staff on the new features offered by Office 2007 that may help improve departments' business processes. In addition, key staff will receive "train the trainer" instruction that will allow them to provide training and support for their fellow County employees.

Jean Gage has an ongoing relationship with the County's Training & Organizational Development department for training services, and has provided Office 2003 training to County staff since 2007. She also frequently teaches Microsoft Office courses at the University of Nevada, Reno, and Truckee Meadows Community College. Ms. Gage's existing training relationship with the County and her strong educational background make her a logical choice to provide Office 2007 training that is thorough and offers a sense of continuity with previous classes taught here.

Staff recommends approval of the proposed agreement to assist County employees in learning Office 2007 in order to maintain productivity and efficiency in the workplace. The County will have more difficulty providing adequate computer training to employees prior to the transition to Office 2007 if the proposed agreement

is not approved. Training classes will be held twice per day over 21 days, for approximately 700 County employees.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Lorenzo Ziálcita