



ALAMEDA COUNTY
Information Technology Department
Alameda County Applications
2023



Information Technology Department

Prepared by
Information Technology Department
393 13th Street, Oakland, CA 94612
www.acgov.org

APPENDIX E - ALAMEDA COUNTY APPLICATIONS

This is a partial list of the products created and supported by the Information Technology Department, organized into the program areas emphasized by the Board of Supervisors.

CHILD SUPPORT SERVICES	Developed By	Updated
ARREARS CALCULATOR - A mobile device website for payment calculations to support child support arrears payments.	In house	Real Time
BLUE HOST - Provides internet website hosting services.	Vendor	Real Time
SHAREPOINT - Most of our operational systems, such as support desk services, training management, and supply requests, are built on this platform.	In house	Daily
SINGLE SIGN-ON - Enterprise Single Sign On Manager used to support user logon to multiple applications.	Vendor	Real Time
COUNTY WIDE		
Information Technology Department Applications	Developed By	Updated
Funnelback - Search engine application replacing Google Search Appliance	Vendor	Real Time
OpenText Teamsite - Content management system for web applications	Vendor	Real Time
GENERAL GOVERNMENT PROGRAM		
Arts Commission Applications	Developed By	Updated
Art Collection Tracking - This is an intranet application which allows the staff to track art collections.	In house	Real Time
Assessor Applications	Developed By	Updated
Assessor Canvassing (BizChek) - mobile application used by Assessor's staff for field work.	Vendor	Real Time
CSA - Commercial Sales Analysis. Web application allowing Assessor to perform sales analysis for appraisals of the commercial properties. Upon completion of the IMPROVE.NET project, will be replaced by the CSA module of the IMPROVE.NET application.	In house	Real Time
ESDR - automated interface between eSDR and CUPS allowing business property records to be transferred to CUPS from eSDR.	In house	Varied
IMPROVE - The Integrated System to Manage Property Value is a LAN/WAN PC System with an integrated relational database. It supports real property valuation and surrenders for the Assessors department.	In house	Real Time

IMPROVE.NET - A web-based enterprise application to replace IMPROVE (Integrated System to Manage Property Value) and CUPS (County Unsecured Property System). It supports real property valuation and surrenders for the Assessors department and provides enhancements to the legacy IMPROVE functionality. Upon its full release, legacy IMPROVE and CUPS will be retired.	In house	Real Time
Interface with AAB APPEALS - online and batch, the system is used to track appeals of assessments via interface with the Assessor's IMPROVE system.	In house	Real Time
Internet Website - Assessor's website	In house	Real Time
My Property App – mobile application for property owners to view property values and pay their property taxes. Co-owned with the Tax Collector. Available on Android and iOS platforms.	In house	Varied
Parcel Viewer - GIS application hosted on the Assessor's website. Provides information about county land parcels and property values for the parcels.	Vendor	Weekly
PROP: Property Value - Allows the public the convenience of doing property values and tax lookup via the web.	In house	Real Time
PVAL: IMPROVE Web Interface - Allows the public using specific workstations at the assessor's office and all county workers to query IMPROVE data using the web	In house	Real Time
Auditor Applications	Developed By	Updated
ADI County (Automated Data Input) - Web application that allows users to input mainframe data from desktop PC's for Auditor and ITD jobs.	In house	Real Time
ALCOLINK Financials - Countywide system Includes: Accounts Payable. To track invoice payment, distribution of expenditures related to invoices and write warrants General Ledger. Collects Countywide financial information and produces Countywide financial statements. Asset Management tracks and reports depreciation of Countywide assets .Purchase Order - see GSA	Vendor	Real Time
ALCOLINK Human Resources - Countywide Payroll, Time & Labor and Personnel Management system. See HRS Human Resources & Benefit Administration systems.	Vendor	Real Time
ALCOLINK Warrant Recon - All warrant recon for County bank accounts has been moved into ALCOLINK Financials, including accounts which are not part of ALCOLINK system. This includes CalWIN, ACOE school districts, Hayward and	Vendor	Nightly

Livermore Parks and Recreation, and Ohlone and Peralta junior colleges.		
Anthem. Stores/views images of Official Public Records (real property records); Vital Records (birth, death, & marriage certificates); and information for various County Clerk functions (Fictitious Business Names, etc.); also used for scanning, indexing, and cashiering these documents.	Vendor	Real Time
Auditor Apportionment - Apportions tax collections to various county and public agencies.	In house	Batch, varied
Auditor Property Tax Information System - Enterprise system for the Tax Analysis group. Initially, to manage tax area rates (TRAs) and AB8 taxes, with subsequent releases will be used for all the property tax activities by the Auditor.	In house	Real Time
Auditor Corrections (ATC) - allows auditor to add and edit corrections to the Supplemental tax roll.	In house	Real Time
Authorized Approvers Application - custom online system that allows Agency/Department Directors to authorize other Agency/Department staff to sign Auditor forms on their behalf using DocuSign eSignature and workflow.	In house/ Vendor	Real Time
Automated Secured Corrections (ASC) - allows user to import secured property corrections from IMPROVE, make corrections and send to back end tax collector system.	In house	Real Time
BDM Maintenance - Intranet application that allows the orders to be processed and credit cards to be charged	In house	Real Time
Birth, Death and Marriage Certificates (BDM) Application - Allows the online web ordering of vital records for birth, death and marriage certificates by using credit cards for payment.	In house	Real Time
Central Collections IVR - Web Service - provides a credit card payment interface to support external users who are paying by phone using the ATI system. Also provides an automated interface to feed those payments to CUBS (CCOLL_IVR)	In house	Real Time
Central Collections: FHO Interface - Automates the sending and set up of collection cases due to court charges (Criminal and Traffic) from Courts to Central Collections.	In house	Batch
Clientview. Software for read only access to RPCS CUBS collector system for county agencies	Vendor	Real Time
Digital Reel. Stores/views images of older, archived Official Public Records & Indexes (real property records); Vital Records (birth, death, & marriage certificates)	Vendor	On Demand
Elation Systems WebServices Integration - ALCOLINK Financials developed WebServices to and from the Elations	In house	Nightly

Systems Inc. website, which is used for monitoring contract compliance and labor compliance for County contracts.		
FAMDBAdmin. Redacts social security numbers from Official Public Record images (real property records) after they are scanned	Vendor	Real Time
Internet Website - Recorder's office website	In house	Varied
Magicard Rio Pro. Creates ID cards for professional registrations (process servers, etc.) filed with the County Clerk	Vendor	Real Time
Official Public Records Online Order System (OPR) - Allows ordering of copies of Public Records and Fictitious Business Name statements via internet and orders processed on Intranet. Queries HART Anthem database	In house	Varied
OPR Maintenance - Intranet application that allows the orders to be processed and credit cards to be charged	In house	Real Time
Automatic recurring monthly payments - allows external users to pay Court Fines and other payments due to the County, and provides user to signup and pay on a recurring basis	In house	Varied
RPCS. Collection System that stores confidential data for the purpose of collecting court related fines and fees, Social Services Agency overpayments and other receivables which is mandated by the State, Federal and County law and regulations.	Vendor	Real Time
SAUCR - Unsecured Auditor's Corrections - processes and audits corrections to the unsecured property taxes as surrendered to the Auditor by the Assessor.	In house	Real Time
Tax Analysis Website - internet website allows public to search for AV tax rates by parcel number, address, city or unincorporated area, or TRA, to compare AV tax rates, and to lookup the latest contact information for special assessments.	In house	Varied
Webpay - Central Collections Internet - Web Payment application - allows external users to pay Court Fines and other payments due to the County, and provides an automated interface to feed those payments to CUBS (CCWEBPAY)	In house	Varied
Webpay - Central Collections Intranet - Web Payment application - allows internal users to make payments for users who have phoned in their payment or appeared in person to pay via credit card (CCOLL_Intranet)	In house	Varied
Board of Supervisors Applications	Developed By	Updated

Constituent Tracking System	In house/ Vendor	Real Time
Clerk of the Board Applications	Developed By	Updated
Agenda Index System - Maintains a cross-reference of subjects and file numbers for Board Agenda items.	In house	Real Time
Agenda Management System - Consolidates, indexes, and generates the Agenda and Minute Orders required for Board of Supervisor meetings as well as other County Board meetings. Builds Agenda using Board Letters, Contracts, and other documents which are uploaded by Departments in the Agenda Submission application.	In house	Real Time
Agenda Submission - This is a web based application and is published on the intranet. This application is used by all departments in the county. It allows users to submit Board Letters and Supporting documents to the CAO Analyst. An email notification is generated for the CAO Analyst when a new board letter is uploaded. The CAO Analyst can make correction to the uploaded document.	In house	Real Time
AAB - Assessment Appeals Boards System tracks property assessment appeals from receipt of request through the final disposition (involving the assessor and hearings before the assessment appeals board). Includes viewing images of the Appeals documents. Property owners or their agents can file appeals online, sign using DocuSign, and pay using the County's designated payment provider.	In house/ Vendor	Real Time
Boards and Commissions - Tracks boards & commissions and the seat positions associated with them. History is logged when a seat position changes. Generates reports and posts information to the County website for the Clerk of the Board.	In house	Real Time
Calendar - Internet calendar to provide citizens and county workers to lookup Board meetings and Committee meetings. Provide agenda and minutes for the meetings.	In house	Varied
Calendar Maintenance - Intranet tool to allow updates of calendar	In house	Varied
CBS Imaging - Scans (and Indexes) documents imaged for the AAB, Claims, Maps, and Miscellaneous Image Viewing applications and Legal Hearing Officer Docs (LHO).	In house	Real Time
Claims Tracking - The Claims system tracks claims against the County. Includes viewing images of the actual complaints.	In house	Real Time
Granicus - This is a third party application and the vendor is Granicus. This application is used to broadcast live audio and video meetings from the Board of Supervisors chamber. The agenda and related documents are attached to the meeting.	Vendor	Real Time

<p>The meetings are later archived and listed on the Granicus View Page for on-Demand use. Granicus Live Manager is used during the meeting to capture agenda items. Granicus Media Manager is used to manage the meetings. Media Vault and Stream Replicator are on site servers and help in live streaming of meetings to intranet users.</p>		
<p>Granicus Podcast - This is a third party application and the vendor is Granicus. As the BOS meetings are archived they are also made available to download on the PC and mobile device via the Granicus View page. The downloaded meetings are not attached to agenda to agenda items.</p>	<p>Vendor</p>	<p>Real Time</p>
<p>IPad BOS Agenda Download - This is a desktop application and is installed on the clerk's machine in the Clerk of the Board office. This application merges the agenda and it's supporting documents to a cross- linked PDF file. This PDF files is copied on the internet location. An email notification is sent out to all users when the PDF File is created. The internet users can now download this PDF file to their iPad or PC from the link provided in the email. iAnnotate application is required if downloading on iPad.</p>	<p>In house</p>	<p>Timed to Board Meetings</p>
<p>MAPS - Tracks the multiple steps involved in processing tax payments for new maps (from the initial receipt of deposit through the final payment of taxes). Multiple deposit types are processed. CBS Office uses system to coordinate the effort involved between multiple county departments and the parties filing the request. System prompts the CBS user through different processing steps, depending on the value of the data. Automatically generates needed (merged OLE) forms and letters from within the appropriate processing steps. Reports can be printed. Includes viewing images of scanned documents.</p>	<p>In house</p>	<p>Real Time</p>
<p>Miscellaneous Image Viewing - Provides for viewing a variety of miscellaneous documents & board agenda items.</p>	<p>In house</p>	<p>Real Time</p>
<p>Press Release - To provide public with news announcement and press releases on Internet Press Release Maintenance - Intranet application to allow posting of press releases</p>	<p>In house</p>	<p>Varied</p>
<p>Community Development Applications</p>	<p>Developed By</p>	<p>Updated</p>
<p>CDA Calendar - Internet calendar to post CDA calendar of events CDA calendar maintenance - Intranet application to allow updates to CDA calendar</p>	<p>In house</p>	<p>Real Time</p>
<p>CDA Project Tracking system - Intranet application which tracks different projects for Healthy Homes and</p>	<p>In house</p>	<p>Real Time</p>

Neighborhood Preservation and Sustainability (NPS). Provides interface with CDA's AP Rehab system.		
Façade Improvement form - internet form to request assistance with façade improvement	In house	Real Time
Graffiti Abatement form - internet form to request graffiti abatement	In house	Real Time
Lead Safe Work Practices Quiz - the online form allows the public to print a completion form which may be required for a building permit in many jurisdictions.	In house	Real Time
Web Sites - Internet Department Home Sites for CDA, Agriculture, Redevelopment, Weights and Measures, Planning, Lead Poisoning	In house	Varied
County Administrator Applications	Developed By	Updated
Auditor Position Interface to Budget "Audtr" - Used by the Auditor to view and report the Budget related information.	In house	Real Time
Budget Book System - Produces graphs and tables from the Budget System for the annual Budget Book.	In house	Annually
Budget Interfaces - Used to pass data from Payroll to Budget. - Payroll Actuals: Transmitted to Budget Biweekly	In house	Bi Weekly
Budget Interfaces - Used to pass data between Budget and ALCOLINK Financials - Financial Actuals, Encumbrances & Adjs - Transmitted to Budget Monthly - Approved Budget - Transmitted to ALCOLINK by the Annual Budget Roll	In house	Monthly
Budget Interfaces: Used to pass data between Budget and ALCOLINK HRMS - Payroll Actuals: Transmitted to Budget Biweekly - Item Rates : Transmitted to Budget Daily, except during Budget Season	In house	Bi Weekly
Budget Narratives - This web based system allows departments to provide descriptions associated to department's goals, objectives and achievements to be included in the County's Budget Book published annually in June when the budget is submitted to the Board of Supervisors.	In house	Annually 1st Quarter
Budget Request System - Facilitates the submission of departmental budget requests to the CAO.	In house	Annually
CAO Admin - Used to maintain Budget tables and security for Budget application.	In house	Real Time
CAO Internet Website - Internet Home Page for CAO	In house	Varied

CAO Projection System - Takes actuals from ALCOLINK and projects expenses over the entire year to see if Departments are overspending.	In house	Quarterly
CBO Budget - Used in the preparation of the Budget for Community Based Organizations.	In house	Annually
CBO Mapping - Internet site for mapping Community Based Organizations Has an intranet component for internal updates and geocoding via EGIS	In house	Varied
Children Services Budget - Used in the preparation of the Budget for Children Services	In house	Annually
Countywide Budget System - Used by the CAO to maintain the Current Year Budget and to develop the Next Year's budget.	In house	Real Time
Data Finder - Internet web site allows community members to search for documentation for specific categories.	In house	Real Time
Data Finder Maintenance - Intranet application that allows the CAO's office to update the links to the documentation	In house	Real Time
DEAConf - Disability Conference -. An Internet version allows county and non-county supervisors and managers to register for the Disability Employment Awareness Conference and Training. The intranet version allows CAO users to manage registrations, workshops, and conference agenda.	In house	Annually
Diversity Language Study Application - allows public facing employees to record the languages they encounter in a given time period	In house	Varied
Imaging - SB90 Claims	In house	Varied
Intranet Website	In house	Real Time
Leadership Academy - This is an Internet web application that has two versions: Adult and Youth Leadership Academy. It allows user to submit applications for participation in the free sessions provided by Alameda County where the participants learn about Alameda County (mission, budget department, and services) and also practice communication skills.	In house	Varied
Open Budget - an interactive budget website developed in partnership with Socrata to provide drill down operating budget and capital project plan for the County on the Internet. Data is provided from the CAO budget system reflecting the Board approved County budget in a downloadable, tabular and graphical form.	Vendor	Annually
Quarterly Department Projection System - Extracts data from ALCOLINK (Ledger Card) and Budget (quarterly) for the CAO to use in making Budget adjustments.	In house	Quarterly

RMU Calendar - displays calendar of events on internet	In house	Real Time
RMU Calendar Maintenance - allows for the updating of the calendar via the intranet	In house	Real Time
RMU intranet event registration - allows employees to register for events	In house	Real Time
S&EB System. (CAO ADMIN) - Salary & Employee Benefit System generates salary sheets and benefit budget calculations for use by the CAO in the development and tracking of the Countywide budget.	In house	Real Time
Salary Sheets Generator - This is a web based report system that generates the Salary Sheets on request. It is used by the Departments to access their own Salary Sheets without the need to request paper reports from the CAO.	In house	Quarterly
Unincorporated Budget - Used in the preparation of the Budget for Unincorporated areas of the County	In house	Annually
Women's Hall of Fame - This is an Internet web application that allows users to nominate women from Alameda County for their outstanding achievements and contributions in the field of science, health, community service etc.	In house	Annually
COUNTY WIDE	Developed By	Updated
Collaboration Platform - Hosts various County Department/Agencies, committees, and initiatives SharePoint sites where employees and agency partners can store, organize, and share various types of content through a web browser.	In house	Varied
Combined Charities - An intranet application which allows county employees to donate online through payroll deduction and checks.	In house/Vendor	Real Time
Data Sharing Initiative - Supports County initiative through maintenance of the County's open data portal Data.acgov.org. Organizes and hosts public hackathons to promote the initiative.	In house	Varied
Digital Video Services - Produces and Presents County videos to enhance communication of County events, and initiatives.	In house	Varied
DocuShare - Document storage repository that provides search for shared documents including forms, manuals, spreadsheets, charts, text, etc., and allows departments to update their own documents.	Vendor	Varied
DocuSign eSignature - Cloud based technology to allow uploaded documents to be routed via workflow, signed electronically and stored digitally.	Vendor	Varied
Feedback Form - Intranet form to request feedback.	In house	Real Time

Google Search - Google Search Appliance (GSA) hardware/software combo to create search collection for acgov.org Google Administration	In house	Real Time
GovDelivery - email subscription service to notify subscribers of changes to web content. Also has the ability to send out ad hoc emails/newsletters.	Vendor	Varied
Imaging - Integration with Alcolink and FileNet for invoices/vouchers, journals, requisitions, purchase orders, and vendor docs. Integration with Combine charities.	In house	Varied
Internet Homepage acgov.org	In house	Varied
Internet Ready.acgov.org website - Emergency preparedness website offers information and checklists to help County residents prepare for emergencies that may occur in Alameda County.	In house	Varied
Intranet Homepage alcoweb	In house	Varied
MyAC Mobile App - An internal mobile friendly web app that serves as the County mobile portal. Employees can access the employee phone directory and Shuttle app via this portal.	In house	Varied
Permit Portal - Website that allows the public to search for permits issued from any jurisdiction in Alameda County. Includes links to various County Agencies responsible for issuing various types of permits.	In house	Varied
Phone Directory (Internet) - Public directory online.	In house	Real Time
Phone Directory (Intranet only) - Automates the County of Alameda Telephone Directory and offers online search of phone numbers by name or department. An update capability is provided that allows each department to select staff to add or modify names for their agency/department.	In house	Real Time
Rethink Hackathons - Internal hackathons for employees to present their ideas to make the County more efficient, save tax payers money, improve services to the public, and improve the workplace.	In house	Varied
Shuttle mobile web app - Provides shuttle stop information for employees and the public with map routing and integrates with BART schedules.	In house	Varied
Social Media - Maintains Alameda County's Twitter, Facebook, Pinterest, Flickr and You Tube Channels.	In house	Varied
View Direct/ infopac - Provides online viewing and hard copy distribution of reports.	Vendor	Varied
Web Content Management System - Hosts various department and county partner internet facing websites that	In house	Varied

provides content authors the ability update and publish content changes (EBEDA, EBRCSA, future County wide).		
General Services Agency Applications	Developed By	Updated
ALCOLINK Purchasing - Handles and tracks multiple phases of procurement (quotation, requisition, purchase order, receiving) of goods for all departments within the county.	Vendor	Real Time
Childcare Calendar Maintenance - intranet application that allows updating of calendar items	In house	Real Time
Contracts Awarded Site - provides contract award information for projects that are posted on the Current Contracting Opportunities and Sole Source. Interfaces with ALCOLINK and the Elation Compliance System to provide the current contract value, start and end dates, along with contractor and subcontract information including change orders.	In house	Varied
Future and current contracting Maintenance - Intranet application to maintain contract information	In house	Real Time
GSA Calendar Maintenance - Intranet application that allows GSA to update their calendar items	In house	Real Time
GSA Calendar of Events - Internet calendar to provide public list of upcoming events for GSA Purchasing	In house	Real Time
GSA Childcare Calendar - Internet calendar allows public to lookup Childcare Committee meeting schedules and provide agenda and minutes for the meetings	In house	Varied
Imaging - Purchasing, Technical Services Department, Real Property Management (RPM), HR Personnel and OAP.	In house	Varied
Imaging - Compliance and SLEB Certification and Contacts	In house	Varied
Internet Website - GSA website, Veteran building website Intranet Website	In house	Varied
Online Vendor Application Form - allows vendors to apply for approval online	In house	Real Time
Purchasing Contracting Opportunities - Provide public easy access to current and future contracting opportunities	In house	Real Time
RREP Internet Web Site - Website educating the public about the Regional Renewable Energy Procurement Project (R-REP)	In house	Varied
SLEB Waiver - an intranet application to allow county employees to request for authorization to waive SLEB Program requirements	In house	Varied
Small, Local and Emerging Business (SLEB) - (inter & intranet) Allows departments to search for vendors in Alameda County that provide goods and services to meet their needs. This program promotes economic development	In house	Varied

for the County. Vendors can update their own business information. Subsystems include SLEB Maintenance, SLEB Query, SLEB Update, SLEB Reports, SLEB Vendor E-mail		
Sole Source - Internet application that provides public easy access to sole source contract opportunities	In house	Real Time
Sole Source Maintenance - Intranet application to maintain contract information	In house	Real Time
Space Charge - GSA's system within ALCOLINK to allocate building and maintenance charges to Departments based on space usage within buildings.	Vendor	Real Time
Information Technology Department Applications	Developed By	Updated
Application Status Maintenance - allows ITD to change the application status during an outage	In house	Varied
CBT - Computer Based Training on Internet. Courses and online books	In house	Real Time
Client Server Security - Used by PowerBuilder Programs to authenticate against the PowerBuilder	In house	Real Time
Disaster Relief page - Web page where the public can go to donate towards current disaster relief initiatives. Activated and deactivated as needed.	In house	Real Time
DPME - ITD Billing Time Entry System. This system interfaces with TDS by providing charges for ITD man-time by account.	In house	Real Time
DPMN - call back (DPMO)	In house	Real Time
DPMO/DPMN - ITD Job/Programmer Callback System	In house	Real Time
D-Series - scheduling system	Vendor	Varied
Electronic Purchase Requests (ePR) - online system for submission of both ASG and ISG Purchase Requests which includes workflow and eSignature for executive approvals, budget checking approvals, and CIO sign off.	In house/Vendor	Real Time
ePDF Electronic PDF Submission - The web services are published on the intranet. The intranet version of the application allows user to upload and manage forms and view user filled form data as captured in the database. The internet version captures form data once the filled form is submitted by the user.	In house	Real Time
iFact - this system is used to bill departments for 1-time and recurring charges via an interface to the ITD billing system (CIMS)	In house	Real Time
Imaging - ITD Proposals and Board Letters; Paid Invoices	In house	Varied
ITD secured phone book - subset of county phone book for ITD only	In house	Real Time
Leave Request - allows employees to request leave, send email to requestor and approver	In house	Real Time

Meeting/Event Maintenance - allows for maintenance of meeting and event calendars, news and announcements	In house	Real Time
Organization chart - displays ITD org chart with employee pictures	In house	Real Time
Security Model	In house	Real Time
TDS ITD billing - This system generates bills for all agencies that use ITD services.	Vendor	Monthly
Zeke - scheduling system	Vendor	Varied
Local Agency Formation Commission Applications	Developed By	Updated
ALCOLINK Financials - Used for setting up purchase orders, contracts, and payment of invoices, expense claims, etc.	In house/Vendor	Real Time
FileNet Imaging - Scans and indexes documents for electronic storage	In house/Vendor	Real Time
Granicus - A third party application used to post Agenda Packets and minutes of meetings.	Vendor	Real Time
LAFCo Calendar - Internet calendar to post LAFCo Calendar of meetings	In house	Real Time
LAFCo Calendar Maintenance - Intranet application to allow updates to LAFCo calendar	In house	Real Time
LAFCo Internet Website	In house	Real Time
SharePoint Leave Request - allows employees to request leave, send email to requestor and approver	In house	Real Time
Personnel and Labor Relations Applications	Developed By	Updated
ALCOLINK Countywide Human Resources - Personnel Management and Benefit Administration systems see Auditor Payroll, Time & Labor.	Vendor	Real Time
Employee Benefits Center Call Tracking System - Program developed inside of ALCOLINK HRMS to allow the EBC to track calls from employees and view pertinent employee information all in one page.	In house	Real Time
Employee Benefits Imaging - This application is implemented in the Enterprise Imaging System, FileNet. The EBC staff scans county employee's benefits related documents using KoFax and indexes them with Employee Number, Name, Document Type etc. The documents are processed and moved to FileNet where they can be updated, deleted, and searched. The documents are source controlled and can be emailed to users on demand.	In house	Varied
HRS Call Tracking - This application is implemented in Alcolink. It allows the EBC user to enter/update calls made by county employees regarding their benefits, reimbursements etc. It also tracks calls and generates reports. It provides	In house	Real Time

employees real time data from Alcolink. The calls can be searched and updated.		
Imaging - Employee Work Files (ETF's an non-ETF documents)	In house	Varied
Imaging HR Exam Certification - Facilitates the disbursement of Exam Certification Lists and Application packets to the Departments via Imaging. Central HR scans applications and certifications. Departments can view and print these from the Intranet.	In house	Varied
Internet websites - HRS, Conference Center, and Employee Services Center & Intranet web sites.	In house	Varied
PERL - PERsonnel is a Pre-Alcolink Legacy system of worker information which includes work assignments, tenure and seniority tracking and payroll history prior to Dec 2002. Seniority extracts (for ALCOLINK) and a limited daily process are still run.	In house	Rarely
PREQ Position Request System - Provides for Department entry of Position Changes (adds, transfers, deletes, reclassifications) and approval by CAO and Central HR. Approved Position Requests update the Budget System and the ALCOLINK HRMS System.	In house	Nightly
Salary Ordinance - Provides ability on internet and intranet to search classification information	In house	Annually
Salary Survey - Used to compare equivalent Job classes and salaries with other government Agencies.	In house	On Demand
Public Works Applications	Developed By	Updated
Imaging - Levee, Right of way, and Surveyor	In house	Varied
Internet Website	Vendor	Varied
Public Works Agency Time Keeping Interface to ALCOLINK - Biweekly interface file from Public Works Agency's Cost Accounting System automatically populates time entry for Public Works' employees in ALCOLINK.	In house	Bi Weekly
Street Light Service Form - internet form to request street light service	In house	Real Time
Wells Permit - Internet app that allows contractors to submit permit applications for drilling ground wells and to pay for fees using credit card. Wells Permit Maintenance - Intranet application that allows processing of permit and payments	In house	Real Time
Registrar of Voters Applications	Developed By	Updated
Absentee Ballot Application - Internet form to allow people to apply to be an absentee voter.	In house	Real Time

ACERA Election - Intranet application which helps staff to keep track of the status of ballot whether received or not.	In house	Real Time
Asset Tracking - Intranet application to track check in/check out chain of custody of election related assets.	In house	Real Time
Ballot Proofing - Intranet application to assist ROV staff proof the ballots in different languages (English, Chinese, Spanish, Tagalog and Vietnamese).	In house	Real Time
Candidate Filing - Intranet application to help track candidate filing status and post official candidate filing to the Internet.	In house	Real Time
Candidate Profile - Mobile web application to allow candidates to view the status of their application including the ability to submit candidate statements, review candidate statements and official ballot layout.	In house	Real Time
District Lookup - Internet Application to show voters in which voting districts they are located, and also show any changes to districts since the last election.	In house	Varied
Elected Officials - list of elected officials.	In house	Real Time
Election Results - Upload results received from ROV to provide voters current election results via the internet and automatically post results by sending email, text messages, post Facebook and Tweeter messages via Gov Delivery.	In house/Vendor	Varied
Election Results Map - displays uploaded results on map.	In house	Varied
Help Desk - HEAT self -service thin client to track election day issues and resolutions.	Vendor	Real Time
Imaging - Archive Statement of Voters , search and retrieve	In house	Varied
Imaging - Polling Location Surveys	In house	Varied
Internet Website - ROV Department Home Page Intranet site	In house	Real Time
Lease Card System - Intranet application which tracks lease cards for polling locations. It also allows the owners to sign the agreement electronically through DOCUSIGN.	In house/Vendor	Real Time
Missing Registration Info - Intranet application which sends out email to voter to inform them of missing information in the system.	In house	Real Time
Online Voter Registration Form - Internet Application that allows voters to register to vote online.	In house	Real Time
Poll Worker Profile - Mobile web application which allows election workers to view their information, precinct assignment, polling location information, classes, list of election workers assigned to the precinct, supply pickup information, and previous election history.	In house	Real Time
Pollworker Signup - Internet form to allow people to sign-up to be a poll worker.	In house	Real Time

Pollworker System - Intranet application to track poll workers, their training classes, their polling assignments, payroll, and evaluation.	In house	Real Time
RFID - Includes global View application, business adaptor, flash clients, and handheld software.	Vendor	Real Time
Roster Index and Street Index Printing - The application extracts data and sends them to the mainframe for printing. The Roster Index and Street Index are voter lists used in the polling locations every election.	In house	Varied
ROV eCommerce - Internet application to allow qualified people to purchase ROV reports - coming soon.	In house/ Vendor	Real Time
ROV eCommerce Maintenance - Intranet application to allow processing of orders and charging of credit cards.	In house/ Vendor	Real Time
Sample Ballot Pagination - Intranet application to assist ROV in laying out the sample ballot for the printer.	In house	Real Time
UOCAVA Voter Profile - Internet application to provide military and overseas workers to download their official ballots.	In house	Varied
Voter Profile - Internet Application to provide voters access to their data at the Registrar of Voters, including the ability to update data and change their voting preferences	In house	Varied
Treasurer - Tax Collector Applications	Developed By	Updated
ADI Tax (Automated Data Input) - Web application that allows users to input mainframe data from desktop PC's for Tax Collector mainframe jobs.	In house	Real Time
ALACO (SUPERSESSION) - Removal of DMV hold and look up owner and boat information	In house	Real Time
Bid4Assets - Online system auction for tax defaulted properties	In house/ Vendor	Real Time
Business License - vendor supplied client-server system for running the County Business License Tax office.	Vendor	Real Time
DocuSign eSignature - online submission and signing of Deferred Comp forms with workflow to route for approval and subsequent upload to Deferred Comp Vendor.	In house	Real Time
Imaging - Deferred Compensation, and Tax Default Land Auction.	In house	Varied
Internet Website Intranet Website	In house	Varied
IVR TTAX (PropertyTaxIntraWeb) - an Interactive Voice Response system provides the public with telephone access to up-to-date information about their property assessments and taxes, with an option to pay by credit card. The IVR application is supported by the vendor (ATI). The web	Vendor	Real Time

application PropertyTaxIntraWeb interfaces IVR and is supported by ITD.		
My Property App - mobile application for property owners to view property values and pay their property taxes. Co-owned with the Assessor. Available on Android and iOS platforms.	In house	Real Time
Property Tax Portal - Tax Collector's payment web based application that allows taxpayers to view as PDF documents their current and prior year secured, supplemental, unsecured and delinquent tax bills and to pay eligible bills by credit card and ACH (echeck).	In house	Real Time
Remittance Processing and Cashiering - Automated check handling and bill processing, Treasurer checks, virtual stub, NCR receipts. Application is owned by Tax Collector and supported by vendor (Creditron).	Vendor	Real Time
SDS - Secured Delinquent System performs accounting for secured defaulted property.	In house	Real Time
Secured Collections - Bills and collects payments for all current secured and supplemental property taxes.	In house	Batches, daily
Tax Collector Documents - Allows Tax Collector staff to generate letters and forms for internal and public needs.	In house	Real Time
New TaxTools - payment processing platform	In house	Real Time
Tax Defaulted Land - Prepares and reports properties subject to sale at the annual auction.	In house	Real Time
Tax Defaulted Land Canvassing - Mobile GIS application for the field work by Tax Collector's staff.	In house	Real Time
TaxTools - web-based integrated set of tools for Treasurer-Tax Collector office functions. Includes tax bill search and inquiry, payment inquiry, accounting reports, and tax defaulted land reports.	In house	Real Time
TCUPS - Tax Collector's Unsecured Property System bills and collects payments for all current and delinquent unsecured property taxes.	In house	Real Time
TEBM - Updates bank listing	In house	Real Time
TERM - Tax bill request/suppression	In house	Real Time
HEALTH SERVICES		
Health Services Applications	Developed By	Updated
Google Search - search collection for BHCS website	Vendor	Real Time
Intranet website and Environmental Health	In house	Varied
Personnel Requisition Form - Online application with electronic form for hiring or filling positions using DocuSign for eSignatures and DocuSign workflow.	In house/ Vendor	Real Time

Property Owner Identification Form - allows property owners to give information to Environmental	In house	On Demand
Vector Control (Intranet) - Allows Vector control staff to track requests, daily activities and animal bite reports for state reporting	In house	Real Time
Vector Control (Manhole Inspection) - Mobile GIS application that allows staff to keep track of sewer inspection and baiting information for the City of Oakland electronically.	In house	Real Time
Vector Control Animal Bites Reporting - Allows Animal Control Agencies to enter their animal bites reports online	In house	Real Time
Vector Control Request for Services (Internet) - allows the public to enter their complaints and requests for investigation of vector-related activities.	In house	Real Time
Alameda County COVID-19 Dashboard - Sourced by Alameda County's Data Sharing Initiative, in partnership with Public Health Care, this dashboard displays county-wide metrics on COVID-19 cases.	In house	Real Time
PUBLIC PROTECTION		
Consolidated Courts Applications	Developed By	Updated
E-Process - Internet site to allow duty judges to review and approve Probable Cause Declaration (PC-Decs) documents and electronically approve Warrants online. Judges can approve these documents from any location with internet service. This application eliminates the need for the Judicial and Law Enforcement teams to meet in person to complete their duties, thus expediting the criminal justice process in Alameda County.	In house	Real Time
District Attorney Applications	Developed By	Updated
Criminal Docket Finder - Internet website that allows victims of crime to track the progress of their cases in the county court system. Search can be done by Docket Number and Court Name or Police Report Number and Agency Name	In house	Real Time
DALITE - DA's Case Management System – An intranet web application to manage the case filing and tracking workload of the DA's office	In house	Real Time
Imaging - Closed Case Files for Adults and Juvenile	In house	Varied
SB1193 Event and Compliance Management mobile web app - Provide volunteers the ability to mark businesses that are complying with the SB1193 requirements during Community Action Days and gives the DA's office ability to manage the compliance.	In house	Varied
Fire Department Applications	Developed By	Updated

Fire SitStat - A GIS based application for the Fire department to get a common operating picture of various incidences.	In house/ Vendor	Real Time
Imaging - Fire Prevention	In house	Varied
Probation Applications	Developed By	Updated
Adult Investigation Assignment. To keep track of assignments	In house	Daily
Camp Wilmont Sweeney (CWS) Database. Provides camp youth demographics, program enrollment, home visit list, various pre-populated forms, queries and reports.	In house	Daily
Adult assessment tool.	Vendor	Real Time
. Tracks all youth money over \$50 that is collected and held for safekeeping. Upon release, funds are Detainee Money returned to the youth.	In house	Varied
GPS Minor List. List of minors on electronic monitoring (aka EM).	In house	Daily
GPS Tracking. Tracks the GPS ankle bracelets.	Vendor	Daily
Grievances - Tracks youth grievances.	In house	Weekly
Home Supervision. Statistics on Home Supervision, which includes daily roster and reports.	In house	Daily
IMAGING - Adult case files	In house	Varied
IMAGING - Juvenile Case Files	In house	Varied
Internet and Intranet Web Sites	In house	Varied
ISELINK/In-Time. Used by staffing to schedule staff hours, staff leaves and overtime. Allows staff to view their schedules online	Vendor	Daily
Juvenile Assessment Tracking. This database is created for tracking the risk assessment results for the youth who receive Juvenile Risk Assessment. Reports can be generated from the database for data analysis. The aforementioned assessment is not the YLS.	In house	Daily
Kicked Out of Class - Tracks incidents when youth are kicked out of the classroom.	In house	Weekly
Mobius database - To anonymize youth data regarding DPN referrals and youth outcomes.		Real Time
Overtime Hours. Tracks overall overtime hours.	In house	Weekly
Placement Tracking Database - To track youth's placement history and SSA form process.		Real Time
PRIME - To track youth's placement history and SSA form process.		Real Time
PRISM (Legacy) - Web application to view adult probationer District Attorney docket information and to administer adult risk assessments and juvenile needs assessments. Also includes tools to manage the Adult Self-Reporting kiosks.	In house	Real Time

PRISM2 - Juvenile probation case management system includes tools to maintain client and referral information, to assist probation officers with client supervision, and to keep track of juveniles detained in county facilities.	In house	Real Time
Promise - To send court reminder notifications for adult clients in the pretrial program.		Real Time
Screening for Out of Home Services (SOS). In an effort to provide the best placement for minors and to reduce placement costs, all placement referrals need to be reviewed by the SOS Committee. DPO's use this database to enter placement review requests, schedule appointments, and submit requests to the SOS Coordinator via MS Outlook. Before each SOS review meeting the SOS Coordinator uses this database to prepare meeting agendas and reports for the committee. The SOS Coordinator then records the outcome and emails them it to the respective DPO. Reports are generated from the database for placement analysis.	In house	Varied
Serious Incidents and Use of Force database - To tracks OC pepper spray, restraints usage, and staff and youth injuries.		Real Time
Time Study / Time Entry - A bolt-on application within ALCOLINK, used by Probation employees to complete self-service time entry for Payroll as well as complete Time Studies needed by Probation to recoup payments for services.	In house	Real Time
Time Study / Time Entry - A bolt-on application within ALCOLINK, used by Probation employees to complete self-service time entry for Payroll as well as complete Time Studies needed by Probation to recoup payments for services.		Real Time
Transition Center. The database tracks referrals to services that are provided by the Transition Center.	In house	Daily
Transportation Log. Allows DPO's to submit transportation requests for youth. DPO's complete the transportation requests using this database and submit it to the Deputy Chief. The Deputy Chief reviews the requests and assigns transportation officers to the tasks.	In house	Daily
Transportation Tracking. Tracks each time a youth is transported outside of the facility. Provides reason, youth name, and travel frequency reports.	In house	Daily
Tyler Supervision - Adult Case Management System.		Real Time
Weekend Callouts. Tracks when JIO's call out on a Friday, Saturday or Sunday.	In house	Weekly
Public Defender Applications	Developed By	Updated

Internet Website - Public Defender internet site	In house	Varied
JCATS - Interface to the Public Defender's case tracking system. This is an automated interface that provides CORPUS information to the Public Defender's system in real time. It also contains an interface that provides daily Court Calendar updates, and also provides functions to notify Bar Association when a case is conflicted out	Vendor	Real time and nightly
PDRS - This system notifies the Alameda County Bar Association when the Public Defender has "conflicted out" a case. The Bar Association then assigns a lawyer under the Court Appointed Attorney Program (CAAP).The Alameda County B A R System automates the case tracking and declaration accounting functions of the Bar Associations Court Appointed Attorney Program (CAAP).	In house	Real Time
Sheriff's Applications	Developed By	Updated
ATIMS: The Jail Management System (JMS) implemented by the Sheriff to support the Jail Operations. ATIMS is the strategic replacement for AJIS (mentioned above)	Vendor	Real time and 30 minute interfaces with partner Systems
AWS - Automated Warrant System provides electronic warrants to replace manual searches of hardcopy files. This system includes automated interfaces from the criminal system (CORPUS), Adult Probation System (APS), and allows updates to the State criminal system (CLETS).	In house	Real Time
CAL-ID - An automated fingerprint identification system.	Vendor	Real Time
CME Reports - Provides reports for the Coroner's Office using SSRS, and is used in conjunction with the CME (Coroner Medical Examiner) system	In house	On Demand
Cogent/CMS - This photo identification system is a digital imaging system that captures photo Ids and supports the pre-booking processes. This application is owned and supported by the Sheriff.	Vendor	Real Time
CORPUS - Criminal Oriented Records Production Unified System criminal case management system serving 41 Alameda County criminal justice agencies. It processes criminal information from arrest through adjudication. Provides primary data source for CRIMS application.	In house	Real Time
CRIMS - Consolidated Records Information Management System - intranet based criminal justice portal providing data inquires to multiple databases; CORPUS, AWS, MUGS,	In house	Real Time

RECAP, Improve, DOJ, and local police agencies Records Management Systems.		
Imaging - Sheriff criminal reports and HR	In house	Varied
Inmate Locator - Internet website that allows the public to locate a person currently held in an Alameda County holding facility by PFN or by name. It also displays all persons booked within the last 24 hours.	In house	Real Time
STARS - Initiates and tracks security requests for employees within the Sheriff's Office.	In house	Real Time
Urban Shield Mobile Web App - Provides the Sheriff's Office staff, and participants pertinent event, and scenario information needed during the week long regional response preparedness event	In house	Annually
SOCIAL SERVICES		
Social Services Applications		
	Developed By	Updated
CALWIN - The CalWIN system provides tracking and financial reporting for clients receiving financial assistance. EDS maintains the system in Sacramento for a consortium of 18 Counties that includes Alameda County.	Vendor	15 Minutes
CASH ISSUANCE - This system receives input from the CalWIN system and processes warrants and payment to SSA clients. Files are sent and received from the Bank and Auditor's Office.	In house	Nightly
CBO Contract Renewal System - Online application with electronic forms for renewing Board Approved CBO Contracts using DocuSign for eSignatures and DocuSign workflow, and custom workflow to automate process and upload automatically ALCOLINK and the Agenda Management System.	In house/Vendor	Real Time
CIS - The database used with CalWIN, the CalWIN Information Server replicates data from the state Consortium in Sacramento to the SSIRS Data Warehouse for operational and analytical reporting usage.	Vendor	15 Minutes
CMIPS - Case management and Payrolling System is a Statewide system that manages the identification of Household services for Elders and disabled adults, as well as the provision of the identified services by qualified Household Chore Providers. Data from CMIPS is aggregated and loaded into the SSIRS Data Warehouse for operational and analytical reporting usage.	Vendor	Real Time
County of Alameda COVID-19 Food Distribution, Testing, and Services Map - In partnership with Alameda County Social Services Agency, this interactive map helps residents	In house	Real Time

locate food distribution sites, COVID-19 testing locations, and social services sites within Alameda County.		
CTS (Contracts Tracking System) - allows SSA to ensure that clients get the services they need according to requirements and assuring money is being spent effectively and efficiently by tracing back services provided to the service providers.	In house	Real Time
CWS/CMS - This is the State system which is the repository of all Foster Care cases; data from CWS/CMS is aggregated and loaded into the SSIRS Data Warehouse for operational and analytical reporting usage.	Vendor	Real Time
eDocs - Application used by Social Services to auto-populate the state and county-specific forms and capture the electronic signatures	In house	Varied
IEVS - The IEVS system is used to identify potential cases of program integrity violations such as under reported income, unreported income, and duplicate aid. SSA is expected to follow up on cases reported by IEVS (known as referrals), to investigate and confirm whether any corrective action is needed, and then perform the corrective action.	Vendor	Real Time
IFCN - Integrated Fraud Communications Network supports the Welfare Fraud Division by tracking cases being investigated by the Income Earnings Verification Unit. Receives input from IEVS.	In house	Real Time Quarterly
MEDS - The Medi-Cal Eligibility Determination Systems (MEDS) maintains Medi-Cal eligibility information for Medi-Cal recipients in California. The system also serves as a central clearinghouse of persons known to welfare in the State of California and information is maintained regarding recipients of AFDC, Food Stamps, SSI and Medi-Cal as well as other Special Programs. MEDS also serves as a way for individual counties to interface with other state and federal systems; such as but not limited to, Internal Revenue Service, Immigration and Naturalization Service, and State Disability Insurance.	Vendor	Real Time
Online Court Reports (OCR) Data Download - This process extracts information from CWS/CMS to focus on children and their parents which have upcoming court hearings. This information is used by another SSA application called Online Court Reports, which allows attorneys to receive Court hearing information electronically in an automated manner available 24X7X365.	In house	Nightly

Personnel Requisition Form - Online application with electronic form for hiring or filling positions using DocuSign for eSignatures and DocuSign workflow.	In house/ Vendor	Real Time
QMatic - SSA's ticketing lobby system and remote appointment scheduling	Vendor	Varied
RESPECT - The reconciliation System for Placement Costs, RESPECT was developed to mitigate the overpayment problem in Foster Care. RESPECT complements the VRU system mentioned above.	In house	Nightly
SMART (Service Management Access and Resource Tracking) - is a set of repositories of Social Service Agency (SSA) cases for the management of various services, such as Adult Protective Service (APS), Adoption Service (AS), In Home Support Service (IHSS) and Employment Services.	Vendor	Nightly
Special Payments - The Special Payments application is used to generate and track special (non-routine or urgent) payments (via warrants) to vendors on behalf of various SSA programs for specific activities.	In house	Real Time
SSA Reports/CWS AD HOC Report - Provides on demand reporting of CWS information directly from the CWS tables hosted at the State and Respect Application tables (see below).	In house	On Demand
SSIRS (Social Services Integrated Reporting System) – Data Warehouse that aggregates multiple data sources, applies sophisticated matching algorithms to identify and predict relationships amongst and across the data sources(s), and present Operational and Analytical findings through Business Intelligence Reporting.	In house/ Vendor	Daily
Team Decision Making (TDM) - This system helps CFS schedule and track Team Decision Making meetings that are required to be held to help identify and determine outcomes for juvenile dependents in the Department of Children & Family Services (CFS).	In house	Real Time
Time Certification - This application is used by SSA to compile a sub- set of the information required by the State in order to be reimbursed for services provided on behalf of the State.	In house	Real Time
Time Study / Time Entry - A bolt-on application within ALCOLINK, used by SSA employees to complete self-service time entry for Payroll as well as complete Time Studies needed by Social Services to recoup payments for services.	In house	Real Time

VRU (Voice Response Unit) - This system, called Foster Care Tracking System (FCTS), allows Foster Care providing facilities to identify the clients who've been in their care the past month, via telephone or a website. The VRU system was implemented by SSA to prevent the over payments to the Foster Care payees. Notices are sent 3 times per month requiring payees to update the system if they still are caring for a child.	In house/ Vendor	Real Time
Workforce Distribution Tool (WDT) -An application used by SSA for task distribution for Workforce Benefits and Administration (WBA) social workers	In house	Varied