

**COMMENDATION REPORT**  
**INFORMATION AND TECHNOLOGY DEPARTMENT**  
**GJ05-059**

The Information Technologies (IT) Department was investigated by the 2003/2004 Grand Jury and also the 2004/2005 Grand Jury. Findings and recommendations were somewhat similar in both reports.

In September, 2005, El Dorado County hired a new IT Director, Ms. Jacqueline Nilius, to lead that department. Her background included both public and private management experience with Orange County and IBM. Shortly after being hired, Ms. Nilius began meeting with the Grand Jury IT Committee to address issues and follow up on recommendations raised in the aforementioned reports.

She put practices in place to correct deficiencies, and made presentations to the Board of Supervisors to apprise them of her business plans. She made structural changes in job responsibilities and reporting relationships, resulting in a more cohesive work environment.

The results of her efforts have created a much more positive work experience for staff, and a direction and focus that was lacking in the past.

Special mention should be made of the department's ongoing cooperative spirit in assisting the Grand Jury Committees in publication challenges and media selection. Each time we experienced a problem, IT quickly responded to our requests.

Therefore, the 2005/2006 Grand Jury would like to commend the IT Department for their attention to detail in addressing problems cited in prior Final Reports.