

Contra Costa County Enterprise Systems Catalog
as of July 1, 2022
Sorted by System Name

| System Name | Current System Product | Current System Vendor | System Purpose | Kinds of Data Stored | Frequency of Data Collection | Frequency of Data Updates | Primary Custodial Department | Submitted by Department |
|--|------------------------------|---------------------------------------|---|--|------------------------------|------------------------------------|--|--|
| AACTS (APS Automated Client Tracking System) | AACTS | McWilliams Mailliard Technology Group | use by Adult Protective Services as case management & reporting tool | Personally identifiable information - Name, SSN, address, reports of abuse and findings | Daily | on demand (daily) | Employment & Human Services | EHSD |
| Accurint | Accurint for Government | Lexis Nexis | Online database used to locate persons, information, and assets. | Personally identifiable information (PII) | Daily | Daily | Child Support Services | DCSS |
| ACD Call Routing system | Avaya | Carousel | routes calls to next available agent at call centers | Personally identifiable information - Name, phone number, date/time of call, reason for call, who handled call | Daily | Continuously during business hours | Employment & Human Services | EHSD |
| Adobe | Adobe Acrobat Pro | Adobe | Document editing and archiving software | Documents | Daily | Daily | Child Support Services | DCSS |
| Adobe | Acrobat Pro | Adobe | Document editing and archiving software | Documents | Daily | Daily | Department of Information Technology (DoIT) | CC Animal Service Department (CCASD) |
| Adoptions case tracking | SQL database | EHSD | track status of adoptions | Personally identifiable information - Name, SSN, address. Age, parents, foster parent information, family information. | Daily | Daily | Employment & Human Services | EHSD |
| Advisory Body appointment management | Boards & Commissions | Granicus | Online applications, appointments management | Commissioner data - application information & appointment dates | Daily | Daily | Clerk of the Board | Clerk of the Board |
| AES Property Tax Administration | AES Rapid 2000 | Tyler Technologies, Inc | Appraisal and customer service | Appraisal and customer service information | Daily | Daily | Assessor | Assessor |
| Agenda Management System | AgendaQuick | Destiny Software, Inc. | Automated agenda workflow, produce and publish meeting agendas, and minutes | Reports, board orders, resolutions, ordinances and other supporting documents for Board of Supervisors. Also Housing Authority, Fire Protection District and Board Standing committee agenda and minutes management. | Daily | Daily | Clerk of the Board | Clerk of the Board |
| Amanda regulatory functions and citizen services | Hosted application | Granicus | Code Enforcement | Property information | Daily | Daily | CCCFPD | CCCFPD |
| Appeals Information Management System (AIMS) | SQL database | EHSD | Appeals Information management System | Personally identifiable information - Appellant's Name, SSN, address, financial information, judge, findings | Daily | Weekly | Employment & Human Services | EHSD |
| AppointmentsPlus | Web Based application | AppointmentsPlus | candidate 1-9 appointment scheduling | candidate names and appointment schedule | Daily | daily | Human Resources | Human Resources |
| Area-of-Benefit (AOB) Fee Tracking | Oracle Forms/Reports 11g | N/A (Custom) | Track AOB traffic & drainage fees/payments | Assessor's parcel numbers, fee schedule, fees collected | Daily | Daily | Public Works | Public Works |
| ARIES | ARIES | ARIES | Automated Regional Info Sys, real time incident reporting | | Daily | Daily | Sheriff | CC Animal Service Department (CCASD) |
| Assessment Appeals database manager | .NET | Department of Information Technology | Track assessment appeals and manage related assessment appeal information | Assessment appeals applications, status of appeals, information related to assessment appeals and hearings | Daily | Daily | Clerk of the Board | Clerk of the Board |
| Assessment Appeals database manager for COB and Assessor Interfaces | .NET | Department of Information Technology | Track assessment appeals and manage related assessment appeal information | Assessment appeals applications, status of appeals, information related to assessment appeals and hearings | Daily | Daily | COB and Assessor Via Department of Information Technology (DoIT) | Department of Information Technology (DoIT) |
| Big Ant | Big Ant | Big Ant | Real time chat for supervisory support during customer calls | Text files | | Daily | CCAS | CC Animal Service Department (CCASD) |
| Blackboard | BlackBoard | California Child Support Services | Online state application access including security awareness training | State data content | Daily | Daily | Child Support Services | DCSS |
| Bluecrest Sorter | Sorter & Software suite | Bluecrest Inc | Scanning ballot envelopes and storing signatures | Signatures Images | Daily Election Cycle | Daily Election Cycle | Clerk-Recorder-Elections | Clerk-Recorder-Elections |
| Board meeting manager | Meeting Manager & Votecast | Granicus | Manages BOS and other meetings. Video management, meeting tagging, request to speak, voting, public comment tracking and timing | Meeting videos, agendas, minutes | Weekly | Weekly | Clerk of the Board | Clerk of the Board |
| Board of Supervisors document archive | Laserfiche | Ray Morgan | Electronic document management | Scanned documents and indexing values for Board of Supervisor records | Daily | Daily | Clerk of the Board | Clerk of the Board |
| BSI (Brief Symptom Inventory) | SQL database | EHSD | General Assistance client management tool | Personally identifiable information - Name, SSN, Financial assessment of individual and their needs | Daily | Daily | Employment & Human Services | EHSD |
| Business License Administration | HDLPrime | HDL Companies | Manage Business license Information | Business owner identification, type of licenses | Daily | Daily | Treasurer-Tax Collector's Office | Treasurer and Tax Collector |
| CalAgPermits | CalAgPermits Version 3.9.7.6 | CalCo Solutions | Track pesticide permits and use | Permit and pesticide use information | Daily | Daily | Agriculture Weights and Measures | Agricultural Commissioner/Sealer of Weights and Measures |
| California Child Support Automation System Child Support Enforcement (CCSAS CSE) | CCSAS CSE | California Child Support Services | Online statewide child support system to maintain child support activities | Federal Tax Information, Personally identifiable information and other confidential child support case related information | Daily | Daily | Child Support Services | DCSS |

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| California Healthcare Enrollment, Eligibility and Retention System (CalHEERS) | CalHEERS | Accenture in collaboration with California Department of Health Care Services (DHCS) | California's Implementation of Affordable Care Act's requirement for an Enrollment & Eligibility System | Personally identifiable information - Name, SSN, address, financial information, insurance coverage information, & program eligibility | Daily | Daily | Employment & Human Services | EHSD |
| CalJOBS | CalJOBS | State of California | assist job seekers in finding jobs and employers in posting jobs. | Personally identifiable information - Name, contact information, skill set, and resumes | Daily | Daily | Employment & Human Services | EHSD |
| CalPeats | CalAgPermits Version 1.31.0.0 | CaliCo Solutions | Track pesticide inspections and investigations | Pesticide Application and investigation information | Daily | Daily | Agriculture Weights and Measures | Agricultural Commissioner/Sealer of Weights and Measures |
| CalWIN (California Work Information Network)) | CalWIN | HP Enterprises Inc. | Eligibility Determination and case management system | Personally identifiable information - Name, SSN, address, financial information, program eligibility | Daily | Daily | Employment & Human Services | EHSD |
| CalWIN (California Work Information Network) | CalWIN | HP Enterprises Inc. | Eligibility determination and case management system | Personally identifiable information (PII) | Daily | Daily | Employment and Human Services | DCSS |
| Campaign Finance Reporting and Statement of Economic Interest | Campaign Finance Reporting and Statement of Economic Interest | NetFile | Aid in reporting of compliance with statutory requirements for campaign financial disclosure | Fundraising, expenditure and economic interest data | Daily | Daily | Clerk-Recorder-Elections/Clerk of the Board | Clerk Recorder-Elections |
| Capital Project Status | Access 2016 | N/A (Custom) | Track capital projects | Capital project information, status | Daily | Daily | Public Works | Public Works |
| Care Tracker (CARS) | Care Tracker | Refined Technologies Inc. (RTI) | Matching In Home Support Services (IHSS) Clients to providers, | Personally identifiable information - Name, contact information, and skill set of providers. Name, needs, and contact information of IHSS clients. | Daily | Daily | Employment & Human Services | EHSD |
| CARES (Childcare Accounting, Reporting & Enrollment System) | CARES 4.0 | NoHo Software | Manage childcare enrollment for CalWORKs Welfare to Work program | Personally identifiable information - Name, SSN, contact information, employment situation, and children's names needing childcare. | Daily | Daily | Employment & Human Services | EHSD |
| Cashiering System | Grant Street Cashiering | Grant Street | Assist with cashiering and imaging of recorded and filed documents | Parcel information/ payment information | Daily | Daily | Treasurer-Tax Collector's Office | Treasurer and Tax Collector |
| CERS | Environmental Reporting | California EPA | Environmental reporting | Hazardous materials | Yearly | Yearly | CC Health | CC Animal Service Department (CCASD) |
| Chameleon | Chameleon | HLP | Animal services database | ASD data | Daily | Daily | CCAS | CC Animal Service Department (CCASD) |
| Child Welfare Management System | CWS/CMS | State system/IBM | Manages information in child welfare and probation cases and client contact journal | Personally identifiable information - Name, SSN, address, financial information, program eligibility | Daily | Daily | Department of Child Support Services, Probation Department, Employment & Human Services Department | EHSD |
| Citrix | VA Citrix Remote Access | Service Now/YourIT.VA.gov | Access VA records | No data is stored locally on our computers. It is a portal used by our dept. to access the VA database. | Accessed daily | Accessed daily | Yourit.va.gov | Veterans Affairs |
| City Data Services | Web based | City Data Services | Manage the administration of the Community Development Block Grant | Grantee agency data, grantee performance reports, grant amounts, expenditure reporting | Quarterly | Quarterly | Department of Conservation and Development via City Data Services | DCD |
| CivicPlus | Web Portal | CivicPlus | Web (internal, external) contents management | Web contents | Daily | Daily | Human Resources/Merit Board | Human Resources |
| CivitPlus | Web Portal | CivicPlus | Web (internal, external) contents management | Web contents | Daily | Daily | Information Technology | DCSS |
| Clerk-Recorder Information Imaging System | LANDDOCS/ Summit/ Clerkdocs Windows 2019/SQL2017 | Granicus | Cashiering/ Document Management/OCR/Redaction | Property records, vital records, fictitious business names, professional filings, notary public filings, environmental filings, oaths of offices | Daily | Daily | Clerk-Recorder-Elections | Clerk Recorder-Elections |
| Client Assessment Tool | SQL database | EHSD | Assist clients in finding contact information for services that they may qualify for. | Personally identifiable information - Client Name & needs assessment results | Daily | Daily | Employment & Human Services | EHSD |
| CLOUDS (Child Location, Observation and Utilization Data System) | 1Clouds | One Solution Technology | Child Location, Observation and Utilization Data System, ensures proper teacher to student ratios in Head Start Classrooms | Personally identifiable information - Name, address, parents/guardians, program enrollment, attendance at care center | Daily | Daily | Employment & Human Services | EHSD |
| CMIPS (Case Management, Information and Payrolling System) | CMIPS II | HP Enterprises in collaboration with California Department of Social Services (CDSS) | Used by In Home Support Services (IHSS), it is a case management system tracking providers and their recipients, addressing payroll and reporting. | Personally identifiable information - Name, SSN, contact information, services provided, and payroll information, associated with which clients. | Daily | Daily | Employment & Human Services | EHSD |
| CodePal | SQL database | CodePal | Code Enforcement | Property information | Daily | Daily | CCCFPD | CCCFPD |

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| Community Services (AB109) database | Access | Microsoft | Manages Client Information and Provides statistics for AB109 adult cases | Adult Client Information, inc criminal details, addresses, and other administrative data | Daily | Daily | Probation | Probation |
| Compass Document management System (Formerly CalWIN Client Document Management System) | Compass Pilot | Northwoods | management of client document images for the department | Personally identifiable information - drivers licenses, birth certificates, proof of residency, application forms | Daily | Daily | Employment & Human Services | EHSD |
| Computer-Assisted Probation System (CAPS) | Access | Microsoft | Manages Client Information and Provides statistics for selected adult cases | Adult Client Information, inc criminal details, addresses, and other administrative data | Daily | Daily | Probation | Probation |
| Conservation and Development - Citizen Access System | Citizen Access | Accela, Inc. | Provides permitting information, parcel lookup, and permit application | Information about permits, planning and parcels | Daily | Daily | Department of Conservation and Development | DCD |
| Conservation and Development - Land Use System | Accela Building, Planning, Enforcement and Geographic Information System | Accela, Inc. | Store and track information about building permitting, planning, code enforcement, and geocoded data | Property and permittee identification, project description and plans, permit type, zoning information, conditions of approval, compliance, inspection records | Daily | Daily | Department of Conservation and Development | DCD |
| Constant Contact | | | communications mass email | emails | weekly | weekly | BOS1 | BOS 1 |
| Constant Contact | Web Based application | Constant Contact | To send mass email to selected population | Mass email message, Recipients | On Demand | On Demand | Human Resources | Human Resources |
| COPA (Child, Outcome, Planning & Administration) | COPA | NULINX INTERNATIONAL INC | web-based child and family outcomes, assessments and data management initiatives for Head Start programs | Personally identifiable information - Name, contact information of child and family and an assessment of their needs and results. | Daily | Daily | Employment & Human Services | EHSD |
| Corrigo Inc. | Corrigo | Corrigo Inc. | Facilities maintenance request | Facilities maintenance | Daily | Daily | Public Works | CC Animal Service Department (CCASD) |
| County Facilities Maintenance System | Enterprise 9.2 (cloud) | Corrigo | Maintain records of work dispatch and timekeeping for facilities maintenance activities | County maintained buildings, Work requests, timecards | Daily | Daily | Public Works | Public Works |
| County Fleet Management System | FleetFocus M5 20.0.3 (migrating to Cloud) | AssetWorks | Track vehicle maintenance/depreciation, cost recovery | Fleet data (make/ model/ year), labor, inventory | Daily | Daily | Public Works | Public Works |
| County Human Resources Recruitment/Onboarding system | NeoGov InsightEdition | GovernmentJobs.com | Assists in recruitment and acceptance of applications for county jobs. Departmental onboarding process. | Applicant Personal information for recruitment | Daily | Daily | Human Resources | Human Resources |
| County Wide Email and Calendaring System | Exchange | Microsoft | Serve as an electronic communication and scheduling system | Internal, external communications; calendars | Daily | Daily | Department of Information Technology (DoIT) | Department of Information Technology (DoIT) |
| Countywide Email and Calendaring System | Exchange | Microsoft | Serve as an electronic communication and scheduling system | Internal and external communications; calendars | Daily | Daily | Department of Information Technology (DoIT) | Veterans Affairs |
| Debt Service Management System | MS Access 2016 | N/A (Custom) | Manage loan payments on County properties | Building info, bond/payment | Daily | Daily | Public Works | Public Works |
| Destiny Software | Agenda Quick | Destiny Software | Manages agendas and minutes | BOS Agenda | Monthly | Daily | CAO | CC Animal Service Department (CCASD) |
| Device Registration Database | Microsoft Access | Contra Costa County Agriculture Department | Track registration status and billing of companies with devices that need to be registered with Contra Costa County | Company contact information, locations, devices, and invoicing information | Daily | Daily | Agriculture Weights and Measures | Agricultural Commissioner/Sealer of Weights and Measures |
| Digitech / Intermedix | SQL replication | Medical billing | Medical billing | Transport billing Info | Daily | Daily | CCCFPD | CCCFPD |
| Disaster Recovery Grant Reporting | Web based | U.S. Department of Housing and Urban Development (HUD) | Maintain Neighborhood Stabilization Program accomplishments and financial information for reporting to the U.S. Department of Housing and urban Development (county is grantee) | Federal program accomplishments and financial information, County expenditures and program beneficiary information | Quarterly | Quarterly | Department of Conservation and Development via HUD | DCD |
| District Attorney Case Management System | PROSECUTORbyKarpel | Karpel Solutions, Inc. | Aid the Office of the District attorney in the review, filing, and prosecution of adult criminal and civil cases. | Information on cases, defendants, juveniles, guardians, charges, witnesses, victims, law enforcement agencies/officers, defense counsel, courts, and documents. | Daily | Daily | Office of the District Attorney | Office of the County Administrator, Law & Justice Information Systems |
| District Attorney Juvenile Case Management System | LJIS - Juvenile District Attorney | Department of Information Technology | Aid the Office of the District attorney in the filing and prosecution of juvenile criminal cases. This system will be replaced with PROSECUTIONbyKarpel and retired in 2021 | Information on cases, juveniles, guardians, charges, witnesses, victims, and law enforcement agencies/officers. | Daily | Daily | Office of the District Attorney | Office of the County Administrator, Law & Justice Information Systems |
| DMV Query Tool | DMV Web Portal | Department of Motor Vehicles | Employee DMV record access | Online employee DMV records | Monthly | Monthly | Child Support Services | DCSS |
| DNA Index | Access | Microsoft | Maintains index of DNA (buccal and Palm) samples taken by Probation | Juvenile and Adult client DNA sample records and palm print submission | Daily | Daily | Probation | Probation |
| Document Management System | Laserfiche | ECS | Record keeping | Property information | Daily | Daily | CCCFPD | CCCFPD |
| Document Management System | Laserfiche 10.4 | ECS Imaging, Inc. | Manage documents | Scanned, digital documents and related metadata | Daily | Daily | Department of Conservation and Development | DCD |

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| Document Management System | LaserFiche 10.4.2 | ECS Imaging | Electronic Document Management | Document images, document metadata | Daily | Daily | Public Works | Public Works |
| DocuSign | DocuSign | DocuSign | Digital Signatures | Legally signed documents | Daily | Daily | CCAS | CC Animal Service Department (CCASD) |
| DocuSign | DocuSign | DocuSign | Digital signature | Legally signed documents | Daily | Daily | Child Support Services | DCSS |
| Dominion Voting Systems | Voting System | Dominion | To allow the citizens of Contra Costa County to vote during Elections and tabulate results. | Vote Tally | Daily Election Cycle | Daily Election Cycle | Clerk-Recorder-Elections | Clerk-Recorder-Elections |
| EFI Welfare Fraud | SQL database | EHSD | track referrals of potential fraud | Personally identifiable information - Name, SSN, address, financial information, and suspicion. | Daily | Daily | Employment & Human Services | EHSD |
| Election Information Management System | Voter Registration and Election Management System | DFM Associates | Aid in the administration of voter registration and elections | Voter identification, address and political district information | Daily | Daily | Clerk-Recorder-Elections | Clerk Recorder-Elections |
| Electronic Benefits Transfer (EBT) | Electronic Payment Processing and Information Control (EPPIC) | Xerox, in collaboration with Department of Agriculture | Enables recipients of public assistance have faster and more convenient access to their much-needed benefits. | Personally identifiable information - Name, SSN, address, financial transactions, & program eligibility | Daily | Daily | Employment & Human Services | EHSD |
| Electronic Deposit Permit System | Web app and AWS | (in-house) | submit deposit permits electronically | deposit permits | Daily | Daily | Treasurer-Tax Collector's Office | Treasurer and Tax Collector |
| Email and Calendaring System | Electronic Communication | Microsoft | Electronic Email | Confidential Client Communication General Office Communication | Throughout the workday | Throughout the workday | Office of the County Counsel | County Counsel |
| e-Oscar | e-OSCAR | e-Oscar | Online solution for processing Automated Consumer Dispute Verifications. | Automated consumer dispute verifications and automated universal data forms | Daily | Daily | Child Support Services | DCSS |
| Equifax Compliance Center | Web Portal | TALX Corporation | Checks work eligibility in US and criminal background check via E-Verify | Applicant Personal Information for verification. I-9 | Daily | Daily | Human Resources | Human Resources |
| eSkill | Web Based application | eSkill | to administer remote employment assessments | applicant score data, test content | Daily | Daily | Human Resources | Human Resources |
| ESRI ArcGIS Suite | ESRI ArcGIS Suite | ESRI | Mapping client locations to Sites | Personally identifiable information - Name, address, and program participation, | Monthly | Monthly | Employment & Human Services | EHSD |
| ESRI GIS System | ArcGIS suite of products | ESRI | Processes location information to provide mapping services to all the County departments | Location information of parcels, addresses, boundaries and other related data | Random | As received | Department of Information Technology (DoIT) | Department of Information Technology (DoIT) |
| Exterior Hazard Control | SQL database | In house | Vegetation management | Property information | Daily | Daily | CCCFPD | CCCFPD |
| Farmer's Market Database | Microsoft Access | Contra Costa County Agriculture Department | Tracks registrations for Certified Producers Certificates | Certified Producers Certificates including producers, Locations, and Products grown | Daily | Daily | Agriculture Weights and Measures | Agricultural Commissioner/Sealer of Weights and Measures |
| Finance System | (in-house) | (in-house) | Maintain financial and program/cost accounting records for the county and generate vendor payments. | Appropriation/expenditure, revenue, encumbrance, program, work authorization, cash, and general ledgers or sub-ledgers, vendor payment history | Daily | Two to three times per week | Auditor-Controller | Auditor |
| Fire RMS | Incident reports | Zoll | Incident reporting | Incident data | Daily | Daily | CCCFPD | CCCFPD |
| Five9 Auto Dialer | Five9 Auto Dialer | Five9 | Online auto outbound call notification system | Outbound call scripts | Weekly | Weekly | Child Support Services | DCSS |
| Fixed Assets System | (in-house) | (in-house) | Maintain an inventory of county-wide capital assets for control and accountability and for financial reporting purposes. | Information about capital asset acquisitions, transfers, and deletions by asset type and department. | Monthly | Monthly | Auditor-Controller | Auditor |
| Form 700s Statement of Economic and Conflict of Interest Code management | Form 700s/conflict of interest | Netfile | Track and manage data for Form 700 filers, department liaisons, and code management | Conflict codes, Form 700 information, department information | Daily | Daily | Clerk of the Board | Clerk of the Board |
| Gadwin | SQL database | EHSD | Tracks system problems associated with case management systems. | Personally identifiable information - Name, SSN, address, financial information, program eligibility | Daily | Daily | Employment & Human Services | EHSD |
| Gallup, Strengthfinders | | Gallup, Inc. | | | | | Human Resources | Human Resources |
| Geographic Information System | Maps | ERSI | CAD maps | Maps, SCL, Attributes | Daily | Daily | CCCFPD | CCCFPD |
| Geographic Information System | ArcGeographic Information System Server | ESRI | Serve Geographic Information System data via Representational State transfer(An Architecture that enables users to access additional relational information data) | All County related Geographic Information Systems data | Daily | Daily | Department of Information Technology (DoIT) | Department of Information Technology (DoIT) |
| Geographic Information System | MSSQL SERVER | ESRI | Store geocoded data | All County related Geographic Information Systems data | Daily | Daily | Department of Information Technology (DoIT) | Department of Information Technology (DoIT) |
| Geographic Information System | GeoCortex Essentials | Latitude Geographics | Generate special-purpose maps via the web/internet | All County related Geographic Information Systems data | Daily | Daily | Department of Information Technology (DoIT) | Department of Information Technology (DoIT) |

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| GIS Desktop Applications | ArcGIS 10.8.1 | ESRI | Uses GIS data for desktop GIS & CAD applications. | Assets, Facilities, Parcels, Roads, Stormwater | Daily | Daily | Public Works | Public Works |
| GIS Web Application (PWWMAPS) | Geocortex Essentials 4.14 | ESRI | Enable users to access & edit Public Works Geographic Information System data | Assets, Facilities, Parcels, Roads, Stormwater | Daily | Daily | Public Works | Public Works |
| HICAP (Health Insurance Counseling and Advocacy Program) | Website | EHSD | Provide information to clients on HICAP program and coordinate volunteer educational events | Personally identifiable information - Name, contact information, insurance coverage information, & program eligibility | Daily | Weekly | Employment & Human Services | EHSD |
| HireVue | Web Based application | HireVue | to conduct video-based interviews | applicant score data, test content | Daily | Daily | Human Resources | Human Resources |
| Homefinding Case Tracking System | SQL database | EHSD | State mandated program combining home finding and foster care | Personally identifiable information - Name, SSN, and location of child and name, address, and residence information of child placements. | Daily | Daily | Employment & Human Services | EHSD |
| InContact | IVR / ACD | AT&T | Manages call routing to next available agent and recording | Personally identifiable information | Daily | Daily | Employment and Human Services | Department of Information Technology (DoIT) |
| InContact | InContact | AT&T | integrated call center system that manages call routing to next available agent and recording, | Personally identifiable information - Name, phone number, date/time of call, reason for call, who handled call, and audio record of information exchanged. | Daily | Continuously during business hours | Employment & Human Services | EHSD |
| Independent Living Skills Program (ILSP) | CMS | Goldmine | Manage client contacts for emancipated youth | Personally identifiable information - Name, SSN, address, phone number, and program activities | Daily | Daily | Employment & Human Services | EHSD |
| Integrated Disbursement and Information System | Web based | U.S. Department of Housing and Urban Development (HUD) | Federal program accomplishments and financial information | Federal program accomplishments and financial information | Quarterly | Quarterly | Department of Conservation and Development via HUD | DCD |
| Internet Site | Hosted application | Impression Design | Information sharing | Registrations | Daily | Daily | CCCFPD | CCCFPD |
| Investigation System | SQL database | In house | Event tracking / scheduling | Internal and external communications; calendars | Daily | Daily | CCCFPD | CCCFPD |
| ISI reporting | CDR reporting | AT&T | UCaaS Call History and Call Event Reporting and can provide Analysis and Aid in troubleshooting of poor quality calls. | In & Outbound Calls | Daily | Daily | EHSD, HR & HSD | Department of Information Technology (DoIT) |
| Joint Billing System (JBS) | Oracle Forms/Reports 11g | N/A (Custom) | Timekeeping and Cost Recovery for Land Development permits | Timekeeping, projects, billing, payments | Daily | Daily | Public Works | Public Works |
| Juvenile Hall Intake Database (Sierra) | Access | Microsoft | Record and report Juvenile Hall population | Juvenile client information pertaining to stay at Juvenile Hall | Daily | Daily | Probation | Probation |
| KACE | K1000 | Quest Software | System management | Systems | Daily | Daily | District Attorney | District Attorney |
| KidStar | KidStar | California Child Support Services | Online child support document access | Child support related documents | Daily | Daily | Child Support Services | DCSS |
| Land Information Systems (LIS) | (in-house) | Department of Information Technology | Gather and manages Property valuations, appraisals and assessment rolls of properties and businesses in Contra Costa County | Assessments, parcel information, deeds, events, property values, tax rates, tax rate areas | Daily | Daily | Assessor Office via Department of Information Technology | Department of Information Technology (DoIT) |
| LaserFiche | LaserFiche (Cloud) | Ray Morgan | To store documents in Electronic format | Human Resources and Benefits scanned documents | Daily | Daily | Human Resources | Human Resources |
| Laserfiche Document Management System | Laserfiche 10.3 | Laserfiche / ECS Imaging, Inc. | Document Management | Document images | Daily | Daily | Auditor-Controller | Auditor |
| Laserfiche Document Management System | Laserfiche Rio Cloud | Laserfiche / Ray Morgan Company | Document Management | Scanned documents and related metadata of the various County departments | Daily | Daily | County Administrator Office, CAO Labor Relations, Clerk of the Board, County Counsel, HR, LAFCO, DoIT | Department of Information Technology (DoIT) |
| Lenel Systems International Inc. | OnGuard | Lenel | Building access management system | User access/ account info | Daily | Daily | Child Support Services | DCSS |
| Library Circulation Management System | CARLX | The Library Corporation (TLC) | Maintains transactions relating to circulation of library materials | Patron contact information, fines, fees, and transactions | Daily | Daily | Library | Library |
| LIHEAP (Low Income Home Energy Assistance Program) | HEAP | HHS, Administration For Children and Families Office of Community Services, Division of Energy Assistance | Assist low income residents with Heating and Energy financial Assistance Program | Personally identifiable information - Name, SSN, address, financial information, program eligibility | Daily | Daily | Federal Government | EHSD |
| LiveScan Database | SQL database | EHSD | tracks requests for livescan requests from state | Personally identifiable information - Name, SSN, address, phone number, and criminal history if applicable. | Daily | Daily | Employment & Human Services | EHSD |

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| LobbyCentral | LobbyCentral | LobbyCentral | Customer check-in management system | User monitoring queue | Daily | Daily | Child Support Services | DCSS |
| Medi-Cal Eligibility Data System (MEDS) | MEDS | California Health and Human Services Agency, Department of Health Care Services | Medi-Cal eligibility data system of records | Personally identifiable information (PII) | Daily | Daily | Employment and Human Services | DCSS |
| Medi-Cal Eligibility Data System (MEDS) | MEDS | California Health and Human Services Agency, Department of Health Care Services | Medi-Cal eligibility data system of record | Personally identifiable information - Name, SSN, address, financial information, insurance coverage information, & program eligibility | Daily | Daily | Employment & Human Services | EHSD |
| MEDs4 | ePCR | EVHC | Medical records | Patient Info | Daily | Daily | CCCFPD | CCCFPD |
| Meet | GCP, Workspace, Gmail | Google | GCP, Gmail, Workspace, Video conferencing | Video | Daily | Daily | CCCFPD | CCCFPD |
| Microsoft | SharePoint | Microsoft | Document sharing site | SOPs | Monthly | Monthly | Department of Information Technology (DoIT) | CC Animal Service Department (CCASD) |
| Microsoft Endpoint Configuration Manager | Microsoft Endpoint Configuration Manager | Microsoft | End node management | Internal PC and user info | Daily | Daily | Child Support Services | DCSS |
| Microsoft O365 Outlook | Exchange | Microsoft | Communication and meetings | External and internal communication | Daily | Daily | Information Technology | DCSS |
| Microsoft Office | OneDrive | Microsoft Office | Cloud storage | Documents | Daily | Daily | Department of Information Technology (DoIT) | CC Animal Service Department (CCASD) |
| Microsoft Office 365 | OneDrive | Microsoft | Document software | Documents | Daily | Daily | Information Technology | DCSS |
| Microsoft Office 365 Suite | Local and Web based | Microsoft | Productivity apps and online storage | Documents & Communications | Daily | Daily | Department of Conservation and Development | DCD |
| Microsoft Outlook | Exchange | MS Outlook | email communications and calendar | Internal and external communications; calendars, names, email addresses, phone numbers, meeting locations | Daily | Daily | BOS 1 | BOS 1 |
| Microsoft SharePoint | SharePoint | Microsoft | Document sharing site | Department notes and info for employees to share and reference | Daily | Daily | Child Support Services | DCSS |
| Microsoft System Center Service Manager | Microsoft System Center Service Manger | Microsoft | Helpdesk ticketing system | IT, Helpdesk service log | Daily | Daily | Child Support Services | DCSS |
| Microsoft Teams | OneDrive | Microsoft Teams | Cloud video conferencing software | Documents | Daily | Daily | Department of Information Technology (DoIT) | CC Animal Service Department (CCASD) |
| MS Office 365 | Hosted application | Microsoft | Productivity | Various | Daily | Daily | CCCFPD | CCCFPD |
| NemoQ | NemoQ | NemoQ | Line queuing management | Time and date | Daily | Daily | CCAS | CC Animal Service Department (CCASD) |
| NEOGOV | NEOGOV | Governmentjobs.com, Inc. | NEOGOV HR software automates the entire hiring and performance evaluation process, including position requisition approval, automatic minimum qualification screening, test statistics and analysis, and EEO reporting. | Applicant contact information, job requisition information, hiring manager information | As needed to fulfill hiring needs (approximately 4x/year) | As needed to fulfill hiring needs (approximately 4x/year) | Contra Costa Co. Human Resources | Veterans Affairs |
| NeoSerra | NeoSerra | Outreach Systems | tracks detailed demographic and economic information about Workforce Development clients (Small businesses and entrepreneurs), as well as the assistance provided | Personally identifiable information - Name, SSN, address, financial information about the business, & benefits provided. | Daily | Daily | Employment & Human Services | EHSD |
| Northwoods | Northwoods | Hyland | Data repository for EHSD IV-A clients | Customer PII such as birth certificate, driver license, SSN and other PII images. | Daily | Daily | Employment and Human Services | DCSS |
| o365 | Office Suite | Microsoft | data processing | documents and communication | daily | Daily | Department of Information Technology (DoIT) | District Attorney |
| O365 Outlook | Exchange | Office 365 | Communication and Meetings (i.e. Teams) | External and Internal Communication | Daily | Daily | Department of Information Technology (DoIT) | CC Animal Service Department (CCASD) |
| Odyssey | | | Court records management system | client court records | Daily | Daily | Court | Public Defender |
| Office calendaring and CaseTracking System | Server | Abacus | Serves as an electronic calendaring system, contacts directory, and case listing | Internal case and calendar listing | Throughout the day | Throughout the day | Office of the County Counsel | County Counsel |
| Office@Hand | AT&T Collaborate | AT&T | Online VoIP management portal | Employee phone config info | Daily | Daily | Child Support Services | DCSS |

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|---|--------------------------------|--|---|--|------------------------------|---------------------------|---|---|
| Ohio Risk Assessment System (ORAS) | website | University of Cincinnati | Manages Adult Assessments | Records of adult risk Assessment answers | Daily | Daily | Probation | Probation |
| Ohio Youth Assessment System | website | University of Cincinnati | Manages Juvenile assessments | Records of juvenile risk assessment answers | Daily | Daily | Probation | Probation |
| Onesource | Onesource | Onesource | Requesting PW Print/Mail | Business cards, signs, ads | Quarterly | Quarterly | PW Print and Mail | CC Animal Service Department (CCASD) |
| On-Line Court Reports | SharePoint | EHSD in collaboration with Go-Planet | makes documentation available to courts and attorneys for cases involving children | Personally identifiable information - Case Number, Attorneys involved, contact information of the case participants, the associated court documents. | Daily | Daily | Employment & Human Services | EHSD |
| Operative IQ | Hosted application | Bound Tree | EMS supply tracking and control application | Personnel / Medical supplies | Daily | Daily | CCCFPD | CCCFPD |
| Oracle | PeopleSoft | Oracle | Human Resources management system | HR Data | Daily | Daily | Human Resources | CC Animal Service Department (CCASD) |
| Papercut | Papercut | Caltronics | Copy and scan software for the network | digital paperwork | Daily | Daily | CCAS | CC Animal Service Department (CCASD) |
| PaperCut | PaperCut | CalTronics | Copy, Print, Scan software | Digital paperwork | Daily | Daily | Child Support Services | DCSS |
| Payment Archive System | FirstView | RT Lawrence Corporation | Archive payment information | Parcel information, payment information | Daily | Daily | Treasurer-Tax Collector's Office | Treasurer and Tax Collector |
| Payment Processing System | RTL | RT Lawrence Corporation | Process payments | Parcel information, payment information | Daily | Daily | Treasurer-Tax Collector's Office | Treasurer and Tax Collector |
| Pencil Budget | Access 2016 | N/A (Custom) | Assist with creating pencil budget for the annual budget process | Actual and forecast building costs | Daily | Daily | Public Works | Public Works |
| Periscope Holdings | E-Pro Navigation and approvals | Periscope Holdings | Procurement | Vendor and departmental purchasing | Daily | Daily | Public Works | CC Animal Service Department (CCASD) |
| Pest/Weed Management Reporting Database | Microsoft Access | Contra Costa County Agriculture Department | Track use by CCC Ag Depart herbicides and rodenticides | Dates, location, and amount of pesticide use | Daily | Daily | Agriculture Weights and Measures | Agricultural Commissioner/Sealer of Weights and Measures |
| PetAccess | PetAccess | PetData | Online access portal to pet licensing information | Animal information. | Daily | Daily | CCAS | CC Animal Service Department (CCASD) |
| PetData | PetData | PetData | Licensing fees and tags | Pet and owner information | Daily | Daily | CCAS | CC Animal Service Department (CCASD) |
| Presynct | Presynct | Presynct | online report writing software we use for formal reports | Law enforcement reports | Daily | Daily | CCAS | CC Animal Service Department (CCASD) |
| Print and Mail Management System | Avanti Slingshot 8.0 | Avanti Systems | Track/Bill county departments for print and mail jobs | Information about printing and mailing jobs, inventory, billing | Daily | Daily | Public Works | Public Works |
| Print and Mail Ordering System for County Departments | OneSource | PTI Marcom | Provide system for ordering print jobs from Print & Mail | Departments' print job requests | Daily | Daily | Public Works | Public Works |
| Probation Case Management system | LJIS - Probation | Department of Information Technology | Aid the Probation Department in their responsibility to investigate and supervise adults and juveniles as ordered by the Superior Court and to refer juvenile offenders to the District Attorney. | Information on cases, defendants, juveniles, guardians, charges, witnesses, victims, and law enforcement agencies/officers. | Daily | Daily | Probation Department | Office of the County Administrator, Law & Justice Information Systems |
| Probation Case Management System | LJIS - Probation | Department of Information Technology | Aid in the investigation and court ordered supervision of adults and Juvenile | Information about cases, parties, witnesses, victims, and law enforcement agencies / officers | Daily | Daily | Probation via CAO Law & Justice Systems | Probation |
| Probation PreTrial Case Tracking | Access | Microsoft | Manages Client information and provides statistics for adult Pretrial cases | Adult Client Information, inc criminal details addresses, and other administrative data | Daily | Daily | Probation | Probation |
| Procurement System | ePro 15.8.0.3 (cloud) | Periscope Systems | Assist in purchasing software with a web interface front end | Requisitions, Purchase Orders, Vendor info | Daily | Daily | Public Works | Public Works |
| Project Management Systems | Cognos 10.2.2 | IBM | Assist with budgeting projects | Project/budget, funding sources, actuals | Daily | Daily | Public Works | Public Works |
| Property Tax Online Payment System (PTOPS) | Web based | (in-house) | Bulk Tax Payment Processing | Parcel number, bill number, amount due, status, situs address | Daily | Daily | Treasurer-Tax Collector's Office | Treasurer and Tax Collector |
| Prosecutor by Karpel | | Karpel | CMS | Business line of work | Daily | daily | Department of Information Technology (DoIT) | District Attorney |
| Public Defender Case Management System | DEFENDERbyKarpel | Karpel Solutions, Inc. | Aid the Office of the Public defender in the review, assignment, and defense of adult and juvenile defendants. | Information on cases, defendants, juveniles, charges, and law enforcement agencies/officers. | Daily | Daily | Office of the Public Defender | Office of the County Administrator, Law & Justice Information Systems |
| Public Education | SQL database | In house | Event tracking / scheduling | Internal and external communications; calendars | Daily | Daily | CCCFPD | CCCFPD |
| Public Works Contractors/Consultants | Access 2016 | N/A (Custom) | Track viable contractors and consultants for capital projects bids | Contractor contact info | Daily | Daily | Public Works | Public Works |

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|---|--|--|--|--|------------------------------|------------------------------------|---|---|
| Public Works Road and Flood Control Management System | MaintStar 13.5.95 (exploring cloud solution) | MaintStar | Manage maintenance, labor and equipment costs | Road maintenance task description, related equipment, labor hours, labor rates | Daily | Daily | Public Works | Public Works |
| PulsePoint | SQL database | PulsePoint | Citizen notifications | Incident and response data | Daily | Daily | CCCFPD | CCCFPD |
| Purple Pipe | Purple Pipe | CC Central Sanitation | Reporting on status of reclaimed water | Status of piping required for reclaimed water | Quarterly | Quarterly | CC Central San | CC Animal Service Department (CCASD) |
| PWD Capital Projects/Real Estate Services | Web-based GUI/API on SQL Server Database | N/A (Custom) | Track Capital Projects/Real Estate Services - Requests | Tracks Requestor, Service #, Requesting Department, Org #, Date Requested, Approval Status, Receive Date and Other Detail Information | Daily | Daily | Public Works | Public Works |
| QWARE | QWARE | C&S Operations | Administrative requests management system (e.g. work orders) | Work order requests, purchase requests, DoIT requests | Daily | Daily | CCAS | CC Animal Service Department (CCASD) |
| RAMP Asset Inventory | Oracle Forms/Reports 11g | N/A (Custom) | Track County-owned and leased buildings | Contra Costa County buildings types, addresses, square footage | Daily | Daily | Public Works | Public Works |
| Redeemed Warrant System | (in-house) | (in-house) | Maintain record of warrants issued, redeemed, and canceled. | Information about warrant issuances, redemptions, and cancellations | Daily | Daily | Treasurer/Tax Collector and Auditor-Controller | Auditor |
| Redemption Property Tax System or Secured Abstract Maintenance or Delinquent Tax System (SAM) | (in-house) | Department of Information Technology | Manages Defaulted Property Taxes | Defaulted property tax information including APN, default number, defaulted tax amount and defaulted tax related information. | Daily | Daily | Treasurer-Tax Collector via Department of Information Technology (DoIT) | Department of Information Technology (DoIT) |
| Revenue management system (RevQ) | CUBS | Columbia Ultimate | Delinquent Taxes | Parcel, owner & collection information | Daily | Daily | Treasurer-Tax Collector's Office | Treasurer and Tax Collector |
| RightFax | RightFax Enterprise Fax Manager | RightFax | Fax manager | Fax history and user fax info | Daily | Daily | Child Support Services | DCSS |
| RPCS (Revenue Plus Collection System) | RPCS, formerly CUBS | RevQ, a Columbia Ultimate Company | Used to track revenue collection during benefit recovery. | Personally identifiable information - Name, SSN, address, case number, & financial information, | Daily | Daily | Employment & Human Services | EHSD |
| Sage HMIS Reporting Repository System | Web based | U.S. Department of Housing and Urban Development (HUD) | Report program accomplishments on the Federal Emergency Solutions Grant (ESG) Program | Federal program accomplishments information | Quarterly | Quarterly | Department of Conservation and Development via HUD | DCD |
| Salesforce | CRM | Salesforce | Maintain and manage constituent contact information and relationship | Constituent contact information | Daily | Daily | Board of Supervisors, District 2 | BOS2 |
| Salesforce | CRM | Salesforce CRM | communications database | Constituent names and emails | Daily | Daily | BOS 1 | BOS 1 |
| Samsara | TriTech Systems (Tiburon) | Samsara | Field Services Dispatching software | Field Services incidents | Daily | Daily | Sheriff | CC Animal Service Department (CCASD) |
| Secured Property Taxes (PTS) | (in-house) | Department of Information Technology | Manages Unsecured Property Taxes | Secured property ownership and address(es); personal property values; taxbill number, tax year and amount; tax rates and tax rate area related information | Daily | Daily | Tax Collector via Department of Information Technology (DoIT) | Department of Information Technology (DoIT) |
| Senior Community Service Employment Program (SCSEP) | SCSEP | EHSD | Tracking training of older workers | Personally identifiable information - Name, SSN, address, program eligibility, and training provided. | Daily | Daily | Employment & Human Services | EHSD |
| ServicePoint | ServicePoint | WellSky (previously Bowman) | Provides referrals to appropriate resources to seniors age 60 and older, adults with disabilities and caregivers, include housing long term care programs, transportation, personal care, financial, and legal services. | Personally identifiable information - Name, SSN, address, assessment of needs, program eligibility, and contact information for service providers. | Daily | Continuously during business hours | Employment & Human Services | EHSD |
| Servtraq | Web based | Central Coast Energy Services, Inc. | Manage the administration of the Low Income Home Energy Assistance (LIHEAP), Department of Energy Weatherization Assistance Program (DOE WAP) program as well as other similar utility programs. | Customer Data, Household/Dwelling Data, Inventory Data, Employee Data | Daily | Daily | EHSD | EHSD |
| SkillsSurvey | Web Portal | SkillsSurvey | Applicants' reference check | reference information of applicants | Daily | Daily | Human Resources | Human Resources |
| SmithOstler (TiNA) | SmithOstler | Department of Child Support Services | Child support payment tracking software | Child support payment info | As needed | As Needed | Child Support Services | DCSS |
| Solarwinds | Web Based application | Solarwinds | Ticketing system for HRIS Assistance | Name, department, work contact information | Daily | Daily | Human Resources | Human Resources |
| Statewide Audit Tool (SAT) | Statewide Audit Tool (SAT) | Cushman Computer Consulting, Inc. | Case audit tool | User case work history | Daily | Daily | Child Support Services | DCSS |

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| Statewide Fingerprint Imaging System (SFIS) | SFIS | State of California | SFIS was developed by the Office of Systems Integration (OSI) in conjunction with the California Department of Social Services (CDSS) | Personally identifiable information - Name, SSN, address. | Daily | Daily | Employment & Human Services | EHSD |
| Station Tours | SQL database | In house | Event tracking / scheduling | Internal and external communications; calendars | Daily | Daily | CCCFPD | CCCFPD |
| Storm Water Utility Fees (SWUF) | Oracle Forms/Reports 11g | N/A (Custom) | Calculate storm water utility fees to put on property tax bill | Assessor's parcel numbers, parcel size, tax rate areas, stormwater assessments | Monthly | Monthly | Public Works | Public Works |
| Street Saver | StreetSaver 9 <cloud> | M T C | Planning and tracking road conditions and maintenance | road data (type, width, condition) | Daily | Daily | Public Works | Public Works |
| Structured Decision Making (SDM) | SDM web app | Children's Research Center (CRC), a subsidiary of NCCD | performs safety and risk assessment of children and families. | Personally identifiable information - Name, SSN, Confidential assessment of environment and needs of a family member in a given environment. | Daily | Daily | Employment & Human Services | EHSD |
| Supplemental Systems (SPT) | (in-house) | Department of Information Technology | Manages Supplemental secured Property Taxes | Supplemental secured property ownership and address(es); personal property values; taxbill number, tax year and amount; tax rates and tax rate area related information | Daily | Daily | Tax Collector, Auditor via Department of Information Technology (DoIT) | Department of Information Technology (DoIT) |
| SurveyGizmo | Web Portal | Alchmer | to collect customer feedback and respond to the need promptly | Survey answers and comments | On Demand | Daily | Human Resources | Human Resources |
| SymProl | Web based | Emphasys | Record all investment holdings and transactions in the County Treasury Pool | Investment holdings/securities and trading activities | Daily | Daily | Treasurer-Tax Collector's Office | Treasurer and Tax Collector |
| Table Command | Table Command | Table Command | Incident management | Incident response | Daily | Daily | CCCFPD | CCCFPD |
| TASSA (Track Advocacy SSI/SSA Applicants) | SQL database | EHSD | Used to track General Assistance recipients' progress in filing apps for SSI/SSP | Personally identifiable information - Name, SSN, address, phone number, financial status | Daily | Daily | Employment & Human Services | EHSD |
| Team | Hosted application | Microsoft | Video conferencing | Video | Daily | Daily | CCCFPD | CCCFPD |
| Telstrat | Record on Demand | AT&T | Call recording and quality monitoring solution | In & Outbound Calls | Daily | Daily | EHSD, HR & HSD | Department of Information Technology (DoIT) |
| Tivoli Usage and Accounting Manager System | Tivoli UAC | IBM | For IT cost Management. Costs and track, allocate, and invoice based on actual resource use by department | Amounts billed, usage and costs | Daily/Monthly | Daily/Monthly | Department of Information Technology (DoIT) | Department of Information Technology (DoIT) |
| Tracking Recipients Across California (TRAC) | TRAC | California Dept of Technology Services (OSI) | tracks CalWORKs recipients. Either gather data directly from SAWS (CalWIN) or entered directly by staff. | Personally identifiable information - Name, SSN, contact information, financial information, & program eligibility | Transactional system | Daily | Employment & Human Services | EHSD |
| Trust Accounting | Oracle Forms/Reports 11g | N/A (Custom) | Track trust fund deposits and calculate interest on refunds | Balances and interest rates for Public Works trust funds | Daily | Daily | Public Works | Public Works |
| Trust Fund Accounting system | (in-house) | (in-house) | Maintain subsidiary ledgers for Trust Funds | Receipts and disbursements | Twice per month | Twice per month | Auditor-Controller | Auditor |
| TurboCourt | TurboCourt | Intresys-TurboCourt | Online case open automation system | Child support case info | As needed | As Needed | Child Support Services | DCSS |
| TXTPagePro | TXTPagePro | Contact Wireless | SMS texting for business | Texting content | As needed | As Needed | Child Support Services | DCSS |
| UC Hosted Call Manager Services | Cisco CUCM and Voicemail | AT&T | Cisco's Unified Communications Manager is a hosted VoIP PBX the County uses as their phone System. | In & Outbound Calls | Daily | Daily | EHSD, HR, HSD, SO and many other Departments | Department of Information Technology (DoIT) |
| Unsecured Property Tax System (BUD) | (in-house) | Department of Information Technology | Manages Unsecured Property Taxes | Unsecured property ownership and address(es); personal property values; taxbill number, tax year and amount; tax rates and tax rate area related information | Daily | Daily | Treasurer-Tax Collector, Auditor, Assessor via Department of Information Technology (DoIT) | Department of Information Technology (DoIT) |
| Utility Manager | UM Pro 4.0 | Ecova | Manage utility payments for all county-owned buildings | Utility billing data for Contra Costa County buildings | Daily | Daily | Public Works | Public Works |
| Utility Payments | MS Access 2016 | N/A (Custom) | Act as interface between Utility Manager (COTS) and finance system | Utility payments | Daily | Daily | Public Works | Public Works |
| VetPro | VetPro CoCo | Panoramic Software, Inc. | VetPro is a case management, claim creation, and submission software for Veteran Service Officers. | Veteran personal and private information including, but not limited to, DD2-14, Soc. Sec. #, DOB, family members, etc. | Daily | Daily | Department of Information Technology (DoIT) | Veterans Affairs |

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| Volgistics | Volgistics | Volgistics | Volunteer management software | Volunteer data, schedules, and training | Daily | Daily | CCAS | CC Animal Service Department (CCASD) |
| Warrant Management System | Justice Automated Warrant System | Department of Information Technology | A central repository of warrants accessible by the Court and County law enforcement agencies that provides the ability to issue warrants, and update warrant status (serve, recall, etc.) | Warrant subject, warrant information, law enforcement agencies, and warrant status | Daily | Daily | Office of the County Administrator, Law & Justice Information Systems | Office of the County Administrator, Law & Justice Information Systems |
| Wasp Technologies (Mobile Asset) | MobileAsset Professional | MobileAsset | Asset tracking | Department asset info | As needed | As Needed | Child Support Services | DCSS |
| WIS (Welfare Intercept System) | WIS | California DSS | The California's DSS, with IRS, Food and Nutrition Service, and the Franchise Tax Board. Addresses welfare overpayment recovery | Personally identifiable information - Name, SSN, address, case number, & financial information, | Transactional system | Daily | Employment & Human Services | EHSD |
| Zoom | Zoom | Zoom | Training for staff on managing database in Salesforce. | Constituent names and emails | occasional | none | DOIT | BOS 2 |
| Zoom | Zoom | Zoom | Online video conferencing | None | Daily | Daily | CCAS | CC Animal Service Department (CCASD) |
| Zoom | Zoom | Zoom | Video conferencing | Video | Daily | Daily | CCCFPD | CCCFPD |
| Zoom | Zoom | Zoom | Online video conferencing | none | Daily | Daily | Child Support Services | DCSS |