

**To The Honorable Board of Supervisors
of Pierce County, Wisconsin**

RE: 2001 Annual Report from the Data Processing Department

Ladies and Gentlemen of the Board:

The standing committee for Data Processing is the Information Services Committee. The 2001 Board members were Seth Speerstra, John Shafer and Myrna Larrabee. The citizen members were Art Gallardo Johnson and Jeff Olson.

The Pierce County computer infrastructure as of December 31, 2001 included 201 desktop PCs and 50 laptops. The breakdown of the operating systems on these is as follows: 2 are DOS, 2 are Windows 3.11, 153 are Windows 95, 46 are NT, 12 are Windows 98, 1 is OS/2, and 35 are 2000. Pierce County has 3 NT servers, 2 Novell servers and 1 mainframe. In addition to the Microsoft applications that people are running there are 14 applications that are department specific. The county also has 147 printers.

A couple of upgrades were done to the county network to accommodate growth in 2001. An extra hard drive was added to the main server to increase capacity. The hubs that were being used to connect everything to this point were upgraded to switches.

A summary of the 2001 financial statement for the Data Processing Department is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$419,554	\$348,039	\$71,515

\$50,000 of the \$71,515 was budgeted for the Document Imaging system which was not implemented in 2001. This project will be implemented in 2002 and the money will be transferred to cover it. We also had some employee turnover in 2001. Janet Holtz became the Data Processing/Software Support Specialist in April and Steve Gustafson became one of our Computer Technicians in May.

Major 2001 Projects

- ◆ The County Web page has been expanded to include agendas and minutes from all committees. In December of 2001 there were 12,854 successful requests made to the County Web page.
- ◆ A number of things were done to limit our exposure to viruses. The County switched to the Norton Anti-Virus software. All PCs have been locked down so certain types of files aren't allowed to be opened. Signature files are updated frequently on both the servers and desktops. Since these steps have been taken no viruses have gotten through our security even though we know that the county is hit with hundreds of viruses a month.

- ◆ Our department set up a PTO tracking system for Administration.
- ◆ A 3 year technology plan was developed for the county.
- ◆ Our department works with all other departments to train and implement new ways to use technology and software. We are constantly looking at and implementing ways to best use our hardware.
- ◆ 23 computers were replaced as part of an ongoing effort to keep technology at the level needed to run current programs.
- ◆ The process was started to evaluate a document imaging system for the County.

Future Data Processing Projects Planned for 2002

- 1) We have budgeted for 29 new PCs this year. We need to keep the hardware at a level that it can run the current software.
- 2) We are planning to evaluate and implement an option to allow scanning on a countywide basis.
- 3) We plan to implement a web server. This will allow us to put public information on the internet so people can access it when it is convenient for them.
- 4) We have a number of departmental projects we will be helping to get off the ground including automating the Parts Department at the Highway, automating the Sign Department at the Highway, the state is rolling out a new software program for the Office on Aging, and the Sheriff's Department is changing how they do business. As the year progresses I'm sure more of these projects will come up.
- 5) There was money in the 2002 budget to allow us to extend the county network to the Highway and Solid Waste Departments. By doing this both departments will be able to access the fast T1 line that the rest of the county is using for internet. This would also allow these 2 departments to share files more easily with other county departments.

We are continuing to try to replace about 1/5 of the total computers annually in order to keep our computers at a level that they will be able to run current software and other peripherals. We are starting to upgrade our big software packages this year with a rewrite of the in-house system that the Sheriff's Department uses. In the near future we will need to look at upgrading more of the software that we are using for main office applications such as the Register of Deeds system and the tax system in the Treasurer's Office. We are still running some DOS based applications which do have their drawbacks. In other cases we are running versions of software that are no longer being supported by the vendors that we purchased it from. Some of these packages are quite expensive to upgrade.

We will continue to work with departments to keep going what they currently have as well as to help implement new things that will make them more efficient.

Respectfully submitted,

Janet Huppert
Director of Information Services
March 8, 2002