

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

RE: 2002 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 2002 Board members were Seth Speerstra, Raynee Farrell, and John Kucinski. The citizen members were Art Gallardo Johnson and Jeff Olson.

The Pierce County computer infrastructure as of December 31, 2002 included 209 desktop PCs and 55 laptops. The breakdown of the operating systems on these is as follows: 2 are DOS, 2 are Windows 3.11, 93 are Windows 95, 54 are NT, 11 are Windows 98, 1 is OS/2, and 101 are Windows 2000. Pierce County also has 3 Windows NT servers, 2 Windows 2000 servers, 2 Novell servers, 1 Linux server and a mainframe. The county also has 150 printers.

In addition to the Microsoft applications that people are running there are 14 applications that are department specific, a number of state systems, a mainframe package, a county imaging package and a number of applications that have been programmed by Pierce County employees. There has been a shift to newer operating systems to accommodate software requirements as well as to get the desktops to perform more reliably. We have a wide variety of both software applications and operating systems on both the server and user side. One of the ongoing challenges that we face is how to get both legacy systems and current software to work on the same PC when they require different operating systems.

A summary of the 2002 financial statement for the Data Processing Department is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$510,720	\$448,739	\$61,981

\$37,835 of the \$61,981 that was left at the end of 2002 was transferred in to the 2003 budget for projects in the Sheriff's Department that weren't completed in 2002.

I am also happy to report that there was no employee turnover in the Data Processing Department in 2002. Our current staff consists of a Director, two Computer Technicians and one Data Processing/Software Support Specialist.

Major 2002 Projects

- ◆ A document imaging system was implemented for all county departments other than the Register of Deeds Department since they have their own document imaging system. As part of this project the microfiche reading equipment in the Register of Deeds office was also upgraded giving us the capability to not only read the fiche but also to digitize it.
- ◆ A number of things were automated in 2002 which include:
 - 1) Printing W2s and 1099s on laser printer which made them much easier to read
 - 2) Check signing is now part of the check printing process instead of being a separate step that the Treasurer's office used to do which replaced an antiquated check signer
 - 3) Software is now being used at the Highway Department to keep track of placement, condition and maintenance records of all county road signs
 - 4) Barcoding is now being used in the Highway Parts Department to control inventory.
- ◆ An analysis was done on the future of the HP3000 (our mainframe system) due to the fact that HP is discontinuing production of them. The warranty contracts for the hardware and software were transferred to a local company. Additional memory and an additional hard drive were added to our current box to extend the life of this for at least 3 more years.
- ◆ A web server was purchased and set up which will give us much more flexibility in what we can offer the public through that avenue. In 2002 various departments have expanded the information they offer on their departmental web pages.
- ◆ The Sheriff's main in-house system has been switched from the UNIX operating system to LINUX.
- ◆ The main Data Processing office was remodeled to improve access for people that need printouts from the mainframe printer and to reduce the noise level for the people who use that office as their full time office. This remodeling turned out well and we are thankful for it. The Data Processing Department is unfortunately still split between the Courthouse and the Pierce County Office Building. When space needs are addressed across the county please keep in mind that it would be very beneficial for our department to physically be in the same location.
- ◆ ICS was brought in twice in 2002 to do training. The first training session was for modules of their software that we currently use like accounts payable, general ledger and payroll. The second training session was for some new modules we will be implementing which include Human Resources and Budgeting.
- ◆ We began the process of extending our physical network to include both the Highway Department and the Solid Waste Department. This will allow both departments to be able to access the fast T1 line that the rest of the county is using for internet. This will also allow these two departments to share files more easily with other county departments.
- ◆ Due to county growth we made some internal changes to accommodate more devices on our network and we also increased security.

Future Data Processing Projects Planned for 2003

- ◆ We will be upgrading the imaging system in the Register of Deeds office in 2003 which includes upgrading every workstation in that office as well as the 2 main servers and jukebox.
- ◆ We have budgeted for 24 new PCs this year and we will cascade where it makes sense.
- ◆ The e-mail system will be changed over to be a web based system.
- ◆ We will continue to grow our web page and offer more to the public. Currently we are planning to get tax information on it and some county maps.

- ◆ We will have to be HIPAA compliant in 2003. This will include evaluating and implementing new in-house software for Human Services as well as evaluating our internal policies and making changes where needed in all departments that are covered by HIPAA. As part of our review of internal policies the current e-mail and internet usage policy will also be updated.

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 will continue to upgrade our main software packages this year with a continuation of a rewrite of the Sheriff's Department in-house system and an evaluation of 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 them from.

We will continue to work with departments to keep what they currently have going, to train them and to help implement new things to improve efficiency. We will also continue to make our data and network as stable and secure as possible.

Respectfully submitted,

Janet Huppert
Director of Information Services
March 10, 2003