

To The Honorable Board of Supervisors of Pierce County, Wisconsin

RE: 2003 Annual Report from the Data Processing Department

Ladies and Gentlemen of the Board:

The standing committee for Data Processing is the Information Services Committee. In 2003 the Information Services Committee was made up of County Board members Seth Speerstra, Raynee Farrell, and John Kucinski and citizen members Art Gallardo Johnson and Jeff Olson.

The Pierce County computer infrastructure as of December 31, 2003 included 195 desktop PCs and 70 laptops. The breakdown of the operating systems on these is as follows: 2 are DOS, 34 are Windows 95, 41 are NT, 11 are Windows 98, 1 is OS/2, and 176 are Windows 2000. Pierce County also has 3 Windows NT servers, 7 Windows 2000 servers, 3 Linux servers, 1 Unix server and a mainframe. The county also has 151 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 2003 financial statement for the Data Processing Department is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$579,439	\$553,575	\$25,863

I am also happy to report that there was no employee turnover in the Data Processing Department in 2003. Our current staff consists of a Director, two Computer Technicians and one Data Processing/Software Support Specialist.

Major 2003 Projects

- ◆ The document imaging system was upgraded in the Register of Deeds office which included converting the existing data from their old system and upgrading every workstation in that office as well as the 2 main servers, the jukebox and optical drives. One feature we are able to offer due to this upgrade is the ability for title companies to dial in easily to use the Register of Deeds system remotely. People that only occasionally use the Register of Deeds system can also dial in to use it.
- ◆ Other upgrades include the WiSACWIS program in Human Services, the county Dictaphone

system that now goes through the computer network, and the county e-mail system which was changed over to a web based system. One nice thing about the e-mail system being web based is county employees can now access their e-mail remotely if they want or need to.

- ◆ We finished extending the county network to include the Highway Department and Solid Waste. This allows these departments to use our high speed Internet connection and to easily share files with other departments.
- ◆ We changed our IP addressing scheme to accommodate more network devices. An evaluation was also done on adding a NAS (network attached storage) unit and an automated tape library for backups to our network to expand storage capacity.
- ◆ 34 desktops and 23 laptops were purchased this year and set up for the end users. Cascading of old equipment was done wherever possible. We also added memory and upgraded the operating systems on a number of PCs to Windows 2000 that were not up for rotation. This made the PCs more secure and stable and in some cases the software being used required the upgrade.
- ◆ An evaluation was done on the possibility of upgrading the Panasonic laptops in the squad cars with Gateway laptops. It was found that the Panasonic laptops are a much better fit for how the Sheriff's department is using the laptops in the squad cars. There are no docking stations available for the Gateway laptops that can be mounted in the squad cars. When the current Panasonic laptops need to be replaced they will be replaced with ruggedized Panasonic laptops.
- ◆ A number of additions were made to our web page to offer more to the public. These additions include being able to look at county tax information, county maps, being able to access the Register of Deeds information, and additional forms. Some procedures were also changed so minutes from county meetings can be posted more timely.
- ◆ We have been working on different things to meet HIPAA compliancy dates including evaluating and implementing new in-house software for Human Services, upgrading the in-house software that Public Health is using and writing a computer usage policy for the county. The policy is being reviewed with all departments.
- ◆ The county T1 contract was re-written so we have twice the bandwidth for the same price. High speed Internet options were looked at for Reproductive Health and a DSL line was implemented.
- ◆ We held an Excess County Equipment Sale
- ◆ Research was done on the availability of high speed Internet in Pierce County for the Economic Development group. There are areas in Pierce County that can currently get high speed internet but it is not available countywide. There are a couple of vendors that may be interested in providing the service but at this point the infrastructure does not exist countywide to support it.

Future Data Processing Projects Planned for 2004

- ◆ We are planning to move from our Windows NT network to a Server 2003 network as our main county network.
- ◆ We will be evaluating video conferencing.
- ◆ We will be helping with a couple of office remodeling projects. Ones that I currently know about are the Land Management Office and the Dispatch Center.
- ◆ We will continue to work on the HIPAA compliancy issues to meet future deadlines.
- ◆ The Treasurer's software program will be upgraded from a DOS version to a Windows one.
- ◆ We will be holding training sessions on the various software products that Pierce County is using.
- ◆ We will continue to grow our web page and offer more to the public.
- ◆ We will be implementing a NAS and an automated tape library backup system.

- ◆ We will continue to keep the network up and stable, make things as secure as possible and keep up on viruses to keep them out of the county. We will also continue to deal with whatever problems come up with our existing infrastructure, including damage due to storms, in a timely manner with positive results.
- ◆ I have been asked to join a team to implement a drug court in Pierce County so I will be working on that as needed.

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 as needed. 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.

Although I realize that the County is experiencing a space shortage I would like to bring to your attention again that 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. Ideally a combined area for our department would include a secure server room, the main servers being connected to the backup generator, and climate control for the servers, printers, and paper.

Pierce County is currently using Microsoft Office 97 as our standard software. At some point this software will no longer run on the current operating systems. This version of software will have to be upgraded on all computers that are using it. Licenses can either be purchased on a subscription basis or as a perpetual license which means that the county owns it forever. We purchase perpetual licenses in Pierce County. If a person's computer is replaced they keep the software license. Since we purchase perpetual licenses we will have to purchase full licenses when we upgrade them. When I put together the budget in August the price of an Office XP Standard license was \$244 and the price of an Office XP Professional license was \$294. There are roughly 180 PCs in the County that we would have to purchase upgrades for. If half get each version of this software that comes to about \$48,420.

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.

Respectfully submitted,

Janet Huppert
Director of Information Services
February 12, 2004