

To The Honorable Board of Supervisors of Pierce County, Wisconsin

RE: 2004 Annual Report from the Data Processing Department

Ladies and Gentlemen of the Board:

The standing committee for Data Processing is the Information Services Committee. After the April election the Information Services Committee was made up of County Board members Leo (Chip) Simones, Rod Rommel, and John Kucinski and citizen members Art Gallardo Johnson and Jeff Olson.

The Pierce County computer infrastructure as of December 31, 2004 included 198 desktop PCs and 78 laptops. The breakdown of the operating systems on these is as follows: 21 are Windows 95, 33 are NT, 8 are Windows 98, 1 is OS/2, 183 are Windows 2000 and 30 are Windows XP. Pierce County also has 3 Windows NT servers, 7 Windows 2000 servers, 1 Windows XP server, 1 Windows 2003 server, 2 Linux servers, 1 Unix server and a mainframe. The county also has 154 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 2004 financial statement for the Data Processing Department is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$488,346	\$446,318	\$42,028

The Data Processing Department had no employee turnover in 2004. Our current staff consists of a Director, two Computer Technicians and one Data Processing/Software Support Specialist.

Major 2004 Projects

- ◆ We moved from our Windows NT network to a Server 2003 network as our main county network.
- ◆ We finished evaluating video conferencing and procured a unit for the Public Health Department.
- ◆ The Treasurer's software program has been upgraded from a DOS version to a Windows one.
- ◆ We held 67 training sessions on the various software products that Pierce County is using.

- ◆ We implemented a NAS to expand our storage capacity and an automated tape library backup system.
- ◆ We helped with the Dispatch remodeling project
- ◆ We helped get the Fair software to work in other offices. We got a shared Access database going for Solid Waste, Public Health and Land Management. The Environmental Health Access database was modified.
- ◆ We took on the support for the county telephone and voicemail systems.
- ◆ We tested and implemented an Anti-SPAM / Anti-virus software solution countywide for all e-mail addresses that end with @co.pierce.wi.us.
- ◆ We set up a number of laser printers so mainframe reports can be printed on plain paper instead of only green bar
- ◆ We helped set up a couple of remote sites for the Sheriff's department. We also set up laptops for the municipalities which were purchased through a grant.
- ◆ A disaster recovery plan was created for Data Processing
- ◆ 28 desktops, 12 laptops and 17 printers were purchased and set up for the end users. Cascading of old equipment was done wherever possible.
- ◆ An evaluation was done on the possibility of upgrading the Ruggedized Panasonic laptops in the squad cars with Semi-ruggedized Panasonic laptops.
- ◆ The method for disposing of used and obsolete computer equipment was revised to improve efficiency. Sealed bids were accepted before the equipment was recycled. A number of systems were also donated through county programs.
- ◆ Every county computer was checked and patched or fine tuned as needed.
- ◆ An evaluation was done on the Sheriff's in-house system.

Future Data Processing Projects Planned for 2004

- ◆ We will continue to work on the HIPAA compliancy issues to meet future deadlines such as the Security portion in 2005.
- ◆ We are planning to implement a color copier option for the county in 2005, which our department will oversee.
- ◆ We are planning to upgrade both the hardware and software for the voicemail system. It will be going from an OS/2 operating system to Windows.
- ◆ We are planning to upgrade the Office package on all county computers from Office 97 to Office 2003. The plan is to do half of the computers the end of 2005 and the other half the beginning of 2006. This will involve the loading of the software, conversion issues and training.
- ◆ We will continue to grow our web page and offer more to the public.
- ◆ 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.
- ◆ We will continue to attend meetings, training and do research to keep up on technology and the best ways to do things. We will continue to upgrade equipment as the budget allows and cascade where it makes sense.

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.

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.

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 25, 2005