

PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
412 W. KINNE STREET, P.O. BOX 120
ELLSWORTH, WI 54011
715-273-1122



Janet Huppert – Director

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

RE: 2005 Annual Report from the Information Services Department

Ladies and Gentlemen of the Board:

The standing committee for Information Services is the Information Services Committee. During 2005 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, 2005 included 199 desktop PCs and 82 laptops. The breakdown of the operating systems on these is as follows: 13 are Windows 95, 21 are NT, 2 are Windows 98, 67 are Windows 2000 and 178 are Windows XP. Pierce County also has 2 Windows NT servers, 5 Windows 2000 servers, 3 Windows 2003 servers, 2 Linux servers, 1 Unix server and a mainframe. The county also has 155 printers.

In addition to the Microsoft applications that people are running there are departmental specific applications in almost every department, 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. 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 together on the same PC.

A summary of the 2005 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$727,131	\$710,278	\$16,853

Our current staff consists of a Director, two Computer Technicians and one Data Processing/Software Support Specialist. Mary Foley joined our staff on 2/14/05 as the Data Processing / Software Support Specialist.

The mission of the Pierce County Information Services Department is to provide the appropriate computer tools, communications equipment, and technological services to enable County employees to operate at maximum efficiency within affordable technologies while remaining compatible with the operating environment of the networked computer systems.

To achieve this mission, it is necessary to develop, support, and maintain the Pierce County Wide Area Network through the upgrading of current computer hardware and software, and introduce new technologies based on the individual needs of the departments within the County while staying consistent with the long range network infrastructure. The Information Services Department is also responsible for processing the bi-weekly payroll, processing and printing all county checks, other county financial system job runs and updating and growing the county web page.

Major 2005 Projects

- ◆ The two 2 historic policies that the county had that regulated computer use were combined in to one and updated to create the Pierce County Policy on Computer Use and Information Systems. The departmental name was also changed to more accurately reflect what the department does.
- ◆ The Information Services department oversaw the purchase, training and implementation of a color copier for the county. It has been a very good addition for the county.
- ◆ We assisted in the implementation of a video system for the Pierce County Sheriff's Department Investigative unit. We worked with the Sheriff's department to apply for and secure E911 and TRaCS grants. Enhancements were made to the Sheriff's in-house system including bar-coding capabilities, and linking photos.
- ◆ We continue to grow the county web page. The major changes for this year include posting the monthly calendars as .pdf files to make them easier to read, the municipal page was made much easier to navigate through, there is an interactive portion for the Nugget Lake campground section, there is a fill able employment application, color maps were added, and the Town of El Paso now has their own section which we are hosting. We also changed the main theme of the web page.
- ◆ The map for the Nugget Lake Park and a proposed parking lot for an additional county park were digitized.
- ◆ The Microsoft automated SUS program was implemented countywide to insure we are current with Microsoft patches. Our anti-virus software was upgraded through out the county. The new version has some really nice additional protection.
- ◆ 105 computers in the county have been upgraded from Microsoft Office 97 to Microsoft Office 2003. 31 desktops, 11 laptops and 10 printers were purchased and set up for the end users. Cascading of old equipment was done wherever possible.
- ◆ Interfaces have been completed between CMHC (the Human Services main software package) and DataNow (the main county financial software package). These eliminate the need for double entry. Programming has been done to get budget sheets and Fixed Asset reports in to Excel instead of only being able to work on them from green bar. Training for the DataNow software was held in preparation for converting to their new system.
- ◆ The county took 2 lightning hits (May 12 and June 7) which did extensive damage to county communication systems. Our department got everything back up and running including the implementation of a new phone system. Grounding was looked at in depth and a number of improvements were made. It was also found that the lightning protection on the 200 pairs of phone wires between the Annex and the Pierce County Office building and the 50 pairs of phone wires between the Annex and the M&I Bank building was never completed so that has also been completed.
- ◆ HIPAA Security has been addressed with training and a number of changes to procedures. Although HIPAA directly affects only the Public Health and Human Services departments, a number of the requirements are really 'best practices' that have been implemented throughout the county. Disaster Recovery was also looked at as part of HIPAA.

- ◆ All of the Patrol laptops have had their software upgraded due to a change in what is supported at the state level. The way that Human Services connects to their state system changed which meant we needed to change both the hardware we connected with as well as the software to run the program.
- ◆ We continue to modify and support the shared databases that we programmed.
- ◆ Time tracking for the Information Services staff was changed.
- ◆ A number of enhancements were made to the county phone system this past year. The hardware and software for the voicemail system was upgraded taking the system from an OS/2 operating system to a Windows platform. The voicemail system is being used more extensively for things such as automated attendants in various offices. Other areas of enhancement for the phone system include having music when a caller is on hold, one button paging from dispatch to one phone in each county office including the Highway and Solid Waste for things such as severe weather alerts and additional conference calling capabilities.
- ◆ We helped with a number of office remodeling projects throughout the year. We also help set up technology equipment for meetings and training as needed.
- ◆ We helped implement a wireless network for WIC in Public Health.
- ◆ Countywide calendaring software packages were evaluated.
- ◆ A county Intranet Page was implemented which is a place that county employees can go to for listings of e-mail addresses, phone numbers, county forms, county policies, employee news, and information on the Employee Assistance Program. There is also a maintenance form that all maintenance requests are being made through.

Projects Planned for Information Services for 2006

- ◆ We are planning to upgrade the DataNow main county financial software package from the HP 3000 to a Windows version. This will also include going from green bar to laser reports which will be a big change for the county.
- ◆ We are planning to upgrade the second half of the county computers from Microsoft Office 97 to Microsoft Office 2003.
- ◆ We will be implementing a county calendaring software package.
- ◆ We will be involved with the implementation of the Sheriff's department E911 and TRaCS grants.
- ◆ The state is going to be changing their backbone which we connect to for a number of applications We will be changing to this new system in 2006.
- ◆ We will be holding another county sale for used and obsolete computer equipment.
- ◆ 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 electronic threats 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 also continue to make the legacy systems work with the current technology.
- ◆ 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 will continue to provide whatever service our end users need including fixing hardware, answering questions on software or providing programming.

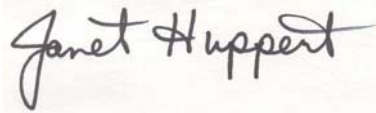
We are continuing to try to replace about 1/5 of the total computers annually in order to keep our computers at a level that they will be able to run current software and other peripherals. We will continue to upgrade our main software packages as needed.

Working today for a better tomorrow

Although I realize that the County is experiencing a space shortage I would like to bring to your attention again that the Information Services 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, with 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,

A handwritten signature in black ink that reads "Janet Huppert". The signature is written in a cursive style with a large initial 'J' and a long, sweeping underline.

Janet Huppert
Director of Information Services
March 6, 2006