

PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
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Janet Huppert – Director

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

RE: 2006 Annual Report for the Information Services Department

Ladies and Gentlemen of the Board:

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. 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. This was accomplished in 2006 by supporting all county departments. During 2006 the Information Services Committee, which is the standing committee for the Information Services Department, was made up of County Board members Leo (Chip) Simones, Jim Camery, and John Kucinski and citizen members Art Gallardo Johnson and Jeff Olson.

The Pierce County computer infrastructure as of December 31, 2006 included 195 desktop PCs and 81 laptops. The breakdown of the operating systems on these is as follows: 7 - Windows 95, 15 - NT, one Windows 98, 44 - Windows 2000, and 209 - Windows XP. Pierce County also has one Windows NT server, 5 Windows 2000 servers, 5 Windows 2003 servers, one Linux server and one Unix server. The county also has 145 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 county financial package, a county imaging package and a number of applications that have been programmed by Pierce County employees, all of which are supported by Information Services. 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 2006 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$650,566	\$573,487	\$77,079

Our current staff consists of a Director, two Computer Technicians and one Data Processing/Software Support Specialist. There was no employee turn over in Information Services in 2006.

The main departmental goals that were established for 2006 are as follows:

- ◆ Convert the county's main financial software (DataNow) from the HP3000 version to a Windows version.
- ◆ Upgrade the second half of the county computers from Microsoft Office 97 to Microsoft Office 2003.
- ◆ Implement a calendaring software package for the county.
- ◆ Help with the implementation of the Sheriff's department E911 and TRaCS grants. As part of this project an evaluation of the Motorola versus Panasonic ruggedized laptops will be done.
- ◆ Hold a county sale for used and obsolete computer equipment.
- ◆ Implement the 2006 budget and assist with departmental procurement as needed.

Major 2006 Projects

- ◆ The main county financial software package from DataNow was upgraded from the HP 3000 to a Windows version. Part of this conversion included moving from green bar reports to laser printed reports. This implementation included testing, debugging and all documentation was rewritten.
- ◆ 107 computers in the county were upgraded from Microsoft Office 97 to Microsoft Office 2003.
- ◆ A countywide calendaring software package was implemented.
- ◆ We worked with the Sheriff's department on a number of projects including Portal 100, TraCS and E911. This included research on equipment as well as connectivity, working with state agencies, procurement, implementation, and learning new systems. The E911 project included a new phone switch, new mapping software and a new CAD system.
- ◆ An extensive evaluation was done comparing the Motorola and Panasonic ruggedized laptops before laptops were purchased for the Sheriff's department in 2006.
- ◆ Another computer sale to clean the obsolete equipment out of our room was held. 4 of these computers were set up and donated to clients receiving services through Pierce County.
- ◆ 20 desktops, 13 laptops (including the first county tablet), 2 printers and a number of monitors were purchased and set up for end users. Cascading of old equipment was done wherever possible. 4 copiers and 3 faxes that were budgeted for were purchased and installed. The technology upgrade for the courtroom was completed and is being used with very good results.
- ◆ The IS department developed a disaster recovery book. We also moved equipment around to keep the main network up in the event of a power outage. Site visits between the Director of IS and Mike Knoll were made in the Prescott area to evaluate facilities that are available if need be in a disaster.
- ◆ An interface has been completed between the Blue Ribbon software (the main software package for the Fair) and DataNow (the main county financial software package). This will eliminate the need for double entry. Another enhancement to the DataNow software was to put leave totals on the pay stubs.
- ◆ A countywide intranet was implemented.
- ◆ VOIP capability has been added to our phone system.
- ◆ The state changed their backbone which we connect to for a number of programs. We cutover to this new hardware in 2006. WiscNet (our e-mail and internet provider) also did a server migration which we implemented.
- ◆ Enhancements were made to our web page including more things in .pdf format so they look better, we developed and are hosting a page for the Ellsworth Township, Public Health's entire section was redone, changes were made to the land and tax page for the search options and variables that are showing, and more timely election results have been made available.
- ◆ To improve security a biometric lock was installed on the server room. Information Services also did a poster campaign for security awareness for the county.

- ◆ We upgraded a large number of phones from analog to digital with displays which gives the end users additional features.

The main departmental goal that has been established for 2007 is to move Pierce County forward with Technology. The main projects planned to accomplish this are:

- ◆ Cell Phone Consolidation Plan
- ◆ Make the Network More Secure
- ◆ Evaluate Web Page Software
- ◆ Evaluate Current Microsoft Software

In addition to the above:

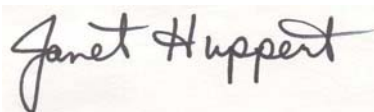
- ◆ We will continue to grow our web page and offer more to the public.
- ◆ We will continue to keep the network up and stable, make things as secure as possible and keep up on electronic threats to keep them out of the county. We will also continue to deal with whatever problems come up with our existing 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.

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 especially for heat.

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 26, 2007