

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: 2007 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. During 2007 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, 2007 included 180 desktop PCs and 95 laptops. The breakdown of the operating systems on these is as follows: 5 - Windows 95, 11 - NT, 27 - Windows 2000, and 232 - Windows XP. Pierce County also has 2 Windows NT servers, 7 Windows 2000 servers, 4 Windows 2003 servers, one Linux server and one Unix server. The county also has 146 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, a shared county calendar 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.

A summary of the 2007 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$513,859	\$473,845	\$40,014

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 2007.

The main departmental goal that was established for 2007 was to move Pierce County forward with Technology. The main projects planned and implemented in 2007 to accomplish this were:

- ◆ Cell Phone Consolidation Plan for the entire county
- ◆ Changes to Make the Network More Secure
- ◆ Evaluate Web Page Software

Working today for a better tomorrow

◆ Evaluate Current Microsoft Software

Overview of the Year

The Information Services department was very busy in 2007. The Information Services department is handling the support for additional computer programs that the county is using as well as the hardware needed for them without increasing our staffing level. People are using what they have more which is good but translates into more questions and in-house service calls when things aren't working correctly. More time is also being spent on figuring out how to get everything to work together. The programs people are using are becoming more and more interconnected throughout the county and state. In addition to the end user daily support we did, the Information Services department was responsible for researching, ordering and implementing a number of projects throughout the County in 2007. The highlights of our year are as follows.

Software

- We upgraded to laser checks for both payroll and accounts payable. This upgrade included designing checks for the county and coming up with new security procedures.
- We gave our county web page a major face lift. It has been converted to Dreamweaver which gives it a more modern look and some additional features. An assessment section was programmed for the Treasurer's part of the web page and their tax page was totally redone to add things that were missing and to make it easier to read. A couple additional municipalities have been added which means they now have a web presence. We also converted the county agendas and minutes into one PDF file per year. This makes it much easier for someone to follow the thread of a topic across multiple meetings and you can easily do searches within the PDF file.
- An evaluation of electronic permitting software packages for the Land Management department was done.
- We continued to modify and support shared databases as well as create new ones as requested.

Hardware

- A networked fax solution was evaluated and implemented. This was initially set up for Dispatch so they could electronically send out maps and directions to EMS personnel from their system but anyone that is set up can use this device as their fax machine for electronic correspondence.
- 18 desktops, 22 laptops, 9 printers, 1 plotter, 7 wide monitors and 6 dual monitors were purchased and set up for end users. Cascading of old equipment was done wherever possible.
- A server was set up for Reproductive Health in River Falls. We also installed a router so they can get to our network and we can get to theirs. This will be helpful for their office, the Public Health office in Ellsworth and the IS department for remote support.

Contracts and Planning

- All county owned cell phones were consolidated into one county package. This has been set up so administratively all accounts are tied in to one account to get the best pricing. After the county cell phones were consolidated into one county package with Midwest Wireless they were bought out by Alltel. We worked through the glitches due to the corporate consolidation.
- The county registered with Digger's Hotline. We also entered into a contract with Triple E Utility Service to do the actual line locates.
- A few more things have been done regarding disaster recovery. We now have a county page that can be used to notify employees or citizens if our main web server is down. We are implementing a software program called City Watch which is a notification system for people in the county. We've also come up with a cell router that can be set up anywhere to create a little network if need be.
- County phone and data T1 line contracts were all rewritten in 2007 to save money.

Miscellaneous

- We helped with the 32 office moves that resulted from bringing the Human Services employees back to the Pierce County Office Building from the M&I Bank. These moves included planning, physically moving equipment, and getting everything reset up including phone extensions.
- We worked with the Sheriff's department on a number of projects including implementation of TraCS, a time syncing solution, wireless access and ongoing updates with the mobile laptops. We also continued to help them migrate to their new in-house system.
- A claim was filed on the County's behalf in the class action settlement between Microsoft and Wisconsin businesses that bought Microsoft software.

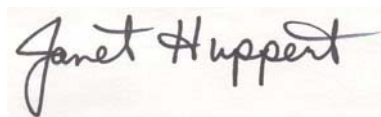
The main departmental goal that has been established for 2008 is to move Pierce County forward with Technology. We will do this by being an integral part of the implementation of a number of systems including the new security system, City Watch and the Sheriff's software upgrade. We will continue to grow our web page and offer more to the public, 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 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 and 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 are finding that keeping our computers longer than 5 years increases the hard drive failure rate greatly and when this happens getting a functioning computer on someone's desk becomes an emergency and they usually end up losing some data. It is a much better practice to be able to plan a computer upgrade for them and migrate all of their data. 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 all county 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
March 11, 2008