

PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
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Janet Huppert – Director

To The Honorable Board of Supervisors of Pierce County, Wisconsin

RE: 2008 Annual Report for the Information Services Department

Lady 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 2008 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, 2008 included 174 desktop PCs and 97 laptops. The breakdown of the operating systems on these is as follows: 3 - Windows 95, 2 - NT, 15 - Windows 2000, and 251 - Windows XP. Pierce County also has 2 Windows NT servers, 3 Windows 2000 servers, 9 Windows 2003 servers, one Linux server and one Unix server. The county also has 147 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 2008 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$524,713	\$511,627	\$13,086

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 2008.

The main departmental goal that was established for 2008 was to move Pierce County forward with Technology. The main projects that were planned and implemented in 2008 to accomplish this were:

- ◆ Evaluation of a new server brand and vendor
- ◆ Software implementations in the county including a new Building Security system, City Watch (an emergency notification system for people in Pierce County) and the Sheriff's in-house system upgrade

Overview of the Year

Overall the Information Services department had a good year. The Information Services department continues to stay very busy regardless of the economic climate which has affected some other departments. People are using technology more in every aspect of their jobs so having things unavailable is not an option. People are using what they have more which is good but translates into more questions and service calls to their offices when things aren't working correctly. All of the technology that is being used on a daily basis is becoming more and more interconnected throughout the county and state which makes troubleshooting a little more difficult. More time is also being spent on figuring out how to get everything to work together.

In addition to implementing new things we have kept what we have going and stayed within the budget. 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. 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 2008. The highlights of our year are as follows.

Software

- A true server based countywide calendaring software package was implemented. We upgraded to this version to eliminate the syncing issues we had with the previous version. This has allowed departments to easily create confidential but shared calendars within their own units.
- An electronic permitting software package was implemented in Land Management. This system pulls data off of the Treasurer's system preventing double entry.
- We worked with the Sheriff's department on a number of projects including wireless access, upgrades and additions to the SMART in-house system, evaluation of air cards, and an upgrade to ARC-GIS and upgraded maps. A wireless printer was also set up for law enforcement at the River Falls Area Hospital
- Our county web page continues to be updated and added to. We have created pages for additional municipalities enabling them to have a web presence. Tax lists are now available through the web page. We continue to have up to date calendars, agendas, minutes, employment opportunities and other county items of interest. We are currently in the process of expanding the GIS capabilities on our web page. We are also working on getting additional tax information available online as well as to have the tax information updated nightly instead of the current monthly schedule.
- We continued to modify and support shared databases as well as create new ones as requested.

Hardware

- A new county security system was installed which covers multiple county buildings.
- The county network was extended to the Seyforth and Blue Buildings by burying fiber. This will allow expansion to those buildings with the same capabilities that are available in other county buildings.
- A number of smart phones and tablets were implemented in Human Services.
- 44 desktops, 24 laptops, 4 tablets, 11 printers, 18 replacement monitors and an additional 7 monitors for dual monitor situations were purchased and set up for end users. Cascading of old equipment was done wherever possible. The three copiers that were budgeted were purchased and installed. We also upgraded three servers and got all of the software working on the new platforms. Additionally one server was replaced due to electrical damage and two new ones were installed for the City Watch and Building Security systems.

Contracts and Planning

- A transition plan has been written for the Information Services department. This plan addresses chain of command as well as alternate people to perform different duties in the absence of the Director of Information Services.

- A number of things were done to help with a countywide Disaster Recovery Plan including the implementation of the City Watch program, a trip to Grant County for lessons learned regarding the flooding in 2008 in that area and some work regarding a possible offsite location to operate out of.
- Brands were evaluated for new county desktops, laptops, monitors and servers and HP was selected. A new county vendor was chosen with a contract being signed through 12/31/09 with two one year optional extensions. We are getting much better service and pricing with the new brand.
- Our contract with OTG (the countywide imaging software) was reviewed and rewritten. Options for the contract with CVR for plate renewal submissions for the Sheriff's department were reviewed due to issues with the CVR delivery of service. The company that was doing our line locates went bankrupt and MPC which is the company that bought out Gateway also filed for bankruptcy. This meant looking at alternatives and signing contracts with other vendors to cover these two areas.

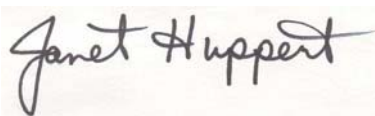
Miscellaneous

- We helped with the move of the Reproductive Health office in River Falls which included wiring and moving the computers, printers and a phone system.
- A number of things that we give the auditors annually had to be changed due to their work processes. Some additional checks have been put in place to ensure payroll goes smoothly.
- 15 office moves were made in Human Services to get ready for the ADRC. These moves included planning, physically moving equipment, and getting everything reset up including phone extensions.

The main departmental goal that has been established for 2009 is to move Pierce County forward with technology. The main projects to do this include consolidation of the Information Services department in to new office space in the Pierce County Office Building, evaluation and implementation of a new backup method and implementation of the 2009 budget and the projects associated with the county bond. We will continue to grow our web page including some planned enhancements in 2009 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. We will continue to upgrade our main software packages as needed. 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 10, 2009