

PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
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Janet Huppert – Director

To The Honorable Board of Supervisors of Pierce County, Wisconsin

RE: 2009 Annual Report for the Information Services Department

Lady and Gentlemen of the Board:

I would like to start by saying thank you to every member of the board that supported in any way the process of securing an office space big enough for our entire department to be in one physical location including a secure server room. It has made a huge positive difference in our daily work. We are much more efficient in all aspects of our jobs but especially with communication and the right things are now locked.

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 2009 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, 2009 included 176 desktop PCs and 100 laptops. Windows XP is the dominant operating system on these. Pierce County also has 10 servers with Windows 2003 server and one server with each of the following operating systems: Windows NT server, Windows 2000 server, Windows 2008 server, Linux, and AIX. The county also had 108 printers. This is down from 147 printers the end of 2008. We went through a printer consolidation project in 2009. There are a number of additional printers that are flagged as not to be replaced when they no longer work so this number should come down a little more eventually.

In addition to the Microsoft core 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 2009 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$563,320	\$497,964	\$65,356

The Information Services department staff currently consists of a Director, two Computer Technicians and a Data Processing/Software Support Specialist. There was no employee turn over in Information Services in 2009.

The main departmental goals that were established for 2009 were:

- ◆ Consolidate department into new office space in the Pierce County Office Building
- ◆ Evaluate and Implement New Backup Method
- ◆ Implement the 2009 budget and the projects associated with the county bond

All of the goals for 2009 were met. An overview of the 2009 department activities with detail follows.

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 2009. The highlights of our year are as follows.

Software

- We worked with the Sheriff's department on a number of projects including upgrades and additions to the SMART in-house system.
- 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. We continue to have up to date calendars, agendas, minutes, employment opportunities and other county items of interest. We expanded the GIS capabilities on our web page and now have interactive mapping. Additional tax information is now available online and the tax information is being updated nightly instead of monthly. The county home page was also redone so we can get more information on it. The majority of departments also expanded what they have available online.
- The county intranet page which has been developed and is supported in-house is also being used more. Some additional forms have been put out there and as more things go electronic such as the direct deposit stubs this is being used more for general county communication.
- We are starting to play with Windows 7 to see what works with it and to come up with a roll out plan.
- We continued to modify and support shared databases as well as create new ones as requested.

Hardware

- We went through a printer consolidation project in the county. Human Services went from 39 printers to 17. There are another 19 that will not be replaced when they no longer work through out the county. This will be a total reduction of 41 printers.
- Time was spent on looking at options to allow other police departments to be able to print to county printers.
- The county network backbone was upgraded to 1GB by upgrading and moving around some switches.
- New equipment was purchased, configured and set up for the county backups and a new strategy has

been implemented.

- Some server consolidation was done this year. The Highway department has been moved off of their aging server and on to the county shared servers. We were also able to consolidate the 2 servers that were used by the Register of Deeds system in to one server when that was replaced in 2009. 44 desktops, 7 laptops, 11 printers and 24 replacement monitors were purchased, configured and set up for end users. 4 replacement servers were also set up and put in to production. Cascading of old equipment was done wherever possible and everything that has lived its useful life is responsibly recycled and tracked. The two copiers that were budgeted were purchased and installed.

Contracts and Planning

- A number of things were done to help with a countywide Disaster Recovery Plan. The City Watch program has been tested and is being used. An off location backup site was set up and is functional. A tabletop exercise and a drill were held for a tornado event that would affect county buildings which we participated in. The Director of IS also attended a FEMA class on NIMS.
- We helped with grants for custodial digital recording equipment for the Sheriff's department and a countywide broadband system.
- Time has been put in to getting a system in place to be able to accurately locate 911 calls placed from county buildings.
- E-mail systems are being evaluated to replace what the county is currently using.
- The county contract with Alltel was renewed through a new vendor and all of the county cell phones were replaced if needed. Alltel was also bought out by Verizon so we worked through the issues due to that conversion.

Miscellaneous

- We helped get the ADRC up and going and helped move the Fair Office out to the Seyforth Building. In addition to this there were 9 other Human Services office moves and we helped a number of offices move temporarily due to furniture installation or being displaced due to the HVAC work that was done.
- The Information Services Department moved in to their new location in the PCOB. This involved a number of infrastructure changes since a server room was part of the move. Part of the new infrastructure set up was an evaluation of fire suppression options for the server room. We also had an open house which was extremely well attended and turned in to an educational event for a number of people.

The main departmental goals that have been established for 2010 are:

- ◆ Keeping the county information systems network and related systems/equipment up and running
- ◆ Evaluate and test Windows 7 upgrades
- ◆ Continue research and development of e-mail archiving implementation plan for the county
- ◆ Develop a server consolidation plan

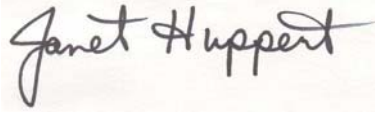
We will continue to grow our web page to offer more to the public, keep the network up and stable, make things as secure as possible and keep up on electronic threats to keep them out of the county. We will also continue to deal with whatever problems come up with our existing infrastructure, including 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, provide programming, keeping PCs running doing scans, etc. as needed and working with both vendors and end users to implement the never ending stream of patches and software updates that every program needs at some point.

We are continuing to try to replace about 1/5 of the total computers annually in order to keep our

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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,

A handwritten signature in black ink on a light-colored background. The signature reads "Janet Huppert" in a cursive, flowing script.

Janet Huppert
Director of Information Services
February 23, 2010