

**PIERCE COUNTY WISCONSIN**  
**INFORMATION SERVICES**  
**412 W. KINNE STREET, P.O. BOX 120**  
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**Janet Huppert – Director**

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

RE: 2010 Annual Report for the Information Services Department

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 2010 the Information Services Committee, which is the standing committee for the Information Services Department, went through a big change in membership. The beginning of the year the committee was made up of County Board members Leo (Chip) Simones, Jim Camery, and John Kucinski and citizen members Art Gallardo Johnson and Jeff Olson. In August after the County Board election and citizen member appointment process, the committee was made up of County Board members Leo (Chip) Simones, Jim Ross, and Rodney Rommel and citizen members John Rongitsch and René Bylander.

The Pierce County computer infrastructure as of December 31, 2010 included 178 desktop PCs and 108 laptops. Windows XP is the dominant operating system on these although 23 are running Windows 7. Pierce County also has 15 servers with a mix of operating systems including Windows server 2000, 2003, 2008, NT, Linux, and AIX. The county also had 107 printers.

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 county e-mail system including shared county calendars 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 2010 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$563,161	\$544,962	\$18,199

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 2010.

The main departmental goals that were established for 2010 were:

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

All of the goals for 2010 were met. An overview of the 2010 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 that the end users need to work together while being mindful of the budget.

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 2010. The highlights of our year are as follows.

### Software

- It was decided mid year that the Sheriff's department was no longer going to use SMART for their in-house system. Time has been spent looking at different Law Enforcement packages as well as coming up with an alternative way for the department to be able to function electronically in the interim.
- It was decided to switch to Google Apps with the archiving feature as the county e-mail system. In May the conversion was done from WiscNet to Gmail for 232 accounts which involved us touching every computer for the set up. In addition to the e-mail being converted the county calendars have also been converted to Google Apps.
- Work was finished up to implement the Locate 911 program. This is the program that links calls going in to Dispatch with correct and meaningful descriptions from the originating county phone.
- Every computer in the county was touched so XP SP3 and the new anti virus software could be loaded.
- 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. Some work was done so the interactive maps now reflect the current owners when land changes hands in the middle of the year. Departments also forward changes and additions they want made on their respective departmental pages to the Information Services department to be made.
- 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 continued testing Windows 7 and are now rolling it out on new computers. Although we can downgrade new computers to Windows XP in order to do that we need to find all the drivers for the hardware, etc. so we decided it made more sense to go with the Windows 7 operating system that they are being shipped with and work out the issues with the various software packages as we become aware of them.
- We continued to modify and support shared databases as well as create new ones as requested.

- Two new departmental software packages that we helped implement are the Nugget Lake monitoring one and one for the Land Conservation department.
- We saw an uptick in malware and spyware in 2010 on county computers which took some of our time to either remove or in some cases to rebuild the infected computers.

### Hardware

- Some server consolidation was done again this year. We were able to consolidate the 2 servers that housed everyone's personal electronic space and the one that housed our anti-virus software, printer setup, etc. to one server. This consolidation involved a lot of set up and remapping for the end users.
- The county firewall was upgraded.
- 34 desktops, 18 laptops, 7 printers and 11 replacement monitors were purchased, configured and set up for end users. 1 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.
- We installed 2 video conferencing setups in the county. There is a mobile set up in the courts and a permanently mounted one in the jail.

### Contracts and Planning

- The county contract with Verizon is up and options are being looked at.
- The county NEC phone system is reaching its end of life so some parts have been secured to keep it going for a time period yet.
- The county contract with AT&T for our physical phone lines was renewed and revised where it made sense to do so.
- A number of phone calls were participated in, letters were written and meetings were attended to work with Verizon to improve coverage issues after they relocated their equipment in May.

### Miscellaneous

- We helped with a number of office moves.
- We held a couple of classes on the new Goggle e-mail system and calendar programs. Some general computer sessions were also held for Human Services and Public Health.
- We helped a number of people to start using Microsoft Live to attend meetings remotely with good results.

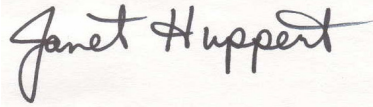
The main departmental goals that have been established for 2011 are:

- ◆ Learning Office 2010 so we can support it as it is rolled out to the county as budgets allow
- ◆ Implementing the 2011 budget
- ◆ Upgrade software as vendor cycles dictate and learn what we need to support the updated packages

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 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. 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  
March 2, 2011