

**PIERCE COUNTY WISCONSIN**  
**INFORMATION SERVICES**  
**412 W. KINNE STREET, P.O. BOX 120**  
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**715-273-1122**



**Janet Huppert – Director**

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

RE: 2011 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 2011 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 Ross, and Rodney Rommel and citizen members John Rongitsch and René Bylander.

The Pierce County computer infrastructure as of December 31, 2011 included 173 desktop PCs and 113 laptops. Windows XP is the dominant operating system on these although 52 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 99 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 2011 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$549,240	\$509,600	\$39,640

The Information Services department staff currently consists of a Director, two Computer Technicians and a Computer Programmer/Processor/Analyst. In March the Data Processing/Software Support Specialist retired and the majority of the duties from that position were combined with the majority of the duties from the Computer Support Specialist in Human Services and a new job description was written. The new combined position became the Computer Programmer/Processor/Analyst in Information Services. The person in the Computer Programmer/Processor/Analyst position now spends roughly half of her time on work for each of the 2 combined positions.

The main departmental goals that were established for 2011 were:

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

All of the goals for 2011 were met. An overview of the 2011 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 2011. The highlights of our year are as follows.

### Software

- The Information Services department worked with Office 2010 to learn and test the software. It was then rolled out across the county (except for Highway which will be done in early 2012). Information Services held transition training for all departments before this software was loaded in their department. 21 training sessions were held with over 200 people attending. This project took the majority of the year to finish.
- We found a number of software packages that aren't working with Windows 7 and although we found workarounds they were time consuming.
- City Watch was upgraded and some bugs needed to be worked out.
- Google had a new interface that everyone had to transition to. Additional shared calendars were set up in 2011 and more people are using the shared electronic space that we have through Google Apps.
- Guidelines were set up with Corporation Counsel for departments that want to set up Facebook accounts. There are currently 6 county Facebook pages. We also have a link off our county web page that allows people to look at these pages without having personal Facebook accounts.
- Our county web page continues to be updated and added to. The main big changes this past year were the Public Health web page has been totally revamped and the county ordinances and resolutions have been made searchable by word for the entire year for years prior to the current one. This will make searching much easier for anyone using this for research. We continue to have up to date calendars, agendas, minutes, employment opportunities and other county items of interest.
- 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 to modify and support shared databases as well as create new ones as requested.
- We continue to get some malware and spyware on county computers which takes some of our time to either remove or in some cases to rebuild the infected computers.

## Hardware

- 25 desktops, 10 laptops, 4 printers and 30 replacement monitors were purchased, configured and set up for end users. Two fax machines were also purchased and installed. Cascading of old equipment was done wherever possible and everything that has lived its useful life is responsibly recycled through our Solid Waste department and tracked.
- We installed 1 additional video conferencing setup in the EOC room.
- We increased the bandwidth for the county for our internet connection. With more and more people using cloud and remote applications, we just didn't have enough of a pipe to keep everything moving along well with the outside world. Increasing the bandwidth is making a big difference in how certain applications are working.

## Contracts and Planning

- After looking at our options we decided to go with a GSA contract for the renewal of the county Verizon contract. This gave us better pricing, more frequent refresh cycles of equipment and more flexibility with the overall county contract including billing at the departmental level.
- We evaluated and selected a new line locating company because the one we were using discontinued their service in our area.
- 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. As these parts get used, usually due to lightning damage, we have been able to replace them to have spare parts on hand.

## Miscellaneous

- We got a wonderful interface going between the Public Health time keeping software and the county payroll system. This cuts down on a lot of double entry, manual processes and errors. We also worked on an interface between WiSACWIS (the state system Human Services uses to process everything for kids) and the county financial system. Time was also put in to getting Human Services set up for the third party administrator system for processing claims.
- The Information Services department offered training sessions on Gmail and the rest of the Google Apps software package. 99 people attended this training.
- Some redistribution of daily work was done since we lost half a position with the Data Processing/Software Support Specialist retiring and the new position of Computer Programmer/Processor/Analyst being created from combining 2 positions.
- We had a couple of major issues with Verizon over the year that took some time. Texting wasn't working for a couple of months due to a change they made. We did a lot of troubleshooting to help get that figured out. The failure rate on phones was also not good. Although the hardware was all replaced under warranty it still takes time to call them in and to do the flips when the new phones get here.
- We helped with a number of office moves.
- We used webinar format training for the county financial system with a number of county departments participating. We also found some web based training for the Computer Techs.

The main departmental goals that have been established for 2012 are:

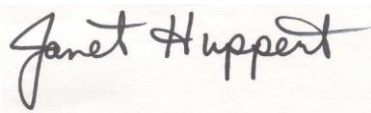
- ◆ Finish the County Office 2010 rollout and implement an encryption option
- ◆ Implement the 2012 budget
- ◆ Look at options for an ongoing county financial software package
- ◆ Update the departmental transition plan

We will continue to work with departments to enhance their pieces of our county 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 on current and new technology 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 28, 2012