

PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
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Janet Huppert – Director

To The Honorable Board of Supervisors of Pierce County, Wisconsin

RE: 2014 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, programming as needed for various departmental systems and updating and growing the county web page. During 2014 the Information Services Committee, which is the standing committee for the Information Services Department, was made up of County Board members Jon Aubart, L. Ronald Bartels, and Greg Place before the election in April and County Board members Jon Aubart, Michael Kahlow and Brian O’Connell after the election in April. Citizen members John Rongitsch and Jeff Olson were committee members all year.

The Pierce County computer infrastructure as of December 31, 2014 included 169 desktop PCs, 122 laptops and 8 tablets. Pierce County also has 28 servers with a mix of operating systems including Windows server 2003, 2008, 2012, Linux, and AIX. We are also currently supporting the 3 browsers IE, Chrome and Firefox. At year end the county had 96 printers. The Information Services department also supports the county cell phones. At the end of 2014 the county had 43 smartphones, 32 regular flip cell phones and 36 air cards.

Information Services supports a wide variety of software applications. 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.

A summary of the 2014 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$992,322	\$984,430	\$7,892

The Information Services department staff currently consists of a Director, two Computer Technicians and a Computer Programmer/Processor/Analyst. Charm Neeley retired from the position of Computer Technician in September after being a county employee for 20 years. Tim Anderson was hired as her replacement and started November 3.

The main departmental goals that were established and met for 2014 were:

- ◆ Implement the new county VOIP phone system and provide staff training
- ◆ Select a new county financial system and begin the implementation process
- ◆ Upgrade the critical county computers off of XP

Overview of the Year

Overall the Information Services department had a very busy year. In addition to our regular day jobs the Information Services department was instrumental in two large countywide projects. We got a new VOIP phone system up and running as well as picked a new county financial system and started the build and implementation. The Information Services department also stayed very busy with our day to day work. People are using technology more in every aspect of their jobs and we are supporting more devices and programs without increasing staff. All of the technology that is being used on a daily basis is interconnected throughout the county and state which makes troubleshooting interesting.

As well as implementing new things we have kept what we have going and stayed within the budget. 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 2014. The highlights of our year are as follows.

Software

- The biggest software project of this year was to select and start the process of implementing a new county financial system. Updating a 25 year old software system with a modern one has been quite the undertaking. The county will be replacing a very paper intensive system with a modern electronic one. After looking at a number of systems a contract was negotiated with New World Systems. A Core Implementation team was created and consists of myself as project manager, Jean Behringer (IS programmer), Julie Brickner (County Finance Director) and Tami Billeter (Human Services Operations Manager). New World was on site 8 times in 2014. During these trips the Core Implementation team worked with New World to build the system and other departmental representatives were brought in as needed. The main pieces that were completed in 2014 for this project were the virtual server was set up, the chart of accounts was created, the vendor piece was set up including a portal they can access from the internet and the rest of the accounts payable build. Numerous hours have also been spent on data conversion and verification. History from 2012 - 2014 from our old system is being loaded in to the new system. 53 county employees were trained on various software modules in December in preparation of going live with the General Ledger and Accounts Payable side of the system on January 5, 2015.
- We continue to be challenged with how to get State and Consortium programs to work when they require certain older versions of software that don't always work well with current browsers or operating systems. We also have had situations where 2 programs that are needed on the same computer need different versions of things like Java.
- We continue to be vigilant regarding viruses, malware and spyware. We have current defenses on our perimeter but occasionally something gets through that shouldn't and it is dealt with in a timely manner.
- We continue to support all departments with their departmental software packages with things like keeping patches current and resolving network issues. Lync is being used more throughout the county for remote access to meetings. We continue to modify and support shared databases as well as create new ones as requested.
- We have a very active and timely county web page and county intranet. We did some programming to the county website to allow expandable forms to print correctly. The web site was also redone in a different version of Dreamweaver to allow some additional flexibility such as working on all browsers. We continue to have up to date calendars, agendas, minutes, employment opportunities and other county items of interest. We also provide an avenue for county municipalities to have a web presence.
- We continue to help people use their electronic space in Google Drive. People are using Drive for

things like storing documents and spreadsheets for disaster recovery reasons or as a way to share things securely with people outside of the County. Google has a way of changing things without giving the Administrators a heads up so when that happens it is always interesting to quickly figure out how to use the new interface so we can answer end user questions. Google also discontinued Postini this past year and went to Vault for the archiving piece so we converted to that.

Hardware

- 32 desktops, 18 laptops, 3 servers, 14 monitors, 17 personal scanners and 12 printers were purchased, configured and set up for end users. As part of the new financial system project an assessment of scanning capabilities was done for each department and scanners were purchased where needed to allow departments to scan invoices in to the new financial system. 4 copiers were purchased, 4 wireless access points were installed and 2 fax machines were replaced. Everything that has lived its useful life is responsibly recycled through our Solid Waste department and tracked.
- The other big project in 2014 was going live with the new VOIP phone system. The phone PRI lines were moved to the PCOB to hopefully cut down on lightning issues going forward. 27 end user training sessions were held to train all county employees on the new phone system. Additional wiring was run to connect the Courts, DA and FSA offices since they are not on the same physical network as the rest of the county. Additional wiring was also needed in a few locations where hubs were being used as that design wouldn't work with the VOIP phones. The county went live with the NEC VOIP phone system on March 5, 2014 with 300 phones. A lot of programming and set up was done before we went live for things like auto-attendants, call flows, and number assignments. The transition from our old PBX to the new VOIP phone system went extremely smoothly regarding the office phones. We can now get voicemail messages through our e-mail, people have access to unified communication, we get both number and alpha descriptions for caller ID and we have call accounting. As part of this project the PBX was decommissioned and the old county phones were recycled. There were some issues with certain fax machines after the upgrade. One of the gateways was replaced to address this and a number of other things were tried until ultimately all issues were resolved.
- The county smartphones were refreshed in 2014. We weren't happy with the reception of the Samsung's we had. The Medical Examiner and Sheriff's department tested the Motorola Droid Maxx's and the reception seemed much better so the county refreshed to those. Unfortunately we haven't been overly impressed with the Droid Maxx hardware. Although they have Gorilla glass a number of them broke within the first few months.
- The Information Services department does troubleshooting for and maintains all county hardware. We also order replacement parts to make repairs when necessary.

Contracts and Planning

- An evaluation of RAID options on servers was done and we changed how we set those up for additional resiliency. We also evaluated countywide data backup options as the current system is at its end of life.
- We were able to consolidate two UPS's from Dispatch and the Annex into one large one in the Annex with some expansion room. This will allow for better climate control and much easier maintenance and monitoring.
- A contract was negotiated with New World for a new financial system that was favorable to the county.
- Some disaster recovery was built in to the new phone system to keep the county going if the main server goes down.
- Pierce County is now a member of MS-ISAC (Multi-State Information Sharing & Analysis Center) which is a division of the Center for Internet Security. The U.S. Department of Homeland Security has officially recognized the MS-ISAC as a key resource for cyber threat prevention, protection, response and recovery for the nation's state, local, territorial and tribal governments.

Miscellaneous

- The Information Services department participated in the Carlson Dettmann Comp and Class Study.
- We helped with a number of office moves, ran wire where needed and got things set up for new employees as needed.
- Pierce County is an active member of the GIPAW group which is the state of Wisconsin technology group for county and municipal government. This past year I attended the annual conference and general membership meeting as well as held the position of Chairperson on the Board of Directors. Having relationships that have been built over the years by attending these meetings with my counterparts in other counties has really been a benefit to Pierce County.

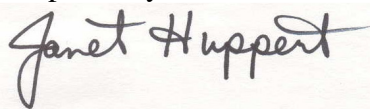
The main departmental goals that have been established for 2015 are:

- ◆ Finish implementation of new county financial system
- ◆ Implement new countywide backup system

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 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, cascade where it makes sense and make improvements as we can. We will continue to provide whatever service our end users need including replacing and fixing hardware, answering questions on software, providing 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 work with other peripherals. We will continue to upgrade our main software packages as needed while staying within budget. 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,



Janet Huppert
Director of Information Services
March 13, 2015