

PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
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Janet Huppert – Director

To The Honorable Board of Supervisors of Pierce County, Wisconsin

RE: 2017 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 processing, programming as needed for various departmental systems and updating and growing the county web page. During 2017 the Information Services Committee, which is the standing committee for the Information Services Department, was made up of County Board members Michael Kahlow, Jon Aubart and Ruth Wood. The citizen members were Mary-Alice Muraski and Jeff Olson.

The Pierce County computer infrastructure as of December 31, 2017 included 163 desktop PCs, 144 laptops, 7 tablets and 100 printers. Pierce County also has 28 servers with a mix of operating systems. The Information Services department also supports the county cell phones. At the end of 2017 the county had 60 smartphones, 44 regular flip cell phones and 29 air cards/wireless connections.

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 which includes shared county calendars and a number of applications that have been programmed by Pierce County employees.

A summary of the 2017 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$586,497	\$560,606	\$25,891

Staffing and Additional Position

The Information Services department staff currently consists of a Director, two Computer Technicians and a Programmer/Analyst. There was no staff turnover in 2017. How the county uses technology and what the Information Services Department is expected to support has evolved and grown tremendously in the past 17 years since the last new position was added to this department. Everything is now run by or in some way connected to a computer. We are very excited that the new Network Administrator position that was requested for in the 2018 budget process was approved.

The main departmental goals that were established and met for 2017 were:

- ◆ Continue to allocate staff resources to do whatever is needed and falls under the jurisdiction of the

Information Services department to get the new Jail & Sheriff's Department Facility finished up and online.

- ◆ Start the county switchover from Windows 7 to Windows 10 as new computers are ordered.

Overview of the Year

Overall the Information Services department had a very busy and successful year. In addition to our regular daily job duties a lot of time and energy was devoted to planning, procuring, installing, implementing and troubleshooting things for the new Pierce County Law Enforcement Center. 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 software programs. All of the technology that is being used on a daily basis is interconnected throughout the county and the state.

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 2017. The highlights of our year are as follows.

Software

- We got the Pierce County Job Application and Check Driver's License Record forms going in a web based browser and operating system agnostic application. This cut down on a lot of questions and frustration for Administration.
- New World was on site and we got a number of things fixed and a few things more streamlined now that we have a good working understanding of the software. New World also came up with a security update that greatly strengthened system security. It also generated a lot of work on our side regarding education, set up and assistance of county employees but it is now a much more secure system.
- 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, doing updates and resolving network issues. We continue to modify and support shared databases as well as create new ones as requested. Timely patching is done on servers as well as major upgrades on countywide applications like the county financial system.
- We have a very active and timely county web page and county intranet which include 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.

Hardware

- 33 desktops, 21 laptops, 15 monitors, 5 personal scanners, one large departmental scanner/plotter, 8 printers, and 28 T.V.s were purchased, configured and set up for end users. 4 fax machines and 4 copiers were also purchased and installed. Everything that has lived its useful life is responsibly recycled through our Solid Waste department and tracked. A number of laptops were also repurposed to upgrade really old equipment.
- Installed additional fiber in the ground to connect the new Pierce County Law Enforcement.
- Set up another wireless network at the new Pierce County Law Enforcement Center.
- We had some issues fixed regarding the fiber in the Highway building. We also had open strands on our existing fiber checked and the ends cleaned so that is ready to go if needed.
- Cell phones were replaced for the Sheriff's Department, Highway and the Medical Examiner.
- The Information Services department maintains all county technology related hardware which includes troubleshooting and performing repairs when necessary.

Contracts and Planning

- We were able to do an onsite evaluation of an Arcserve backup appliance for a month to verify it worked in our environment as advertised.
- The IS Director position transition plan and all county COOP/COOG plans were updated in 2017. This included a plan for all departments regarding how they would function for up to 2 weeks without server access.

Miscellaneous

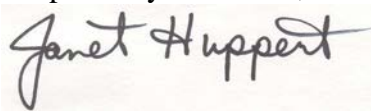
- Our programmer is attending the State Avatar meetings and learning how to do advanced programming for that system.
- The Sheriff's Department administrative staff, Investigation, Patrol, Jail Staff, Medical Examiner and Emergency Management have all been all moved to the new Pierce County Law Enforcement Center. In addition to those moves we also moved the Extension, Administration and Unified Finance Departments and did what was needed to make things work for them.
- We also did the activations and setups for 34 new employees and deactivations for 36 employees.
- Pierce County continues to be 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 meetings. 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 2019 are:

- ◆ Getting a new backup system setup and online.
- ◆ Getting an additional person hired and the new Network Administrator position implemented.
- ◆ Doing the planning and getting Dispatch moved and operational in the new Pierce County Law Enforcement Center

The Information Services Department will continue to provide a stable high speed network, the appropriate equipment (both hardware and software) needed by each employee for them to be able to do their county job and have staff available to help county employees when needed in a timely fashion. 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 move technology forward to increase efficiencies across the county.

Respectfully submitted,



Janet Huppert
Director of Information Services
March 16, 2018