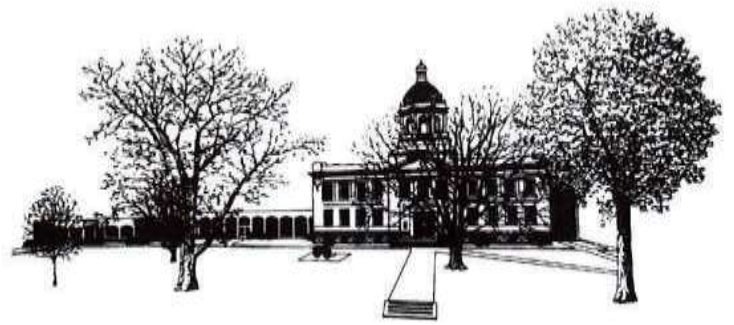


PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
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Janet Huppert – Director

To The Honorable Board of Supervisors of Pierce County, Wisconsin

RE: 2012 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 2012 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 before the election in April and County Board members Jon Aubart, Greg Place and L. Ronald Bartels after the election in April. The citizen members John Rongitsch and René Bylander were on the committee all year.

The Pierce County computer infrastructure as of December 31, 2012 included 172 desktop PCs, 116 laptops and 5 tablets. Windows XP is still the dominant operating system on these although as we replace computers the new ones come with Windows 7 so there is an operating system shift going on. We currently have 120 devices running Windows 7. Pierce County also has 26 servers with a mix of operating systems including Windows server 2000, 2003, 2008, 2012, Linux, and AIX. At year end the county had 100 printers. The Information Services department also supports the county cell phones. At the end of 2012 the county had 40 smartphones, 35 regular flip cell phones and 36 air cards.

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 2012 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$544,651	\$522,302	\$22,349

The Information Services department staff currently consists of a Director, two Computer Technicians and a Computer Programmer/Processor/Analyst. There was no staff turnover in 2012 in the Information Services Department.

Working today for a better tomorrow

The main departmental goals that were established for 2012 were:

- ◆ 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 Information Services Department transition plan

All of the departmental goals for 2012 were met by their target dates. Following is an overview of the 2012 Information Services department activities.

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 it generates 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. One ongoing struggle is how to get State things to work when they require certain old versions of software that don't always work well with current versions that are needed for other things. We are also currently supporting 3 browsers in the county due to requirements for different programs.

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 2012. The highlights of our year are as follows.

Software

- We finished up the county transition to Office 2010 with the Highway department being the only department left to upgrade in 2012. Information Services held a transition training session for them and then loaded the software.
- WinZip was rolled out as an encryption method for those that needed that capability throughout the County. We held 6 training sessions with 48 people attending.
- We continue to work with software packages that aren't working well with Windows 7 to find workarounds.
- A couple of software packages were upgraded including VIMS going to VetraSpec for the Veterans office and Champ was upgraded to Nightingale Notes for Public Health. We also helped the Highway get going with Collective Data and helped with update issues for the Insight program in Dispatch.
- First National Bank of River Falls went with new software which had implications with a number of our processes that we had to troubleshoot.
- We evaluated Deep Freeze which is a program that restores computers if they get hit with malware or other things that screw them up.
- Programming was done to move off HSRS (the State Human Services Reporting System). All services after November 2012 were reported through the new system which is PPS (Program Participation System). OWI assessments have been billed differently since 1/1/13 which also involved programming changes on the counties end.

- An interface was implemented between the Public Health time tracking system and the county payroll system to automate the creation of their attendance batches for the county financial system. An interface was also implemented between the Treasurer's office and the county financial system to cut down on double entry of receipt information.
- Google changed from Google Docs to Google Drive and we helped everyone transition to that. Additional shared calendars were set up in 2012 and more people are using the shared electronic space that we have through Google Apps.
- We have a very active and timely county web page. We continue to have up to date calendars, agendas, minutes, employment opportunities and other county items of interest. We also provide an avenue for municipalities to have a web presence.
- 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 take some of our time to either remove or in some cases to rebuild the infected computers.

Hardware

- 39 desktops, 23 laptops, 4 tablets, 2 servers and 8 replacement monitors were purchased, configured and set up for end users. Two copiers and one fax machine were also purchased and installed. Most of the copiers are now coming with a scanning capability so we are also getting that set up and training people on how to use it. 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.
- A wireless access point was installed in the EOC room.
- The county cell phone fleet was refreshed. Although hardware was under warranty this year there were a number of issues that we did the troubleshooting on which were time consuming and inconvenient for the end users. At the time the fleet was refreshed we had 37 smartphones and 33 regular flip phones.

Contracts and Planning

- We had to find a new HP vendor. Although we were happy with the vendor we were using they went another direction and quit selling hardware. We evaluated the two companies on the state contract and decided to go with Vanguard.
- We started looking at the next version of software for Human Services. After evaluation we decided to go from CMHC to Avatar. We helped with the contract to finalize that and are helping with the implementation.
- AT&T lost the state contract for long distance service to CenturyLink so we switched to CenturyLink for long distance service. This involved a long distance circuit analysis and install, a number of paperwork submissions and once the service was flipped there were a lot of issues that we needed to work through.
- The County went with AT&T for both our internet transport as well as our Internet Service Provider due to a more cost effective contract. We were able to double the county's capacity to a 20 MBPS pipe at a cost cheaper than what we were paying for a 10 MBPS pipe. Switching to a different Internet Service Provider was a somewhat complicated and lengthy process.
- The Information Services departmental transition plan was updated.
- A Committee was formed to start working on a long term plan for the county financial software. We did a couple of surveys of our counterparts throughout the state, had our current vendor on site to explain the current state of their software and show us their replacement product and we started looking at other vendors. We came up with a time line for demos, quotes, RFPs, etc. Our current county financial software will only be around another 5 years or so.
- As part of the budget cycle we also started looking at something to replace the 10 year old county Dictaphone system
- We started looking at network designs and ways to improve what we have as part of the process to get ready for a VOIP phone system
- 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

- Information Services got an emergency phone number set up for issues that need immediate attention and it is working very well. It cuts down on the number of people needed to be called to leave a message for assistance for the group.
- The safe deposit box for backup tapes and other county documents was moved to Associated Bank due to a really big price hike at our former bank.
- A lot of troubleshooting was done with Human Services with their third party administrator system for processing claims.
- We helped with a number of office moves, ran wire where needed and got things set up for new employees as needed.

The main departmental goals that have been established for 2013 are:

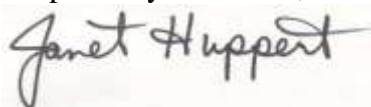
- ◆ Continue to work on a new County financial system
- ◆ Refresh the computer network system
- ◆ Upgrade the phone system to VOIP
- ◆ Continue to explore the use of voice recognition software where it can be useful. Implement the 2013 budget.

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 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, 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.

In addition to doing the daily things we do to keep everything going we have a number of large additional items to work in during 2013. These include finding and implementing a new dictation system, upgrading our entire computer network infrastructure, finding a new county financial system and securing the funding to implement it, and deciding on a new VOIP phone system.

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 26 2013