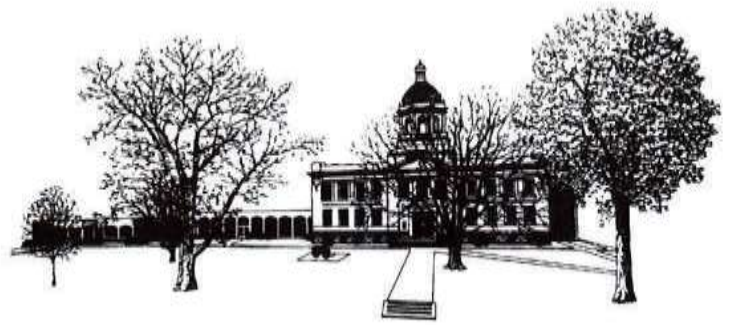


**PIERCE COUNTY WISCONSIN**  
**INFORMATION SERVICES**  
**412 W. KINNE STREET, P.O. BOX 120**  
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**Janet Huppert – Director**

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

RE: 2013 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 2013 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. The citizen members in 2013 were John Rongitsch and René Bylander until mid-May when Jeff Olson replaced her and became the second citizen member for the remainder of the year.

The Pierce County computer infrastructure as of December 31, 2013 included 176 desktop PCs, 114 laptops and 8 tablets. We now have more computers running Windows 7 than Windows XP. Unfortunately Windows XP is slated to be no longer supported by Microsoft on 4/8/14. The biggest effect this will have on the county is there will be no more automatic updates so if people want to exploit holes in the code they will be able to much more easily. A number of the computers currently running XP have Windows 7 licenses so they can be rebuilt with this operating system and the majority of the rest of the county computers still running XP are slated to be replaced next year. We currently have 160 devices running Windows 7. Pierce County also has 26 servers with a mix of operating systems including Windows server 2003, 2008, 2012, Linux, and AIX. We are also currently supporting 3 browsers (IE, Chrome and Firefox) in the county due to requirements for different programs. At year end the county had 100 printers. The Information Services department also supports the county cell phones. At the end of 2013 the county had 41 smartphones, 33 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 2013 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$613,951	\$591,768	\$22,183

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 2013 in the Information Services Department.

The main departmental goals that were established for 2013 were:

- ◆ Look at demos and get budget quotes for a new County financial system
- ◆ Refresh the county switches that make up the computer network
- ◆ Move forward toward upgrading the phone system to VOIP
- ◆ Continue to explore the use of voice recognition software where it can be useful. Implement the 2013 budget.

All of the departmental goals for 2013 were met by their target dates. Following is an overview of the 2013 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.

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 2013. The highlights of our year are as follows.

### Software

- One of the major projects for the year was to find a new dictation system. Through our affiliation with GIPAW which is a terrific state of Wisconsin technology group for county and municipal government agencies we were able to find a great solution for dictation at a fraction of the cost of most systems on the market. In addition to implementing the dictation system we purchased an additional 8 Dragon Naturally Speaking licenses and helped people start using that software as another way to get words in electronic format.
- Software was purchased and rolled out that will give us more control over how patches are distributed to computers and will let us override things like Chrome being loaded as the default browser when an Adobe update is done. We also purchased a package that will allow us to read through the miscellaneous logs so we can be more proactive as well as reactive in a timelier manner.
- We continue to work with software packages that aren't working well with Windows 7 to find workarounds. We also continue to be challenged with certain state software and the requirements they have since it doesn't often times work with current browsers or operating systems.
- We had a bit of an outbreak of anti-malware and spyware early in 2013. This took some of our time to either remove or in some cases to rebuild the infected computers.

- A couple of software packages were upgraded including IVANS in Public Health, the Nugget Lake monitoring software, Forensic Filer which is used by the Medical Examiner, Collective Data for Highway, Guard1Plus for dispatch and the anti-virus software that is used by the entire county. We also helped get dashboard cameras going in the Patrol cars with VieVu.
- We spent some time helping the Human Services department get ready to convert from CMHC to Avatar which is not only a software change but a really big workflow change for that department. Programming has also been done to pull data out of CMHC to import into Avatar.
- We also did some programming to pull things out of the financial system for exception cases as well as to get the WI retirement system tape to balance for 2012.
- We have a very active and timely county web page. The entire county web page was redone to give it a more modern look which took quite a bit of effort due to how much is on it. 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 and more municipalities are having us set up pages for them.
- The county intranet page was also redesigned.
- We continue to help people use their electronic space in Google Drive for different things. A couple of things people can use it for is to store things 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 questions.
- We continue to modify and support shared databases as well as create new ones as requested.

#### Hardware

- 14 desktops, 23 laptops, 2 servers, 18 monitors, 11 personal scanners and 5 printers were purchased, configured and set up for end users. One copier was also purchased and installed. We got the scan to e-mail and network folder options going on all the county copiers with network interface cards and have trained people on how to use that option. 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.
- All of the county switches were replaced in 2013 so we would have power over Ethernet and quality of service capabilities for the upcoming VOIP phone system. The new design has home runs to the core switches which are now in the PCOB. Existing fiber was also terminated to give the county some additional capacity and flexibility and some changes were made to the fiber at Highway to improve their infrastructure as well.
- The county cell phone fleet was refreshed. Although the hardware can be replaced after a year we tried to extend the life of the phones due to how much work it is for all involved to replace the whole fleet and get everything transferred and set up on the new phones. At a year things were working pretty well but by a year and 4 months or so things went bad fast. There always seem to be a number of issues that we need to troubleshoot with the cell phones which is time consuming and inconvenient for the end users. We continue to have Verizon coverage issues throughout the county. At the time the fleet was refreshed we had 41 smartphones and 33 regular flip phones.

#### Contracts and Planning

- The contracts for the physical phone lines for the county were renewed in 2013. As part of this renewal process lines no longer used were cut.
- We reviewed what we were spending for toner for the county and some different options. We were able to negotiate a much better deal for this consumable.
- We participated in the Western Region Recovery and Wellness Consortium Mental Health/Substance Abuse Collaborative Pilot Grant IT workgroup. This group got together a number of times and included people from Chippewa, Eau Claire, Dunn, Barron, Pepin and Buffalo Counties.
- The workgroup that was formed to work on finding a new county financial system looked at financial

system demos from 3 different vendors. Budgetary quotes were obtained in time to work them in to the 2014 budget. Our current county financial software will only be around another 4 years or so.

- 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.
- One change that was made this year is the main county phone number is now set up so it can be flipped and answered out at Highway if need be. Additional air cards have also been purchased and an inventory is kept in case they are needed in a disaster as a backup way to get to the internet

#### Miscellaneous

- A workgroup was set up to find a VOIP phone system for the county. Our counterparts throughout the state were surveyed for information regarding their phone systems since a number of counties and municipalities are currently going through this same upgrade. We looked at demos for 3 different phone systems and once we narrowed it down to one of those we got proposals from 2 different vendors that are local enough that they could do the ongoing support. The expected implementation date is to be before the end of March 2014.
- Our department does troubleshooting and keeps all county hardware maintained and orders replacement parts to make repairs when necessary.
- We helped with a number of office moves, ran wire where needed and got things set up for new employees as needed.

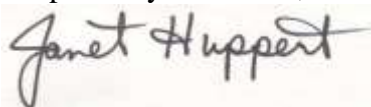
The main departmental goals that have been established for 2014 are:

- ◆ 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

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.

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 25, 2014