

PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
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Janet Huppert – Director

To The Honorable Board of Supervisors of Pierce County, Wisconsin

RE: 2015 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 2015 the Information Services Committee, which is the standing committee for the Information Services Department, was made up of County Board members Jon Aubart, Michael Kahlow and Brian O’Connell and citizen members John Rongitsch and Jeff Olson. Mr. Rongitsch moved out of the county near the end of 2015 making him ineligible to finish his term. Mary-Alice Muraski was appointed to the Information Services Committee 12/22/15 to finish Mr. Rongitsch’s term.

The Pierce County computer infrastructure as of December 31, 2015 included 174 desktop PCs, 131 laptops, 9 tablets and 102 printers. Pierce County also has 29 servers with a mix of operating systems. The Information Services department also supports the county cell phones. At the end of 2015 the county had 53 smartphones, 27 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 which includes shared county calendars and a number of applications that have been programmed by Pierce County employees.

A summary of the 2015 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$791,537	\$777,544	\$13,993

The Information Services department staff currently consists of a Director, two Computer Technicians and a Programmer/Analyst. There was no staff turnover in Information Services in 2015. The county’s second computer technician position was added in 1999. How the county uses technology and what the Information Services Department is expected to support has evolved tremendously since that time. The county is at the point that a network position needs to be added to the Information Services Department. One of the biggest ways to increase efficiencies in the county is to invest in infrastructure (such as things like a wireless system) and to use technology more but we need additional staff to be able to do this. An

additional position is going to be requested as part of the 2017 budget process.

The main departmental goals that were established and met for 2015 were:

- ◆ Finishing implementation of the New World county financial system
- ◆ Implementing a new countywide backup system

Overview of the Year

Overall the Information Services department had a very busy and successful year. In addition to our regular daily job duties the Information Services department was instrumental in finishing the build for the new county financial system and assisting the county in going live with the General Ledger, Fixed Assets, Budget, and Payroll modules. We also implemented a new backup system. Time was also devoted to working on the design of the new Jail and Law Enforcement building. 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 2015. The highlights of our year are as follows.

Software

- The biggest software project of this year was finishing the process of implementing a new county financial system. This has been a multi-year project. The main portions of this were contractual, building out the system which included having New World onsite 10 times in 2015, learning the software so we could both use and support it and helping come up with and implement new work flows. We went live with General Ledger 1/1/15, Fixed Assets and the Budget module 5/18/15, did 2 parallel payrolls in June and then went live with Payroll with the 7/10/15 payroll. Open enrollment for 2016 Health Insurance was also done through the New World portal. All implementation dates were hit and the county is using New World for all countywide financial activity. I did training for the entire county on the employee portal which is where direct deposit stubs are gotten from and all employees (other than Public Health and Highway) enter their bi-weekly electronic timesheets. Interfaces were developed and are being used by Public Health and Highway to transfer their payroll information from other timekeeping systems. A major software upgrade has already been done that had some repercussions to the county that we worked through. Overall the system is working well. It is a huge change from the very paper intensive system we upgraded from but as people are getting more comfortable with it they like it. This implementation was definitely a group effort and we had a wonderful Core Implementation team which in addition to myself included Jean Behringer (IS programmer who did all the conversion work from the old system), Julie Brickner (County Finance Director) and Tami Billeter (Human Services Operations Manager). The schedule for all implementation activities that was initially set was adhered to and the project was implemented under budget.
- We implemented two different software packages that will greatly help the techs with end user support. One allows them to remotely diagnose computer issues and the other is a Network Performance and Traffic Analyzer package.
- 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. 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.
- 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. We've also set up a number of departmental shared calendars.

Hardware

- 32 desktops, 22 laptops, 3 servers, 11 monitors, 5 personal scanners, one large departmental scanner and 10 printers were purchased, configured and set up for end users. 4 copiers were purchased and 1 additional wireless access point was installed. Everything that has lived its useful life is responsibly recycled through our Solid Waste department and tracked.
- The other big project in 2015 was implementing a new countywide backup system. A Unitrends backup device and archive system was installed and configured in January. We came up with some new retention procedures. We have had a number of occasions to pull things off of the Unitrends backup system due to end user requests and the computer techs find it very user friendly.
- 2/3 of the county cell phones were refreshed in 2015. The rest will be done the beginning of 2016. Going forward all Toughbooks in the squads will be connected externally with Gobi configurations in the laptops instead of using air cards.
- The Information Services department maintains all county hardware which includes troubleshooting and performing repairs when necessary.

Contracts and Planning

- County departments were surveyed on the need for a County wireless system. Since the need was justified this was worked in to the 2016 budget as a project. An implementation plan was put together by IS staff and approved by the Information Services Committee.
- IS staff have been included in the Jail design planning meetings.
- The Broadband service for county offices was upgraded in 2015. We went from 20 Mbps to 100 Mbps for the main county connection while also saving money on the monthly charges.
- The New World contract was tweaked a couple of times to get things the county needed in exchange for things initially written in to it that were not needed.
- Pierce County participated in the Cyber Security Awareness program that was put together by the MS-ISAC (Multi-State Information Sharing & Analysis Center) which is a division of the Center for Internet Security.

Miscellaneous

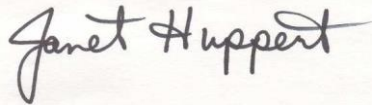
- There has been some movement on the possibility of AT&T and CenturyLink providing Broadband service to their territories in Pierce County which covers about 2/3 of the county. I have been to a number of meetings to support and help move this along.
- We helped with a number of office moves and ran wire where needed. We also did the activations for 43 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 2016 are:

- ◆ Install and implement WIFI capability in selected County building facilities
- ◆ Allocate staff resources to monitor jail construction activities relative to the installation of technology components in new jail under jurisdiction of IS Department

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,

A handwritten signature in black ink that reads "Janet Huppert". The signature is written in a cursive style and is placed on a light-colored rectangular background.

Janet Huppert
Director of Information Services
February 26, 2016