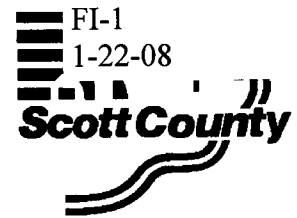


## INFORMATION TECHNOLOGY

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January 15, 2008

To: C. Ray Wierson, County Administrator  
From: Matt Hirst, Information Technology Director  
Subject: Quarterly Information Technology Update

The priorities for Scott County Information Technology as described to the Board of Supervisors in the October FY'08 1st Quarter I.T. Update were:

- Phone Switch Upgrade
- Geographic Information System Project
- Jail Transition
- Attorney's Office Move

Summaries of the progress on these projects are:

- Phone Switch Upgrade –  
Project In-process. I.T. has worked with Administration and FS&S to develop the strategic vision to replace the County's telephone switch. Dollars for this project originally budgeted in FY'07 and FY'08 have been moved to FY'09 and FY'10 to align with FSS schedule for 1<sup>st</sup> Floor Court House remodeling. I.T. has and continues to work investigating vendor solutions for a Voice over Internet Protocol (VoIP) based phone switch system for the County. Cisco, Nortel, ShoreTel and Avaya have been visited. An RFP for a phone system assessment will be forthcoming to inventory County phone technology, identify user needs and further facilitate this process.
- Geographic Information System Project –  
Project In-process. Bond and Budget work to undertake the project have been completed. Budget dollars have been added to the FY'06 through FY'10 budgets. Aerial photos and digital ortho-photography for the project were contracted for spring 2005 flights and data has been delivered by Kucera, Inc. Technical teams focusing on Business Process Redesign and Parcel Layer Services have been created. An RFQ and RFP for parcel layer services have been completed and a contract has been finalized with Schneider in Q2 FY'07. A project kickoff meeting was completed. A professional services contract for business process design was awarded to GeoAnalytics. Work has been completed to evaluate current land records processes at the County. A business process assessment was presented to the GIS steering committee and final recommendations should be delivered to the Board this quarter. An RFP was issued for section corner surveying to be used as parcel layer anchor points. Vendor responses were received, evaluated, and brought to the Board in Q2 FY'07. The contract was awarded to Midland GIS and pilot work began Q1 FY'08. Schneider pilot area GIS parcel layer data should be delivered this quarter.

- Jail Transition –  
Complete. I.T. has worked with the Sheriff's Office and FSS to inventory computers and phones. Wiring has been installed. Computers and printers were moved and setup. Phones are dual-homed between old and new offices to assist with transition.
- Attorney's Office Move –  
Complete. I.T. has worked with the Attorney's Office and FSS to inventory computers and phones. Wiring has been installed. Computers, phones and printers were moved and setup.

Help Desk Metrics for 2<sup>nd</sup> Quarter FY'08:

- Work Order Volume:
  - Work Orders opened 460 (Down from 513)
  - Closed/Completed Work Orders 470 (Down from 493)
  - Current Open Work Orders 62 (Up from 43)
    - Trouble Tickets 24 (Down from 25)
    - Add/Change/Delete Projects 15 (Down from 18)
    - Unassigned 23
- Support Volume :
  - Total Phone Calls 1219 (Down from 1492)
    - October 505
    - November 440
    - December 274
  - Total E-mails 530 (Up from 422)
    - October 195
    - November 203
    - December 132

Infrastructure Metrics for 2<sup>nd</sup> Quarter FY'08:

- 832 Network accounts supported (Up from 805)
- 637 E-mail accounts supported (Up from 607)
- 54 Third party applications supported (Unchanged)
- 340 PC's supported (Unchanged)
- 47 Laptops supported (Unchanged)
- 101 Terminals supported (Unchanged)
- 176 Printers supported (Up from 172)
- 50 Servers supported (Up from 46)
- 790 Telephones supported (Unchanged 786)
- 109 Routers/Switches supported (Up from 102)

E-mail Metrics for 2<sup>nd</sup> Quarter FY'08:

- 160,829 e-mails delivered to Scott County (Up from 155,923)
- 10,324,383 spam e-mails blocked from Scott County (Up from 6,520,956)

- 98.44% of e-mail addressed to Scott County was spam (Up from 97.61%)
- 644 virus infected files blocked from Scott County's network (Up from 272)
- 82.73 person years saved (calculation based on assumption of 1 second to delete each spam e-mail) (Up from 52.25)

The projects to be the primary focus of I.T. efforts for this upcoming quarter include:

- Phone Switch Upgrade
- Geographic Information System Project
- Accounts Payable to P-card Cross Reference Function
- Novatime E-time and Attendance Upgrade
- Mobile Data Computer (MDC) upgrade

Summaries of these upcoming priority projects are:

- Phone Switch Upgrade –  
Upgrade County phone switch to replace aging infrastructure and accommodate Court House remodeling project. Plans call for a new phone switch to be installed in the lower level of the Court House in FY'09 and migration to this switch to be complete in FY'10.
- Geographic Information System Project –  
Implement GIS as defined in the situation assessment, conceptual design, implementation plan, and cost benefit analysis developed for Scott County by GeoAnalytics in 2002.
- Accounts Payable to P-card Cross Reference Function –  
Upgrade the AP application to cross-reference P-card transaction data to avoid duplicate payment.
- Novatime E-time and Attendance Upgrade –  
Upgrade County E-time and Attendance application to latest version providing SQL database backend and better integration to Payroll.
- Mobile Data Computer (MDC) upgrade –  
Upgrade Mobile Data Computers in Sheriff's Patrol Vehicles.

If there are comments, questions, or suggestions about the status of any of the described I.T. projects above or I.T. projects not detailed in this report, please let me know.

Information Technology Quarterly Update

Project	Task	Status	Description	Department
Attorney's Office Move	Assist the Attorney's Office and Facilities and Support Services with the move to new offices on the second floor of the Court House	Complete	I.T. has worked with the Attorney's Office and FSS to inventory computers and phones. Wiring has been installed. Computers, phones and printers were moved and setup.	Attorney
Jail Transition	Assist the Sheriff's Office and Facilities and Support Services with the transition to the new jail	Complete	I.T. has worked with the Sheriff's Office and FSS to inventory computers and phones. Wiring has been installed. Computers and printers were moved and setup. Phones are dual-homed between old and new offices to assist with transition.	Sheriff
Accounts Payable to P-card Cross Reference Function	Upgrade the AP application to cross-reference P-card transaction data to avoid duplicate payment	In-process	Accounts Payable application has been modified to import P-card transaction data, cross reference this data against AP transactions and display potential duplicate payments to AP clerks. Testing has been completed. I.T. is working with Administration and the Auditor's Office for approval and training. Plans are for I.T. to deploy and provide AP Clerk training this quarter.	Auditor, County-wide
Archive Legacy ZIM Applications	Migrate legacy ZIM Treasurer and Recorder Applications to a stand alone non-networked environment. This should facilitate the shut-down of the legacy production systems and allow the archived systems to be delivered to external County customers for historical reference	In-process	I.T. has completed working on the Tax System archive. I.T. has worked with the Auditor's Office to test the archived Tax application. The tax application has been made available to County customers such as abstractors facilitating the removal of the legacy ZIM application from production. The Recorder's application archive development began this quarter.	Treasurer, Auditor, Recorder, Assessors, External Customers
Employee Health Application Development Project	Develop an application/database to assist in the management and statistical reporting of the County Employee health information	In-process	Application development has started. Initial meetings with users have been conducted to identify system requirements and user expectations. Programming started 3rd Quarter FY'07 and is complete including application reports. Lori Robinson is currently working with end-users on modification and enhancement requests.	Health, County-wide

Information Technology Quarterly Update

Project	Task	Status	Description	Department
Geographic Information System Implementation	Implement GIS as defined in plan developed Scott County by GeoAnalytics	In-process	Bond and Budget work to undertake the project have been completed. Budget dollars have been added to the FY'06 through FY'10 budgets. Aerial photos and digital ortho-photography for the project were contracted for spring 2005 flights and data has been delivered by Kucera, Inc. Technical teams focusing on Business Process Redesign and Parcel Layer Services have been created. An RFQ and RFP for parcel layer services have been completed and a contract has been finalized with Schneider in Q2 FY'07. A project kickoff meeting was completed. A professional services contract for business process design was awarded to GeoAnalytics. Work has been completed to evaluate current land records processes at the County. A business process assessment was presented to the GIS steering committee and final recommendations should be delivered to the Board this quarter. An RFP was issued for section corner surveying to be used as parcel layer anchor points. Vendor responses were received, evaluated, and brought to the Board in Q2 FY'07. The contract was awarded to Midland GIS and pilot work began Q1 FY'08. Schneider pilot area GIS parcel layer	County-wide
Implement Vmware ESX server	Setup Vmware ESX virtual server and start migrating physical servers to a virtual environment	In-process	I.T. is working to implement Vmware ESX Server. ESX server licenses have been purchased as well two Storage Area Network (SAN) connected servers. Installation of the first two instances of ESX server should be complete this quarter.	County-wide
Juvenile Detention Custom Development Project	Develop an application/database to assist in the management and statistical reporting of the Juvenile Detention Center	In-process	Work with department to identify application requirements has been completed. Application programming is in process. Programs have been developed for the juvenile intake aspect of this system allowing the ability to take and store photos of detainees during the intake process. Functionality has been demonstrated. System install for Juvenile Detention Department testing is completed. Application in final testing with the end users. An evaluation of hardware will be conducted this quarter as JDC business process evolve to better utilize application functionality. Application reports to be developed this quarter.	Juvenile Detention
Mobile Data Computer Upgrade	Upgrade Mobile Data Computers in Sheriff's Patrol Vehicles	In-process	I.T. is working with the Sheriff's Office to implement new MDC's in the squad cars. Laptops have been evaluated as has broadband wireless. Bids/RFP's for laptops, additional equipment and installation should be complete this quarter.	Sheriff

Information Technology Quarterly Update

Project	Task	Status	Description	Department
Novatime E-time and Attendance Application Upgrade	Upgrade County E-time and Attendance application to latest version providing SQL database backend.	In-process	I.T. in coordination with Longley Systems has deployed Novatime 3000 in a test environment for Auditor's Office evaluation.	Auditor, County-wide
Telephone Switch Upgrade	Upgrade County telephone switch to replace aging infrastructure and accommodate Court House remodeling project.	In-process	I.T. has worked with Administration and FS&S to develop the strategic vision to replace the County's telephone switch. Dollars for this project originally budgeted in FY'07 and FY'08 have been moved to FY'09 and FY'10 to align with FSS schedule for 1st Floor Court House remodeling. I.T. has and continues to work investigating vendor solutions for a Voice over Internet Protocol (VoIP) based phone switch system for the County. Cisco, Nortel, ShoreTel and Avaya have been visited. An RFP for a phone system assessment will be forthcoming to inventory County phone technology, identify user needs and further facilitate this process. establish a new phone demarcation point in the lower level of the Court House. This new demarcation point is located in the County's Main Distribution Facility (MDF). New WAN telephone circuits were added to this new demarc this past quarter. Existing telephone and data circuits will be moved this upcoming year. I.T. has worked investigating vendor solutions for a Voice over Internet Protocol (VoIP) based phone switch. Cisco, Nortel, ShoreTel and Avaya have	County-wide
Wireless Network Implementation	Deploy wireless Access Points (AP's) on the County campus	In-process	I.T. is working to install wireless access points in meeting rooms. This past quarter AP's were installed in the Jail pods to support commissary kiosks as well as in Jail medical.	County-wide