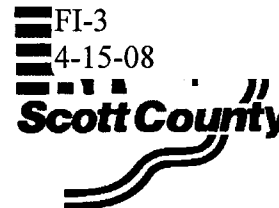


INFORMATION TECHNOLOGY

400 West Fourth Street
Davenport, Iowa 52801-1104

Ph: (563) 328-4100 Fax: (563) 326-8669
www.scottcountyiowa.com



April 9, 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 2nd Quarter I.T. Update were:

- 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 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'10 and FY'11 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 is being developed to inventory County phone technology, identify user needs and further facilitate this process.

Additionally, I.T. has worked with Qwest to establish a new telephone demarcation point in the lower level of the Court House to facilitate this move. This new demarcation point is located in the County's Main Distribution Facility (MDF). As new Wide Area Network (WAN) telephone circuits are required they are added at this new demark. Most existing telephone and data circuits have also been moved to this new demark.

- 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 were created. An RFQ and RFP for parcel layer services were completed and a contract finalized with Schneider in Q2 FY'07. A project kickoff meeting was completed. A

web-based project management tool has been deployed. Schneider pilot area GIS parcel layer data should be delivered Q4 FY'08.

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 were delivered to the Board this past 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.

- Accounts Payable to P-card Cross Reference Function –
Project In-process. Training has been conducted for AP clerks who will be using the system and necessary PC file installation has been completed. Deployment of the upgrade to the AP application to cross-reference P-card transaction data to avoid duplicate payment should be completed in April.

- Novatime E-time and Attendance Upgrade –
Project In-Process. I.T. in coordination with Longley Systems has deployed Novatime 3000 in a test environment for Auditor's Office evaluation. The Auditor's Office has conducted system usability testing. A test of the download from Novatime to the Payroll system was successfully run late in February. A meeting with Longley, IT, and the Auditor's Office was held this quarter to review status and discuss upgrade contract criteria. IT and the Auditor's Office are currently reviewing an upgrade proposal. A recommendation should be presented to the BoS this quarter.

- Mobile Data Computer (MDC) upgrade –
Project 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 were completed this quarter and presented to the Board. Hardware is currently being received and a trial installation of console equipment with CEC will be performed. IT is working to develop a standard image for the laptops containing all the applications needed by the Deputies in the field.

Help Desk Metrics for 3rd Quarter FY'08:

- Work Order Volume:
 - Work Orders opened 453 (Down from 460)
 - Closed/Completed Work Orders 461 (Down from 470)
 - Current Open Work Orders 51 (Down from 62)
 - Trouble Tickets 15 (Down from 24)
 - Add/Change/Delete Projects 15 (Down from 15)
 - Unassigned 21

- Support Volume :
 - Total Phone Calls 1273 (Up from 1219)
 - January 491
 - February 358
 - March 424
 - Total E-mails 460 (Down from 530)
 - January 160
 - February 134
 - March 166

Infrastructure Metrics for 3rd Quarter FY'08:

- 832 Network accounts supported
- 637 E-mail accounts supported
- 54 Third party applications supported
- 340 PC's supported
- 47 Laptops supported
- 101 Terminals supported
- 176 Printers supported
- 50 Servers supported
- 790 Telephones supported
- 109 Routers/Switches supported

E-mail Metrics for 3rd Quarter FY'08:

- 208,634 e-mails delivered to Scott County (Up from 160,829)
- 16,493,265 spam e-mails blocked from Scott County (Up from 10,324,383)
- 98.74% of e-mail addressed to Scott County was spam (Up from 98.44%)
- 626 virus infected files blocked from Scott County's network (Up from 644)
- 132.16 person years saved (calculation based on assumption of 1 second to delete each spam e-mail) (Up from 82.73)

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 ageing 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'10 and migration to this switch to be complete in FY'11.

- 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
Employee Health Application Development Project	Develop an application/database to assist in the management and statistical reporting of the County Employee health information	Complete	Application development has been completed. Initial meetings with users was conducted to identify system requirements and user expectations. Programming started 3rd Quarter FY'07 and is complete including application reports. Lori Robinson has completed working with end-users on modification and enhancement requests. The application was deployed via the Scott County intranet early this past quarter.	Health, County-wide
Implement VMware ESX server	Setup VMware ESX virtual server and start migrating physical servers to a virtual environment	Complete	I.T. has implemented 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 were completed this quarter. GIS application servers will be the first virtual servers implemented this quarter.	County-wide
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. worked with Administration and the Auditor's Office for approval and training. I.T. provided AP Clerk training this quarter and upgraded AP clerk PC's / Citrix to run the upgraded AP application. Final cross-reference function modifications have been made and the upgrade is scheduled to be deployed in April.	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 is in process.	Treasurer, Auditor, Recorder, Assessors, External Customers

Project	Task	Status	Description	Department
Geographic Information System Implementation	Implement GIS as defined in plan developed Scott County by GeoAnalytics	In-process	<p>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.</p> <p>Technical teams focusing on Business Process Redesign and Parcel Layer Services were created. An RFQ and RFP for parcel layer services were completed and a contract finalized with Schneider in Q2 FY'07. A project kickoff meeting was completed. A web-based project management tool has been deployed. Schneider pilot area GIS parcel layer data should be delivered Q4 FY'08.</p> <p>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 were delivered to the Board this past quarter.</p> <p>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</p>	County-wide
Mobile Data Computer Upgrade	Upgrade Mobile Data Computers in Sheriff's Patrol Vehicles	In-process	<p>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 were completed this quarter and presented to the Board. Hardware is currently being received and a trial installation of console equipment with CEC will be performed. IT is working to develop a standard image for the laptops containing all the applications needed by the Deputies in the field.</p>	Sheriff
Novatime E-time and Attendance Application Upgrade	Upgrade County E-time and Attendance application to latest version providing SQL database backend.	In-process	<p>I.T. in coordination with Longley Systems has deployed Novatime 3000 in a test environment for Auditor's Office evaluation. The Auditor's Office has conducted system usability testing. A test of the download from Novatime to the Payroll system was successfully run late in February. A meeting with Longley, IT, and the Auditor's Office was held this quarter to review status and discuss upgrade contract criteria. IT and the Auditor's Office are currently reviewing an upgrade proposal. A recommendation should be presented to the BoS this quarter.</p>	Auditor, County wide
Rewrite of TR1 ZIM Database	Rewrite legacy ZIM application using MS Visual Studio development tools	In-process	<p>TR1 contains Miscellaneous Receipts, Parking Violation System, Vehicle Parking Stickers, and Vehicle Microfilm. Development has moved to the testing stage for this application. Currently Lori is running this system in parallel with the current production system. The redesign of this system has bypassed one of the most troublesome areas of this system. Writing to and reading from a text file. 80% of the problem tickets associated with this system where generated by that step. It is now being written directly into the Access DB for upload to Platinum.</p>	Treasurer, County-wide

Project	Task	Status	Description	Department
Telephone Switch Upgrade	Upgrade County telephone switch to replace aging infrastructure and accommodate Court House remodeling project.	In-process	<p>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'10 and FY'11 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 is being developed to inventory County phone technology, identify user needs and further facilitate this process.</p> <p>Additionally, I.T. has worked with Qwest to establish a new telephone demarcation point in the lower level of the Court House to facilitate this move. This new demarcation point is located in the County's Main Distribution Facility (MDF). As new Wide Area Network (WAN) telephone circuits are required they are added at this new demark. Most existing telephone and data circuits have also been moved to this new demark.</p>	County-wide
Wireless Network Implementation	Deploy wireless Access Points (AP's) on the County campus	In-process	<p>I.T. is working to install wireless access points in meeting rooms. AP's have been installed in the Jail pods to support commissary kiosks as well as in Jail medical.</p>	County-wide
Juvenile Detention Custom Development Project	Develop an application/database to assist in the management and statistical reporting of the Juvenile Detention Center	On-hold	<p>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 will need to be developed. JDC end-user support for the application has eroded. The Sheriff's office has requested the Civil System be rewritten in house. Minimal changes are requested for system functionality, however access to civil data by other applications and by mobile computers is requested</p>	Juvenile Detention
Sheriff Civil System Rewrite	Rewrite legacy Civil System using MS Visual Studio development tools	Start-up		Sheriff

April 15, 2008

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