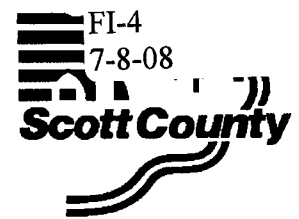


INFORMATION TECHNOLOGY

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July 2, 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 FY'08 3rd 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'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 was delivered this quarter, 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 Q3 FY'08.

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 scheduled to be completed in April was postponed due to issues with the County Citrix server farm. The installation should be completed this quarter.
- 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 in Q3 FY'08 to review status and discuss upgrade contract criteria. IT and the Auditor's Office reviewed an upgrade proposal and a recommendation was presented to the BoS this past quarter, Q4 FY'08, which was approved. A project kickoff meeting has been scheduled for July and the project will begin this upcoming quarter.
- Mobile Data Computer (MDC) upgrade –
Project In-Process. I.T. is working with the Sheriff's Office and Conservation to implement new MDC's in the squad cars and ranger vehicles. Laptops have been evaluated as has broadband wireless. Bids/RFP's for laptops, additional equipment and installation were completed Q3 FY'08, presented to the Board, and approved. Hardware has been received and a trial installation of console equipment with CEC has been performed. IT is working to finalize a standard image for the laptops containing all the applications needed by the Deputies and Rangers in the field. IT has also worked with RAYCOM and Iowa DOT on the installation of Info-Cop and TraCS which will be the primary applications used by peace officers in the field. Info-Cop training is scheduled for July 8th. At that time, IT will turn over six (6) MDC's to field trainers for a short test phase. Deployment of all MDC's should be complete this quarter Q1 FY'09.

Help Desk Metrics for 4th Quarter FY'08:

- Work Order Volume:
 - Work Orders opened 418 (Down from 453)
 - Closed/Completed Work Orders 399 (Down from 461)
 - Current Open Work Orders 68 (Up from 51)
 - Trouble Tickets 16 (Up from 15)
 - Add/Change/Delete Projects 24 (Up from 15)
 - Unassigned 28

- Support Volume :
 - Total Phone Calls 1851 (Up from 1273)
 - April 863
 - May 421
 - June 567

 - Total E-mails 536 (Up from 460)
 - April 232
 - May 154
 - June 150

Infrastructure Metrics for 4th Quarter FY'08:

- 851 Network accounts supported
- 656 E-mail accounts supported
- 54 Third party applications supported
- 350 PC's supported
- 101 Laptops supported
- 101 Terminals supported
- 177 Printers supported
- 52 Servers supported
- 803 Telephones supported
- 113 Routers/Switches supported

E-mail Metrics for 4th Quarter FY'08:

- 206,662 e-mails delivered to Scott County (Down from 208,634)
- 11,846,061 spam e-mails blocked from Scott County (Down from 16,493,265)
- 98.26 of e-mail addressed to Scott County was spam (Down from 98.74%)
- 2,333 virus infected files blocked from Scott County's network (Up from 626)
- 94.92 person years saved (calculation based on assumption of 1 second to delete each spam e-mail) (Down from 132.16)

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.

Project	Task	Status	Description	Department
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	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 scheduled to be completed in April was postponed due to issues with the County Citrix server farm. The installation should be completed 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 is in process. 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.	Treasurer, Auditor, Recorder, Assessors, External Customers
Geographic Information System Implementation	Implement GIS as defined in plan developed Scott County by GeoAnalytics	In-process	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 was delivered this quarter, 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 Q3 FY'08. 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	County-wide

Project	Task	Status	Description	Department
Mobile Data Computer Upgrade	Upgrade Mobile Data Computers in Sheriff's Patrol Vehicles	In-process	I.T. is working with the Sheriff's Office and Conservation to implement new MDC's in the squad cars and ranger vehicles. Laptops have been evaluated as has broadband wireless. Bids/RFP's for laptops, additional equipment and installation were completed Q3 FY'08, presented to the Board, and approved. Hardware has been received and a trial installation of console equipment with CEC has been performed. IT is working to finalize a standard image for the laptops containing all the applications needed by the Deputies and Rangers in the field. IT has also worked with RAYCOM and Iowa DOT on the installation of Info-Cop and TraCS which will be the primary applications used by peace officers in the field. Info-Cop training is scheduled for July 8th. At that time, IT will turn over six (6) MDC's to field trainers for a short test phase. Deployment of all MDC's should be complete this quarter, Q1 FY'09.	Sheriff
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. 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 in Q3 FY'08 to review status and discuss upgrade contract criteria. IT and the Auditor's Office reviewed an upgrade proposal and a recommendation was presented to the BoS this past quarter, Q4 FY'08, which was approved. A project kickoff meeting has been scheduled for July and the project will begin this upcoming quarter.	Auditor, County wide
Rewrite of TR1 ZIM Database	Rewrite legacy ZIM application using MS Visual Studio development tools	In-process	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. Development is near completion and testing is currently in process.	Treasurer, County-wide
Telephone Switch Upgrade	Upgrade County telephone switch to replace aging infrastructure and accommodate Court House remodeling project.	In-process	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.	County-wide
Wireless Network Implementation	Deploy wireless Access Points (AP's) on the County campus	In-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.	County-wide
		In-process	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.	County-wide

Project	Task	Status	Description	Department
Juvenile Detention Custom Development Project	Develop an application/database to assist in the management and statistical reporting of the Juvenile Detention Center	On-hold	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.	Juvenile Detention
Sheriff Civil System Rewrite	Rewrite legacy Civil System using MS Visual Studio development tools	Start-up	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	Sheriff
Community Services General Assistance Upgrade	Upgrade to Community Services Client MIS system to include GA	Start-up	The County is working with Quilogy to develop a General Assistance (GA) module to the existing Client MIS application as a replacement system for the County's existing General Assistance (GA) application developed in ZIM DOS. A proposal will be presented to the Board this quarter for work to be performed.	Community Services