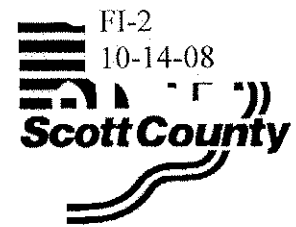


**INFORMATION TECHNOLOGY**

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October 8, 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 4<sup>th</sup> 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. QA/QC checks by the County are complete.

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. Section corner survey work was completed this past quarter and data has been provided to Schneider to facilitate the parcel conversion project.

The County is currently recruiting to fill a GIS Analyst position.

- 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. Installation was completed this past 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. Database upgrade has been completed. Web interface installation has been completed. IT and the Auditor's office are currently using/testing the web interface. Training/deployment to County Offices and Departments should begin this 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 has completed a final 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 took place in July and TraCS training was conducted in August and September. IT delivered eight (8) MDC's to field trainers for a short test phase this past quarter. Deployment of all MDC's has started and should be complete this quarter Q2 FY'09.

Help Desk Metrics for 1<sup>st</sup> Quarter FY'09:

- Work Order Volume:
  - Work Orders opened 357 (Down from 418)
  - Closed/Completed Work Orders 428 (Up from 399)
  - Current Open Work Orders 51 (Down from 68)
    - Trouble Tickets 14 (Down from 16)
    - Add/Change/Delete Projects 20 (Down from 24)
    - Unassigned 17
  
- Support Volume :
  - Total Phone Calls 1069 (Down from 1851)
    - July 397
    - August 358
    - September 314
  
  - Total E-mails 459 (Down from 536)
    - July 164
    - August 167
    - September 128

Infrastructure Metrics for 1<sup>st</sup> Quarter FY'09:

- 860 Network accounts supported (Up from 851)
- 663 E-mail accounts supported (Up from 656)
- 54 Third party applications supported
- 350 PC's supported
- 105 Laptops supported (Up from 101)
- 101 Terminals supported
- 180 Printers supported (Up from 177)
- 52 Servers supported
- 809 Telephones supported (Up from 809)
- 116 Routers/Switches supported (Up from 113)

E-mail Metrics for 1<sup>st</sup> Quarter FY'09:

- 303,792 e-mails delivered to Scott County (Up from 206,662)
- 9,100,675 spam e-mails blocked from Scott County (Down from 11,846,061)
- 96.7% of e-mail addressed to Scott County was spam (Down from 98.26 %)
- 7,392 virus infected files blocked from Scott County's network (Up from 2,333)
- 72.92 person years saved (calculation based on assumption of 1 second to delete each spam e-mail) (Down from 94.92)

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

- Phone Switch Upgrade
- Geographic Information System Project
- 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.
- Mobile Data Computer (MDC) upgrade –  
Upgrade Mobile Data Computers in Sheriff's Patrol Vehicles.
- Desktop computer upgrade –  
Upgrade pc's in County Offices and Departments. Project will also replace many of the Wyse terminals used to access Citrix.

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	Completed	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. Installation was completed this past quarter.	Auditor, County wide
Community Services General Assistance Upgrade	Upgrade to Community Services Client MIS system to include GA	Completed	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 was presented to the Board Q1 FY'09 for work to be performed. Work was completed this past quarter and the application upgrade is currently in production.	Community Services
Novatime E-time and Attendance Application Upgrade	Upgrade County E-time and Attendance application to latest version providing SQL database backend.	Completed	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. Database upgrade has been completed. Web interface installation has been completed. IT and the Auditor's office are currently using/testing the web interface. Training/deployment to County Offices and Departments should begin this quarter.	Auditor, County wide

Project	Task	Status	Description	Department
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. 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.	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. QA/QC checks by the County are complete. 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.	County-wide
Mobile Data Computer Upgrade	Upgrade Mobile Data Computers in Sheriff's Patrol Vehicles	In-process	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 has completed a final 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 took place in July and TraCS training was conducted in August and September. IT delivered eight (8) MDC's to field trainers for a short test phase this past quarter. Deployment of all MDC's has started and should be complete this quarter Q2 FY'09.	Sheriff
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 were 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. Development completed. Currently working with end-users for final verification testing.	Treasurer, County-wide

Project	Task	Status	Description	Department
Sheriff Civil System Rewrite	Rewrite legacy Civil System using MS Visual Studio development tools	In-process	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. Development has begun.	Sheriff
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 FY07 and FY08 have been moved to FY10 and FY11 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.	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. AP's have been installed in the Jail pods to support commissary kiosks as well as in Jail medical.	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	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
Desktop Computer Upgrade	Upgrade desktop PC's in all County Offices and Departments	Start-Up	IT is currently out for bid on 200 of the 400 PC's needing to be upgraded at the County. This project is planned as a two phase project over this fiscal year and next.	County-wide