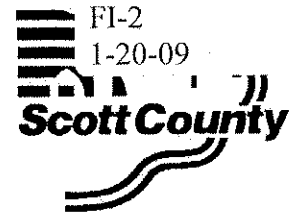


## INFORMATION TECHNOLOGY

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January 14, 2009

To: Dee F. Bruemmer, 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'09 1<sup>st</sup> Quarter I.T. Update were:

- Phone Switch Upgrade
- Geographic Information System Project
- Mobile Data Computer (MDC) Upgrade
- Desktop Computer 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 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 Q4 FY'08 and data has been provided to Schneider to facilitate the parcel conversion project.

The County hired Stephanie Macuga to fill a newly created GIS Analyst position this past quarter.

- Mobile Data Computer (MDC) Upgrade – Completed. I.T. worked with the Sheriff's Office and Conservation to implement new MDC's in the squad cars and ranger vehicles. Laptops were evaluated as was broadband wireless. Bids/RFP's for laptops, additional equipment and installation were completed Q3 FY'08, presented to the Board, and approved. Hardware was received and a trial installation of console equipment with CEC was performed. IT completed a final standard image for the laptops containing all the applications needed by the Deputies and Rangers in the field. IT 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 was completed this past quarter, Q2 FY'09.
- Desktop Computer Upgrade – Project In-Process. IT went out for bid on 200 of approximately 450 PC's needing to be upgraded at the County in Q1 FY'09. This project is planned as a two phase project over this fiscal year, FY'09, and next. I.T. has developed a standard image for the new desktops. The image includes Windows XP with service pack 3 and Office 2007, the current version. I.T. has also made no cost training available for the Office 2007 application suite available to all County employees through the County intranet. New PC's have been deployed to the County Attorney's Office to support an upgrade to the Judicial Dialog system used in the Office.

Help Desk Metrics for 2<sup>nd</sup> Quarter FY'09:

- Work Order Volume:
  - Work Orders opened 306 (Down from 357)
  - Closed/Completed Work Orders 313 (Down from 428)
  - Current Open Work Orders 41 (Down from 51)
    - Trouble Tickets 17 (Down from 14)
    - Add/Change/Delete Projects 13 (Down from 20)
    - Unassigned 11

Infrastructure Metrics for 2<sup>nd</sup> Quarter FY'09:

- 874 Network accounts supported (Up from 860)
- 672 E-mail accounts supported (Up from 663)
- 54 Third party applications supported (Unchanged)
- 552 PC's supported (Up from 350)
- 127 Laptops supported (Up from 105)
- 90 Terminals supported (Down from 101)
- 180 Printers supported (Unchanged)
- 52 Physical Servers supported (Unchanged)
- 6 Virtual Servers supported (\*New category)
- 815 Telephones supported (Up from 809)
- 116 Routers/Switches supported (Unchanged)

E-mail Metrics for 2<sup>nd</sup> Quarter FY'09:

- 3,847,649 e-mails delivered to Scott County (Up from 303,792)
- 8,020,017 spam e-mails blocked from Scott County (Down from 9,100,675)
- 52.02% of e-mail addressed to Scott County was spam (Down from 96.7%)
- 3,803 virus infected files blocked from Scott County's network (Down from 7,392)
- 64.26 person years saved (calculation based on assumption of 1 second to delete each spam e-mail) (Down from 72.92)

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

- Phone Switch Upgrade
- Geographic Information System Project
- Desktop Computer Upgrade
- Judicial Dialog Application 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.
- Desktop Computer Upgrade –  
Upgrade PC's in County Offices and Departments. Project will also replace many of the Wyse terminals used to access Citrix.
- Judicial Dialog Application Upgrade –  
Upgrade County Attorney's Office case management application.

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
Mobile Data Computer Upgrade	Upgrade Mobile Data Computers in Sheriff's Patrol Vehicles	Complete	I.T. is worked with the Sheriff's Office and Conservation to implement new MDC's in the squad cars and ranger vehicles. Laptops were evaluated as was broadband wireless. Bids/RFP's for laptops, additional equipment and installation were completed Q3 FY'08, presented to the Board, and approved. Hardware was received and a trial installation of console equipment with CEC was performed. IT completed a final standard image for the laptops containing all the applications needed by the Deputies and Rangers in the field. IT 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 was completed this past quarter. Q2 FY'09	Sheriff
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
Desktop Computer Upgrade	Upgrade desktop PC's in all County Offices and Departments	In-process	IT went out for bid on 200 of approximately 450 PC's needing to be upgraded at the County in Q1 FY'09. This project is planned as a two phase project over this fiscal year, FY'09, and next. I.T. has developed a standard image for the new desktops. The image includes Windows XP with service pack 3 and Office 2007, the current version. I.T. has also made no cost training available for the Office 2007 application suite available to all County employees through the County intranet. New PC's have been deployed to the County Attorney's Office to support an upgrade to the Judicial Dialog system used in the Office.	County-wide
Geographic Information System Implementation	Implement GIS as defined in plan developed Scott County by GeoAnalytics	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.  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 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

Project	Task	Status	Description	Department
Judicial Dialog Application Upgrade	Upgrade County Attorney's Office case management application	In-process	The County has requested and received a Purchase Agreement and quote for a software upgrade to Prosecutor Dialog from Judicial Dialog Systems to Judicial Dialog. This agreement and quote was presented to and approved by the Board this past quarter. New desktop computers have been deployed in the Attorney's Office in preparation for this upgrade. Preparations for this upgrade which should complete this quarter have begun.	County Attorney
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
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 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
Juvenile Detention Custom Development Project	Develop an application/database to assist in the management and statistical reporting of the Juvenile Detention Center	On-hold	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.  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