

INFORMATION TECHNOLOGY

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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 2nd Quarter I.T. Update were:

- Phone Switch Upgrade
- Geographic Information System Project
- Desktop Computer Upgrade
- Judicial Dialog Application 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 are budgeted in the FY'10. 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. Budget dollars for this project remain through the FY'10 budget. Initial aerial photos and digital ortho-photography for the project were contracted for spring 2005 flights and data were delivered. Photos and ortho-photography are being updated this year through a regional RFP awarded to Kucera, Inc.

An RFP was issued for section corner surveying to be used as parcel layer anchor points. 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. 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. Pilot area GIS parcel layer data was delivered Q4 FY'08. QA/QC checks by the County are complete. The parcel conversion process is complete for 25% of county parcels and 83% of county sections. Work remains for the areas comprised primarily of Davenport and Bettendorf. The project is on schedule to be completed this year.

A professional services contract for business process design was awarded to GeoAnalytics. Work was 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.

- 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 and FY'10. 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. The majority of new PC's should be deployed this quarter.
- Judicial Dialog Application Upgrade
Project Complete. The County 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. This upgrade was completed this quarter.

Help Desk Metrics for 3rd Quarter FY'09:

- Work Order Volume:
 - Work Orders opened 372 (Up from 306)
 - Closed/Completed Work Orders 363 (Up from 313)
 - Current Open Work Orders 28 (Down from 41)
 - Trouble Tickets 8 (Down from 17)
 - Add/Change/Delete Projects 12 (Down from 13)
 - Unassigned 8
- Support Volume:
 - Total Phone Calls 1149 (No detail from last quarter)
 - January 438
 - February 336
 - March 375
 - Total E-mails/Faxes 442 (No detail from last quarter)
 - January 128
 - February 158
 - March 156

Infrastructure Metrics for 3rd Quarter FY'09:

- 899 Network accounts supported (Up from 874)
- 700 E-mail accounts supported (Up from 672)
- 55 Third party applications supported (Up from 54)
- 552 PC's supported (Unchanged)
- 127 Laptops supported (Unchanged)
- 90 Terminals supported (Unchanged)
- 180 Printers supported (Unchanged)
- 52 Physical Servers supported (Unchanged)
- 15 Virtual Servers supported (Up from 6)
- 817 Telephones supported (Up from 815)
- 116 Routers/Switches supported (Unchanged)

E-mail Metrics for 3rd Quarter FY'09:

- 395,777 e-mails delivered to Scott County (Down from 3,847,649)
- 5,908,326 spam e-mails blocked from Scott County (Down from 8,020,017)
- 93.30% of e-mail addressed to Scott County was spam (Up from 52.02%)
- 669 virus infected files blocked from Scott County's network (Down from 3,803)
- 47.34 person years saved (calculation based on assumption of 1 second to delete each spam e-mail) (Down from 64.26)

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
- IT Master Plan
- Citrix 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 Scott County GIS Strategic Plan developed for Scott County by GeoAnalytics in 2002. The strategic plan is comprised of a situation assessment, conceptual design, implementation plan, and cost benefit analysis.
- Desktop Computer Upgrade –
Upgrade PC's in County Offices and Departments. Project will also replace many of the Wyse terminals used to access Citrix.
- IT Master Plan –
Develop a new IT Master Plan to provide a refreshed vision, strategic initiatives, prioritized action items, as well as projected costs for implementing identified technology needs to meet the goals of Scott County for the next three to five years. Specific areas of concern to be addressed include custom and third party applications, technology environment, networks, and organizational structure.
- Citrix Upgrade –
Upgrade Citrix hardware and software. Project will provide improved ability for IT to deliver applications to County users.

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
Judicial Dialog Application Upgrade	Upgrade County Attorney's Office case management application	Complete	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. This upgrade was completed this quarter.	County Attorney
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 has been completed. IT is working with the Recorder's Office to test the functionality of this archive system before deploying to the public.	Treasurer, Auditor, Recorder, Assessors, External Customers
Citrix Upgrade	Upgrade Citrix hardware and software. Project will provide improved ability for IT to deliver applications to County users.	In-process	I.T. is has developed hardware specifications for this project and is preparing to go to bid this quarter. Software options will also be evaluated this quarter with a recommendation forthcoming to the Board.	County-wide
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 and FY'10. 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. The majority of new PC's should be deployed this quarter.	County-wide
Geographic Information System Implementation	Implement GIS as defined in plan developed Scott County by GeoAnalytics	In-process	photos and digital ortho-photography for the project were contracted for spring 2005 flights and data were delivered. Photos and ortho-photography are being updated this year through a regional RFP awarded to Kucera, Inc. An RFP was issued for section corner surveying to be used as parcel layer anchor points. 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. 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. Pilot area GIS parcel layer data was delivered Q4 FY'08. QA/QC checks by the County are complete. The parcel conversion process is complete for 25% of county parcels and 83% of county sections. Work remains for the areas comprised primarily of Davenport and Bettendorf. The project is on schedule to be completed this year.	County-wide

Project	Task	Status	Description	Department
IT Master Plan	Develop a new IT Master Plan to provide a refreshed vision, strategic initiatives, prioritized action items, as well as projected costs for implementing identified technology needs to meet the goals of Scott County for the next three to five years.	In-process	Administration and IT have solicited involvement of a stakeholder group comprised of representatives from all County Offices and departments. An internal online survey for this stakeholder group is being developed to identify focus areas for an RFP to be published this upcoming quarter. This RFP will recommend a technology partner to the Board to assist the County in developing a three to five year Technology Plan. This recommendation to the Board should be made this quarter.	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. Development completed. Currently working with end-users for final verification testing. IT is working with Offices to determine deployment schedule.	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 is well underway and testing is anticipated this quarter.	Sheriff
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 are budgeted in the FY'10. 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 is currently being re-evaluated.	Juvenile Detention