
October 5, 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 3rd Quarter I.T. Update were:

- Phone Switch Upgrade
- Geographic Information System Project
- Desktop Computer Upgrade
- IT Master Plan
- Citrix Upgrade

Summaries of the progress on these projects are:

- Phone Switch Upgrade –
Project In-process. Currently, I.T. is in the process of developing an RFP for Voice over Internet Protocol (VoIP) phone system planned to be issued this quarter. Additionally, we visited Bettendorf, who recently implemented a VoIP solution and discussed process, outcomes, and lessons learned.

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 investigated vendor solutions for a VoIP based phone switch system for the County. Cisco, Nortel, ShoreTel, and Avaya have been visited.

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. Additionally, PC's have been deployed to F&SS, Decategorization, Auditor's Office, Sheriff's Admin, Health, and GIS. Approximately, one hundred and fifty (150) of the new PC's have been deployed to date. I.T. is currently working to deploy the remaining Phase I PC's. I.T. is also initiating work on the Phase II acquisition of PC's for this project. A request for the equipment to complete this project will likely be to the Board of Supervisors this quarter.
- IT Master Plan –
Project 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 was developed to identify focus areas for an RFP. This RFP was issued this past quarter to identify a technology partner to assist the County in developing a five year Technology Plan. The stakeholder group is currently reviewing responses with a recommendation to the Board to be made this quarter.
- Citrix Upgrade –
Project In-Process. I.T. developed hardware specifications for this project and went out to bid Q1 FY'10. The hardware has been installed this past quarter and currently being used to test server operating system (OS) virtualization environments. Server OS virtualization servers are the base upon which desktop and application virtualization environments are built. Additionally, I.T. is preparing an RFP for desktop and application virtualization solutions to be issued this quarter with a recommendation forthcoming to the Board.

Help Desk Metrics for 1st Quarter FY'10:

- Work Order Volume:
 - Work Orders opened 448 (Up from 372)
 - Closed/Completed Work Orders 458 (Up from 363)
 - Current Open Work Orders 46 (Up from 28)
 - Trouble Tickets 8(Unchanged)
 - Add/Change/Delete Projects 13(Up from 12)
 - Unassigned 25(Up from 8)
- Support Volume:
 - Total Phone Calls 1113 (Down from 1149)
 - July 414
 - August 330
 - September 369
 - Total E-mails/Faxes/Walk-ins 544 (Up from 442)
 - July 122
 - August 200
 - September 222

Infrastructure Metrics for 1st Quarter FY'10:

- 807 Network accounts supported (Down from 899)
- 698 E-mail accounts supported (Down from 700)
- 55 Third party applications supported (Unchanged)
- 552 PC's supported (552 Unchanged)
- 142 Laptops supported (Up from 127)
- 90 Terminals supported (Unchanged)
- 180 Printers supported (Unchanged)
- 58 Physical Servers supported (Up from 52)
- 19 Virtual Servers supported (Up from 15)
- 819 Telephones supported (Up from 817)
- 124 Routers/Switches supported (Up from 116)

E-mail Metrics for 1st Quarter FY'10:

- 556,265 e-mails delivered to Scott County (Up from 395,777)
- 17,037,016 spam e-mails blocked from Scott County (Up from 5,908,326)
- 96.73% of e-mail addressed to Scott County was spam (Up from 93.30%)
- 3,116 virus infected files blocked from Scott County's network (Up from 669)
- 136.51 person years saved (calculation based on assumption of 1 second to delete each spam e-mail) (Up from 47.34)

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
- Scot Emergency Communications Center start-up

Summaries of these upcoming priority projects are:

- Phone Switch Upgrade –
Upgrade County phone switch to replace ageing infrastructure, accommodate Court House remodeling project, and support administrative telephony needs of SECC. Plans call for a new redundant phone switch to be installed in the lower level of the Court House and SECC 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.
- Scott Emergency Communications (SECC) start-up –
Implement required technology for county-wide consolidated dispatch project. SECC technology projects include CAD/RMS software, administrative telephones, 911 telephones, server and desktop hardware, network infrastructure, and etc.

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.