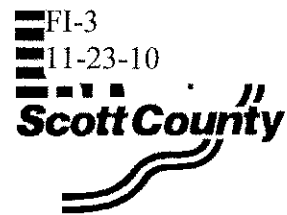


INFORMATION TECHNOLOGY

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November 14, 2010

To: Dee F. Bruemmer, County Administrator
From: Matt Hirst, Information Technology Director
Subject: Information Technology Update

The priorities for Scott County Information Technology as described to the Board of Supervisors in the October, 3rd Quarter FY'10 I.T. Update were:

- Phone Switch Upgrade
- Desktop Computer Upgrade
- IT Master Plan
- Scot Emergency Communications Center start-up

Summaries of the progress on these projects are:

- Phone Switch Upgrade –
Project In-process. VoIP and voice mail servers have been deployed. Interface to existing PBX has been established. IT training has been conducted. Phones are on track to be deployed to IT and Administration in November/December. SECC and remaining County Offices and Departments will follow in 2011.

Cisco core and edge networking equipment to support Power Over Ethernet (POE) and Quality of Service (QoS) standards has been acquired and is onsite. Implementation is well underway and should complete in time to facilitate phone deployment.

- Desktop Computer Upgrade –
Project Complete. This project was planned as a two phase project over FY'09 and FY'10. I.T. completed phase 1 of this project deploying 200 new PC's in FY'09. I.T. completed phase 2 of this project deploying an additional 200 new PC's in FY'10. As part of the project, I.T. developed a standard image for the new desktops. The image includes Windows XP with service pack 3 and Office 2007. I.T. has also made no cost training available for the Office 2007 application suite available to all County employees through the County intranet.

Note: PC's will be deployed in the spring of 2011 to Conservation.

- IT Master Plan –
Project Complete. The project team and BDMP presented a technology assessment and five-year strategic plan to the Board of Supervisors in June which was approved. Currently, IT and Administration are working to include plan recommendations in the upcoming FY'12 budget. The plan has been posted on the County Internet site.

- Scott Emergency Communications (SECC) start-up --
Project In-Process. Scott County Information Technology is functioning as one of the supporting departments for the new Scott Emergency Communications Center (SECC) operation with Human Resources and Facilities and Support Services. Sam Samara, Network Infrastructure Supervisor, is project lead overseeing SECC technology projects including:
 - Administrative telephone system implementation.
 - 911 telephone system implementation.
 - Server and storage implementation.
 - Data network implementation.
 - Data room and wiring infrastructure implementation.

Note: Gloria Fitzpatrick, SECC Technology Systems Coordinator is project lead for the CAD/RMS system implementation.

Help Desk Metrics for 1st Quarter FY'11:

- Work Order Volume:
 - Work Orders opened 478 (Up from 367)
 - Closed/Completed Work Orders 493 (Up from 360)
 - Current Open Work Orders 49 (Unchanged)
 - Trouble Tickets 27 (Up from 16)
 - Add/Change/Delete Projects 10 (Up from 14)
 - Unassigned 12 (Down from 29)
- Support Volume:
 - Total Phone Calls 1257 (Up from 780)
 - July 445
 - August 406
 - September 406
 - Total E-mails/Faxes/Walk-ins: 824 (Up from 572)
 - July 261
 - August 298
 - September 265

Infrastructure Metrics for 1st Quarter FY'11:

- 1094 Network accounts supported (Up from 929)
- 776 E-mail accounts supported (Up from 700)
- 67 Third party applications supported (Up from 61)
- 582 PC's supported (Up from 582)
- 147 Laptops supported (Up from 127)
- 63 Terminals supported (Down from 85)
- 184 Printers supported (Unchanged)
- 30 Physical Servers supported (Down from 41)
- 64 Virtual Servers supported (Up from 44)
- 811 Telephones supported (Down from 828)
- 168 Routers/Switches supported (Up from 124)

E-mail Metrics for 1st Quarter FY'11:

- 251,525 e-mails delivered to Scott County (Down from 252,584)
- 11,246,507 spam e-mails blocked from Scott County (Up from 9,557,673)
- 97.77% of e-mail addressed to Scott County was spam (Up from 97.36%)
- 651 virus infected files blocked from Scott County's network (Down from 4,290)
- 90.22 person years saved (calculation based on assumption of 1 second to delete each spam e-mail) (Up from 76.58)

The projects to be the primary focus of I.T. efforts as identified in the Policy and Management Board agendas include:

- Phone Switch Upgrade
- Scot Emergency Communications Center start-up

Summaries of these priority projects are:

- Phone Switch Upgrade –
Upgrade County phone switch to replace aging infrastructure, accommodate Court House remodeling project, and support administrative telephone 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 2010 and migration to this switch to be complete in 2011.
- 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.

MANAGEMENT IN PROGRESS

Pollbook Technology for Reduce Costs of Elections

Responsibility: Matt Hirst/Roxanna Moritz

<u>Key Issues</u>	<u>Actions</u>	<u>Time</u>
1) Identify equipment options	a. IT and Auditor staff to review pricing options and utility of various equipment possibilities	Completed
2) Evaluate utility of equipment options for use by precinct election officials in the field	a. Auditor staff to develop evaluation instrument for use by previously trained precinct election officials to aid in evaluation	Completed
	b. Auditor staff to identify ten officials to conduct evaluation and set schedule for evaluation	Completed
	c. Auditor staff to compile and analyze results of evaluation	Completed
3) Acquire and prepare FY'11 hardware	a. IT and Auditor to select appropriate equipment based on price and utility considerations	Completed
	b. After equipment purchase IT staff to prepare and image each e-poll book & install Precinct Atlas program	Completed
	c. Auditor staff to insure operability of each e-poll book & maintain voter registration file	Completed
4) Select precincts to use e-poll books	a. Auditor staff to compile turnout statistics and area demographics for each precinct	Completed
	b. Auditor staff to select precincts based on turnout and perceived likelihood of success	Completed
	c. Auditor staff to schedule and conduct small group training of precinct election officials prior to general election	Completed
5) Maintenance, Upgrades & Modifications	a. Auditor staff to keep Precinct Atlas program up-to-date with any modifications or changes from Secretary of State Office	On-going
	b. Auditor staff to review program and recommend modifications as appropriate to Secretary of State Office	On-going
6) Evaluation by Auditor Staff	a. Evaluate program for efficiency and accuracy in handling voters in polling place	November-December, 2010
	b. Evaluate program for efficiency and cost savings in satellite/absentee voting & updating voter records	November-December, 2010

MANAGEMENT IN PROGRESS		
PC Desktop Replacement		
Responsibility: Matt Hirst		
<u>Key Issues</u>	<u>Actions</u>	<u>Time</u>
1. Determine Recommended Solution	a. Evaluate Options	Completed
2. RFP/Bid for Phase 1 PC's	a. Send RFP/Bid to prospective vendor group	Completed
	b. Deadline for returning RFP/Bid to county	Completed
	c. Award RFP/Bid	Completed
3. Implement Phase 1 PC's (By Department)	IT	Completed
	SECC	Completed
	Administration	Completed
	FS&S (6th Floor)	Completed
	Decategorization	Completed
	Auditor	Completed
	Sheriff (Admin Lower Level CH)	Completed
	Attorney	Completed
	Health	Completed
	Assessor	Completed
	Recorder	Completed
	Community Services	Completed
	Secondary Roads	Completed
Planning and Development	Completed	
2. RFP/Bid for Phase 2 PC's	Send RFP/Bid to prospective vendor group	Completed
	Deadline for returning RFP/Bid to county	Completed
	Award RFP/Bid	Completed
4. Implement Phase 2 PC's (By Department)	JDC	Completed
	Treasurer	Completed
	Sheriff (Admin Pavillion)	Completed
	Sheriff (Investigations)	Completed
	Sheriff (Tremont)	Completed
	Training Lab	Completed
	Sheriff (Jail)	Completed
	Conservation*	1-Mar-11
*Contingent upon Citrix Xen Deployment		

MANAGEMENT IN PROGRESS		
Telephone Upgrade		
Responsibility: Matt Hirst		
<u>Key Issues</u>	<u>Actions</u>	<u>Time</u>
1. Determine Recommended Solution	a. Evaluate Options	Completed
2. Bid for VoIP Network Infrastructure	a. Send RFP/Bid to prospective vendor group	Completed
	b. Deadline for returning RFP/Bid to county	Completed
	c. Award RFP/Bid	Completed
3. Bid for VoIP System and Handsets	a. Send RFP/Bid to prospective vendor group	Completed
	b. Deadline for returning RFP/Bid to county	Completed
	c. Award RFP/Bid	Completed
4. Implement VoIP System	a. Setup Network Infrastructure	Completed
	b. Setup VoIP & Voicemail Servers	Completed
	c. Install/Configure Application Software	Completed
	d. Train IT support personnel	Completed
5. Implement Handsets (By Department)	a. IT	November '10
	b. SECC - Courthouse	November '10
	c. Administration	November '10
	d. FS&S (6th Floor)	November '10
	e. Sheriff (Admin Lower Level CH)	December '10
	f. Sheriff (Admin Pavilion)	December '10
	g. Sheriff (Investigations)	December '10
	h. Attorney	December '10
	i. SECC - 4600	December '10
	j. Sheriff (Jail)	TBD
	k. Sheriff (Tremont)	TBD
	l. Decategorization	TBD
	m. Auditor	TBD
	n. Assessor	TBD
	o. Recorder	TBD
	p. Health	TBD
	q. Community Services	TBD
r. Treasurer (AC)	TBD	
s. Treasurer (GS)	TBD	
t. Secondary Roads	TBD	
u. Planning and Development	TBD	

